

MODIFICATIONS TO SERVICES GUARANTEE AND SERVICE CHARGES DURING PEAK SEASON EFFECTIVE NOVEMBER 11, 2019

This overview is a notice of the changes which affect the services you or an authorized user of your Agreement with Canada Post use.

Service Guarantee Modification

For items mailed between **Monday November 11, 2019 and Sunday January 12, 2020**, Canada Post will only honour service guarantee claims for late delivery if an item is delivered **two or more business days** after the delivery standard. This adjustment will apply to Priority™, Xpresspost™ and Expedited Parcel™ services mailed within Canada.

To meet the needs of all our customers for prompt and secure delivery during the holiday season, and with the safety of our employees in mind, Canada Post is adjusting three existing surcharges for the holiday season.

Oversize and Unpackaged Items and Out-of-spec Items

Between **Monday November 11, 2019 and Sunday January 12, 2020**, the cost for Oversize and Unpackaged items will increase to \$17 from \$12 and the cost of Out-of-spec items will increase to \$200 from \$100. The additional fees cover the extra handling required for these bulkier, larger items during our busiest period and are standard in the parcel delivery industry

For details on our parcel specifications, please see the Parcel Services Customer Guide at www.canadapost.ca/parcelservices.

Please share this information with the appropriate representative within your organization.