



Parcel Services Customer Guide Amendment No. 2

Effective December 5, 2025

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of December 5, 2025, in accordance with the applicable effective date. All other terms and conditions remain the same. Keep this amendment with your copy of the Guide.

The revised version of the *Parcel Services Customer Guide*, which includes the amended information, will be available on the effective date of this amendment at canadapost.ca/parcelservices.

Overview of important changes

- 2.4 Return solutions – Updated dimensions for box-free label-free mailers.
- 6.8 Customs regulations and shipping requirements – Updated wording for customs declarations.
- 6.8 Customs regulations and shipping requirements – Updates to reflect the suspension of the “de minimis” shipping exemption to the United States.

Shipping within Canada

2.4.2 Customer return experience

To adjust the maximum dimensions of the mailer, the fifth paragraph has been replaced with the following:

Box-free label-free – Your customers can return items at participating post offices without packaging or a return label. Packaging and return labels are provided at the post office only when you authorize the return. For enhanced security, Canada Post offers a secure QR code option for box-free label-free returns. All items combined for a single return must fit into a mailer measuring a maximum 47 cm x 61 cm with a maximum 5 cm lip (18.5 in. x 24 in. x 2 in. lip) and weigh less than 22 kg.



The ABCs of shipping

6.8 Customs regulations and shipping requirements

Customs declarations

The first paragraph of subsection **6.8.1 General** has been replaced with the following:

Data provided in a customs declaration, also referred to as electronic customs data, is required for all items shipped from Canada to destinations outside of Canada. Every U.S. and international parcel service has a unique shipping label, which includes a customs declaration area to be completed accurately for items that are not documents.¹

Suspension of de minimis shipping to the United States

The last paragraph of subsection **6.8.2.1 Postal presentation** has been replaced with the following:

Customs officials retain sole discretion to decide which parcels require inspection and whether they meet applicable requirements. All taxes, duties and processing fees are payable by the recipient or the shipper, depending on the destination and declared value of the item. Canada Post is not liable in any manner for issues related to amounts payable, including any issues arising from the required calculation and payment of duties.

In subsection **6.8.4 Customs documentation**, the following bullet has been added to the end of the bulleted list:

- country of origin (depending on the shipping system used to create the order).

New subsection **6.8.4.3 Declaration ID code** has been added:

For all U.S.-bound items, a 13-character Declaration ID code must be provided for the item to be accepted by Canada Post. This code provides proof that all applicable duties have been prepaid. For more information, visit canadapost.ca/usdutychanges.