

Parcel Services Customer Guide



The Guide and its amendments are available at canadapost.ca/parcelservices.
Effective December 8, 2023



Parcel services that connect Canadians with confidence



Dear Customer,

On behalf of Canadians and Canadian retailers, we deliver more parcels every year. They've made us the country's leading parcel delivery provider – and we innovate, invest and work hard to remain their preferred choice.

How? We focus on providing the positive experience customers expect. We offer services that are convenient and competitively priced. We provide reliable service performance – and constantly monitor our success in achieving it. We invest to improve our offerings and increase our ability to serve customers as volumes grow.

If you're a retailer, know that we understand how important your end-to-end customer experience is to your brand. As an integral part of Canada's ecommerce ecosystem, we can help you succeed by leveraging years of experience in working closely with countless retailers, from established brands to small start-ups.

Canada Post is the only delivery company that serves every residential and business address in Canada. We also provide inbound and outbound shipping to most countries. With thousands of post offices, our vast retail network has no rival. We have tens of thousands of employees who are dedicated to serving their fellow Canadians.

Our assets and employees make our service possible, but everything we do starts with the confidence that Canadians place in us. We go to great lengths to earn and keep that confidence.

Thank you for your business. We don't take it for granted, I assure you. We are grateful for it, proud to serve every Canadian and committed to helping Canadian businesses thrive.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Hart'.

Rod Hart
Chief Customer and Marketing Officer
Canada Post



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Helping you elevate the customer experience

Providing a convenient and seamless experience for your customers is critical to your success. That's why Canada Post puts so much focus on creating services that can help you elevate their experience.

We've highlighted a few innovative solutions here. You'll also find information on all our valuable customer-centric solutions throughout this guide.

Parcel Pickup Services

It's important to find ways to save time in your day. With our Parcel Pickup Services, we come to you. Whether you use it as One-Time On-Demand or Recurring (Scheduled) service, we arrive at your place of business to pick up your shipments so you can avoid multiple trips to the post office. It's one way we help you streamline your shipping process.

Parcel tracking

We know how important delivery status updates are to you and your customers. We offer a complete suite of tracking and reporting solutions that allow you to power your planning and decision-making processes and inform your customers of the current tracking status, including exceptions and delivery dates. Your customers can also request to receive email and text message notifications about their packages when using our tracking tool at canadapost.ca/track or our mobile app. We've launched automatic tracking on our website and our mobile app as a free and convenient feature for customers. It allows them to track and manage their Canada Post deliveries and set preferred delivery options for their packages. Our app provides tracking visibility throughout the delivery process and includes push notifications and pickup barcodes.

FlexDelivery™ and Deliver to Post Office

Consumers are busy and desire options that allow them to pick up their orders at a time and place that are convenient. We offer services that make it easy for any shopper to access this flexibility. With FlexDelivery, shoppers can sign up to designate any of our retail post offices as a pickup address for their online orders. You can also build loyalty with your own customers by integrating our Deliver to Post Office service right into your checkout. The benefit? You get the credit for providing your customers with flexible delivery options automatically and seamlessly, without any extra steps.

Parcel lockers

We're installing more parcel lockers in condos and apartment buildings across Canada. That means when residents are away during the day, they won't miss their orders. The items they have bought from you will be securely stored until they arrive home. Over one million Canadians can receive their deliveries in a parcel locker and this number is growing every year.

Returns

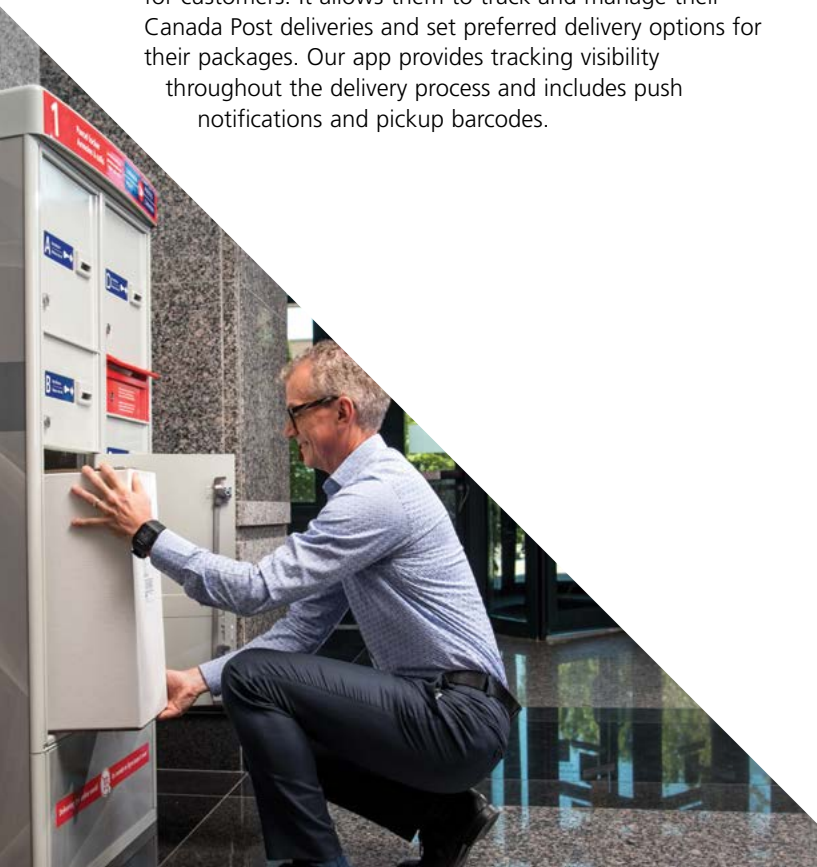
Today's customers expect a clear and convenient returns process – it's now a factor in their prepurchase decision-making process. To help you satisfy your customers, we offer different returns options that cater to your specific needs.

Offshore importing solutions

For your parcel products from offshore, we can arrange their customs clearance and delivery in Canada. For northbound parcel shipments, we provide end-to-end solutions, and if you have U.S.-based suppliers, we can manage their direct shipments to your end customers in Canada.

Keeping you current

Best practices, new trends and customer expectations are always changing. Our in-depth research guides help you keep up with the latest, so you can ensure your business is operating as effectively and efficiently as possible. You'll find what you need at canadapost.ca/ecommercetrends.



Introduction

1.1 Purpose of the Customer Guide

The *Parcel Services Customer Guide* is designed to give information you need to get the most from the various solutions of Parcel Services available under your Parcel Services Agreement. The Customer Guide forms part of the Agreement between you, the customer, and Canada Post for such services. It explains the qualifications, and other terms and conditions under which these services are provided. Please ensure that you are using the most current version of the *Parcel Services Customer Guide*, which is posted at canadapost.ca/parcelservices and includes all amendments. It is the customer's obligation to meet the most current applicable requirements.

1.2 Finding information about Parcel Services¹

Easy links to Parcel Services and support documents.

AddressComplete™
canadapost.ca/addresscomplete

Canada Postal Guide
canadapost.ca/postalguide

Customs information for U.S. and international parcels
canadapost.ca/internationalistings

- Find a harmonized system (HS) code.
- Estimate duties and taxes.
- View special requirements for international shipments.

Delivery standards (all services and destinations)
canadapost.ca/deliverystandards

Delivery standards (Canada only)
canadapost.ca/deliverytool

Deposit locations
canadapost.ca/depositlocations

Ecommerce solutions
canadapost.ca/ecommerce

Non-mailable matter and dangerous goods
canadapost.ca/nonmailable

Online Business Centre canadapost.ca/obc

- Create shipping labels using Electronic Shipping Tools (EST).
- Schedule a pickup.
- Track the delivery status of an item and confirm who signed for delivery.
- Get detailed product and service information.
- Order products and supplies.
- Manage your accounts.

Parcel returns canadapost.ca/returns

Pickup Services canadapost.ca/pickup

Post office locations canadapost.ca/postoffice

Postal codes, searching canadapost.ca/postalcode

Prepaid Parcel Services and supplies, ordering canadapost.ca/shop

Shipment tracking canadapost.ca/track

Shipping labels, approval canadapost.ca/labels

Shipping labels, using canadapost.ca/shippinglabels

Web Services Developer Program canadapost.ca/webservices

1.3 How to reach us

- Sign in to our Online Business Centre at canadapost.ca/obc.
- To ask about our products and services or speak to a sales representative, call our Commercial Service Network at 1-866-757-5480 (Monday to Friday, 8 am to 8 pm ET).
- To obtain support for our products and services, or share comments or concerns, visit canadapost.ca/support. Our goal is to help you as quickly as possible.
- To order Prepaid Parcel Services and supplies, visit canadapost.ca/shop or call Customer Service at 1-866-607-6301.

To talk to a Customer Service representative, call one of the following numbers:

Customer Service	1-866-607-6301	Monday to Friday, 7 am to 11 pm ET Saturday and Sunday, 9 am to 9 pm ET
For issues related to signing in to any of our registered tools (for user ID and password)	1-877-376-1212	Available 24 hours a day, every day
Electronic Shipping Tools (EST) Technical Helpline	1-877-376-1212	Available 24 hours a day, every day
Payment and account information	1-800-267-7651	Monday to Friday, 8 am to 6 pm ET

1. Any reference to "shipping and delivery services" and "distribution services" are Parcel Services. All references to FedEx™ in the Customer Guide are references to FedEx Express Canada Ltd., including affiliates and their respective employees, subcontractors and agents.

Shipping within Canada

Learn about the full range of reliable shipping services and options we offer to help you meet your timelines, budgets and other business needs when shipping within Canada.



2.1 Parcel Services: Canada

Shipping options

Next-day delivery* with signature

Priority™

Our fastest shipping service for time-sensitive documents and parcels within Canada. Delivery times are guaranteed, and you can confirm delivery of your items online. Signature collection and One-Time On-Demand Pickup are available at no extra charge.

Next-day and 2-day delivery*

Xpresspost™

Our fast and cost-effective shipping service for documents and parcels within Canada. All items are tracked, delivery times are guaranteed, and delivery status can be checked online.

Next-day and 2-day delivery* with signature for documents

Xpresspost Certified

Our document-shipping service that captures the recipient's signature on delivery of the item. This service is ideal for sending important notices or legal or court documents. If the receiver refuses to sign for the item, the item will be sent back to the original shipper (Return to Sender). Refer to section 4.4 for more details.

Up to 2 days for local delivery, up to 4 days for regional delivery and up to 8 days for national delivery

Expedited Parcel™

Our cost-effective ground shipping service for items within Canada. All items are tracked, delivery times are guaranteed, and delivery status can be checked online.

Up to 3 days for local delivery, up to 6 days for regional delivery and up to 10 days for national delivery*

Regular Parcel™

Our economical ground shipping service for items within Canada. A tracking number is provided and delivery status can be checked online.

* Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are in business days, not calendar days.

Actual delivery times depend on origin, destination, weather conditions and other factors. Find the delivery standard from your postal code to a Canadian destination at canadapost.ca/deliverytool.

Delivery standards are based on normal delivery conditions and are subject to change without notice. The on-time delivery guarantee may be modified during a peak period (see canadapost.ca/notice) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume.

2.2 Features, options and other value-added services: Shipping within Canada

Parcel Services: Canada					
Features and options	Priority™	Xpresspost™	Expedited Parcel™	Regular Parcel™	
Tracking and delivery					More information
On-Time Delivery Guarantee	✓	✓	✓		p. 9
Tracking and Delivery Confirmation	✓	✓	✓	✓	p. 9
Delivery Updates (by email and text message)	✓	✓	✓	✓	p. 9
Reference Number Tracking	✓	✓	✓	✓	p. 10
Coverage and COD options					More information
Liability Coverage (up to \$100)	✓	✓	✓	\$	p. 10
Additional Liability Coverage (up to \$5,000) ¹	\$	\$	\$	\$	p. 10
Collect on Delivery (COD) up to \$5,000 (up to 1,000 cash) ²	\$	\$	\$	\$	p. 10
Environmental sustainability					More information
Carbon-neutral shipping			✓	✓	p. 14
Signature and identity services					More information
Signature	■	\$	\$	\$	p. 11
Signature Hard Copy ³	\$	\$	\$	\$	p. 11
Proof of Age ⁴	\$	\$	\$	\$	p. 11
Flexible delivery options					More information
Leave at Door (Do Not Card) ⁴	✓	✓	✓	✓	p. 12
Do Not Safe Drop ⁴	✓	✓	✓	✓	p. 12
Card (Hold) for Pickup ⁴	✓	✓	✓	✓	p. 12
Deliver to Post Office ⁴		✓	✓		p. 12
Pickup Services					More information
Recurring (Scheduled) Pickup ⁶	\$	\$	\$	\$	p. 13
One-Time On-Demand Pickup ⁷	■	\$	\$	\$	p. 13
Third-Party Recurring (Scheduled) Pickup ⁶	\$	\$	\$	\$	p. 13
One-Time Third-Party On-Demand Pickup ⁷	■	\$	\$	\$	p. 13
Returns					More information
Parcel returns labels ⁴	\$	\$	\$	\$	p. 14
Return to Sender ⁸	\$	\$	\$	\$	p. 14
Redirection Service					More information
Package Redirection	\$	\$	\$	\$	p. 13

Legend

- ✓ Feature included in the service (no additional charge).
- \$ Available for a fee.
- Available as a no-charge option for the Priority service.

1. The purchase of the Signature option is mandatory for additional Liability Coverage.
2. Some exceptions apply to acceptable methods of payments. For more details, see section 2.3.4.3.
3. The signature image is available at no additional charge.
4. Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.
5. Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
6. One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
7. All associated Return to Sender shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.

Note: All options must be selected at time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.

2.3 Additional information on features, options and other value-added services: Shipping within Canada

A **feature** is provided as part of the basic service.

An **option** is a service enhancement that is not included automatically as part of the basic service. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Options may be selected by using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system or by affixing an additional label or sticker on the shipping label. Most options are available for an additional fee (refer to chart in section 2.2).

2.3.1 On-Time Delivery Guarantee

The On-Time Delivery Guarantee offers replacement service or credit equivalent to the shipping charges if the published delivery standards are not met. The On-Time Delivery Guarantee is not available for Xpresspost and Expedited Parcel items shipped from or to Air Stage offices. Exceptions and conditions apply. Refer to section 8.3.21.10 for further details. The Regular Parcel service does not offer the On-Time Delivery Guarantee.

2.3.2 Tracking and Delivery Confirmation

Our advanced tracking technology allows you and your customers to know the status of barcoded items, regardless of their destination. You can choose to receive delivery status updates automatically by email and have these updates sent to your customers or your customers can also request to receive text message updates when using our tracking tool at canadapost.ca/track or our mobile app.

You can view the progress of each of your barcoded parcel deliveries through our system anytime online; each item-tracking event is logged and displayed through our online tracking system for one year. You can view and print a Delivery Confirmation online for up to one year once your parcel is delivered. A hard copy of a Delivery Confirmation is also available up to seven years through Customer Service.

Visit canadapost.ca/track or call Customer Service at 1-866-607-6301.

At the time of label creation, a unique tracking number is assigned to each parcel item. Canada Post tracks items as they travel through the delivery network. Label creation and tracking events may occur when:

- a shipping label is created electronically using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system;
- an item is picked up from the customer's location by Canada Post or dropped off at a Canada Post site;

- the item is sorted in a major Canada Post facility;
- the item is out for delivery by our agents;
- the item is ready to be picked up at one of Canada Post's facilities for large volume receivers;
- the item is successfully delivered or is deemed undeliverable and returned to the sender;
- a delivery attempt is made, but the recipient is not available to accept the delivery, a Delivery Notice Card is left indicating where the item can be picked up;
- a final Delivery Notice Card is issued if the item has not been picked up at the post office;
- an item is not deliverable because it was shipped to an incorrect address, or the recipient refused to accept the delivery, or, if the item is unclaimed at a post office, the shipment will be returned to the sender or sent to a secure facility for disposal;
- the shipper has made an error in the postal delivery address, then Canada Post will attempt to correct the error and have the item delivered; in the event that Canada Post is unable to determine the correct delivery address, the item will be returned to the sender;
- Canada Post has made an error in the transportation of the item causing a possible delay;
- Canada Post experiences circumstances beyond its control, causing a possible delay of the delivery; *force majeure* scans will be made in the event of
 - severe weather and natural disasters such as major snow storms, ice, unplowed streets, extreme heat, cold weather, tornados or hurricanes;
 - transportation delays;
 - demonstrations;
 - power outage in the public grid.
- Note: Some exceptions may apply.

2.3.3 Services available to track items

Delivery Updates (by email and text message)

Delivery Updates is a free option that allows you to receive notifications of item-tracking events as they occur for barcoded shipping services. Email notifications are available if you are creating parcel orders with Canada Post's Electronic Shipping Tools (EST), a customer-developed/third-party shipping system, or if you or your customer use our tracking tool at canadapost.ca/track. Text message notifications are available to your customers when using our tracking tool at canadapost.ca/track or our mobile app.

Here are the types of events that are available with Delivery Updates:

- **Ship.** Indicates that the shipment order has been created and that the item has been given to Canada Post for delivery. Available with email notifications.
- **Exception.** Notifies you of any unforeseen delivery interruptions (for example, items that are returned to the sender or refused, items delayed due to circumstances beyond Canada Post's control, addressing errors or

transportation errors). Available with email and text message notifications.

- **Delivery.** You are notified when the item is out for delivery, when the item is ready for pickup at a post office or when delivery (to a residence, community mailbox or parcel locker) is confirmed. Available with email and text message notifications.

Mobile tracking on your smartphone

Canada Post offers free mobile tracking applications for IOS™ and Android™ devices, giving you the ability to track and confirm delivery status while on the go. Customers can also use these mobile apps to calculate shipping rates, look up a postal code or search for their closest post office location. This allows quick and easy access to drop off prelabelled parcel items or purchase shipping services. Customers can easily download these apps from iTunes® or Google Play™.

Item tracking using your own reference number

In addition to tracking shipments by looking up Canada Post's item-tracking number, you can associate your own internal reference number or reference name to a shipment when creating the shipping label. Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system allow you to add up to two reference numbers or reference names (maximum 35 characters each) to the shipment details. Shipment reference numbers can be used to monitor the delivery status of the item at canadapost.ca/track or cross-reference with records within your own administrative systems.

Automated Parcel Tracking

Automated Parcel Tracking (APT) provides large shippers with the convenience of automatically receiving item-tracking event data for every Canadian parcel item they have shipped with Canada Post. APT updates are often integrated with shippers' in-house systems to achieve item-level tracking visibility for Customer Service staff or customers. To receive tracking data from APT, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. APT offers tracking data in two standardized formats: EDI 214 and flat file. Contact your sales representative for further information.

Automated Delivery Confirmation

The automated Delivery Confirmation (DC) feature provides high-volume parcel customers with PDF files containing the DCs, which include proof of delivery with or without signature for every item shipped. This feature is useful for shipping legal documents, as it offers documentation to prove that items were delivered and that the recipient's signature was obtained. To receive an automated Delivery Confirmation, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. Contact your sales representative for further information.

2.3.4 Liability Coverage and COD options

2.3.4.1 Liability Coverage

The Priority, Xpresspost and Expedited Parcel services and Prepaid products include up to \$100 Liability Coverage against loss, damage, or COD service failure.¹ The first \$100 of Liability Coverage must be purchased for the Regular Parcel service. The availability and limits of Liability Coverage may vary according to the nature of items being shipped and the service used. Exceptions and conditions apply. Refer to section 8.3.21 (Limitation of Liability and Claims) for further information.

2.3.4.2 Additional Liability Coverage up to \$5,000

If you wish to purchase additional Liability Coverage, it is available in increments of \$100, up to \$5,000 for most items shipped within Canada, including most Prepaid products and labels. Except for the Priority service, which offers the Signature option at no extra charge, purchase of the Signature option is mandatory when purchasing additional Liability Coverage of \$200 or more. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Exceptions and conditions apply. Refer to section 8.3.21 for further information.

2.3.4.3 Collect on Delivery^{1,2}

Collect on Delivery (COD) is available for most domestic parcel shipments, for an additional fee. To select the COD option, you must prepare and transmit your parcel order using Canada Post's Electronic Shipping Tools (EST), a third-party shipping system approved by Canada Post, or Canada Post's Web Services. Before the item is handed over to the addressee, the addressee or the addressee's representative must pay the COD amount as specified by the shipper on the Collect on Delivery form/shipping label. After collection, the COD funds are submitted to the shipper by cheque or electronic fund transfer and may be subject to a remittance delay of 10 business days. COD is available for transactions of up to \$5,000.

Payment options are

- credit card up to \$100;
- cash up to \$1,000;
- debit card up to \$5,000 (debit card payment is not available at all post office locations; transaction limits may need to be adjusted by the bank to pay by debit card);
- certified cheque up to \$5,000 (address certified cheque payable to Canada Post Corporation);
- bank draft up to \$5,000 (address bank draft payable to Canada Post Corporation);
- money order up to \$5,000 (each money order must not exceed \$999.99 and must be payable to Canada Post Corporation).

1. The COD option is not available with Prepaid products or when using a manual shipping label (33-086-397 or 33-086-414). See section 2.3.4.3 for further details regarding COD service failure.

2. Exceptions and conditions apply. Refer to section 8.3.21 for further details.

When selecting the COD option, the shipper must ensure that the COD amount does not exceed the actual value of the item shipped.

A shipper cannot send items that have not been requested by the addressee or use the COD option to collect funds owing to the customer (shipper) from a previous transaction. All money orders, bank drafts and certified cheques for the collected amount must be made payable to Canada Post. The shipper assumes all risks associated with payments by money order, bank draft and certified cheque.

When the COD item is undeliverable

If the addressee cannot be located, the addressee fails or refuses to pay the COD amount, or a manual shipping label is used, the item will be deemed undeliverable and will be returned to the shipper. Return charges will apply. The COD option fee will not be refunded.

COD service failure

If a COD item has been delivered but the COD funds were not submitted to the shipper, the shipper may submit a claim for COD service failure. Canada Post's liability is limited to an amount equal to the lesser of the COD amount or the amount of Liability Coverage included or purchased. Exceptions and conditions apply. Refer to section 8.3.21 for further details.

If a shipper wants to maximize available Liability Coverage against COD service failure, the shipper may purchase additional Liability Coverage for their COD item so the total available Liability Coverage is equal to the COD amount.¹ The COD amount should never be greater than the actual value of the item shipped. Canada Post will not refund the shipper for excess Liability Coverage purchased.

2.3.5 Signature and identity services

2.3.5.1 Signature²

Signature ensures that a personal hand-off of the item occurs at delivery and provides proof of this activity. The name of the signatory is recorded as well as the signature. It is a no-charge option for the Priority™ service and Xpresspost™ Certified service. For Priority, the no-charge signature option must be selected when additional liability coverage is purchased.

If the receiver refuses to provide a signature, the delivery agent will indicate "SIGNATURE REFUSED" for item-tracking purposes. Before the item can be handed over, the delivery agent will capture the first initial and last name of the receiver. This process varies for items shipped by Xpresspost Certified; if the receiver refuses to sign for the item, the Xpresspost Certified item will be sent back to the original shipper (Return to Sender).

When the signature is collected at the door

When someone answers the door, the delivery agent will obtain the signature and the signatory's name then hand the item to the receiver. Signature items are not delivered to children.

If there is no answer at the door, the delivery agent will leave a Delivery Notice Card in the addressee's mail receptacle that directs the addressee to the designated post office to pick up the item.

When the signature is collected at the post office

Only the addressee or an authorized representative can pick up an item requiring a signature at the post office.

- The addressee must present one valid piece of government-issued photo identification that indicates the same address as the one on the item.
- If the addressee has an authorized representative pick up the item, the representative must present one valid piece of government-issued photo identification and one of the following: a Delivery Notice Card or a copy of the Delivery Notification email signed by the addressee with the printed name of the representative authorized to pick up the item; or a legal document demonstrating the representative's authority to act on behalf of the addressee, for example, a power of attorney, an appointment as trustee or a letter of authorization.

Note: If a cohabitant picks up an item at the post office on behalf of the addressee, the cohabitant must present one valid piece of government-issued photo identification with the same address as the address on the item. If the piece of identification does not indicate the address, proof of residence is required such as a utility bill.

To find out more about identification requirements, visit canadapost.ca/postalguide under Policies.

2.3.5.2 Proof of Age (18, 19 or 21)³

The Proof of Age option ensures that, when the receiver appears to be less than 30 years of age, a photo identification proving age will be requested and the signature and name of the signatory will be recorded. The item will only be handed over to a person with an acceptable identification (ID) proving the required age (18, 19 or 21) selected by the customer as part of the Proof of Age option. Visit the *Canada Postal Guide* at canadapost.ca/postalguide under Policies for a list of age of majority identification by province or territory. As the legal age for certain goods may differ from age of majority by province or territory, it is the customer's responsibility to ensure that the appropriate age is selected under the Proof of Age option.

1. Exceptions and conditions apply. Refer to section 8.3.21 for further details.
2. For the Priority™ service, Signature is a no-charge option.
3. Available only with Canada Post's Electronic Shipping Tools or a customer developed/third-party shipping system.

For information on prohibited and controlled items, refer to the *Canada Postal Guide* at canadapost.ca/nonmailable. It is the customer's responsibility to ensure that Canadian laws are respected when shipping items.

2.3.6 Delivery options available when using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system

The following options offer you the flexibility to customize the delivery experience for your customers.

Leave at Door (Do Not Card)^{1,2}

This option is only available for items that are usually delivered to the door. A delivery attempt is made at the door. If no one is available and the item fits, it is left in the addressee's mail receptacle. If the item does not fit or the mail receptacle is full and there is a safe-drop location (an appropriate safe place where the item is sheltered from the weather and not seen by passers-by), the item will be safe-dropped. A Safe Drop Card indicating the location of the safe drop is left in the addressee's mail receptacle at the time of delivery. If safe drop is not possible, a Delivery Notice Card is left, and the item can be picked up at the designated post office.

Do Not Safe Drop^{1,2}

This option only changes the delivery process for items where a delivery attempt is made at the door. The item will be left in the addressee's mail receptacle. If the item does not fit, a delivery attempt will be made at the door. If no one is available to receive the item, a Delivery Notice Card will be left, and the addressee will be able to pick up the item at the designated post office.

Card (Hold) for Pickup^{1,2,3}

This option is ideal for shipments containing temperature-sensitive items. A Delivery Notice Card will be left for the addressee and the item will be forwarded to the designated post office. The addressee or a representative is required to show one valid piece of government-issued photo identification when picking up the item.

Deliver to Post Office^{1,3}

Deliver to Post Office is an innovative delivery option available through Canada Post's Web Services. The option allows your online consumers the choice to have their items delivered to a post office of their preference and convenience. Canada Post has an extensive network of secure post office facilities, which also makes this option ideal for high-value or temperature-sensitive items.

An automated email notification is issued to the addressee once the item is delivered to the post office, advising that the parcel is ready for pickup. If the item is not picked up after five calendar days, the addressee will receive a second email and a telephone message reminding to pick up the item.

The addressee or a representative will be asked to show one valid piece of government-issued photo identification at the post office for authentication. After 15 calendar days, if the item has not been picked up, it will be returned to the originating address on the shipping label. Refer to section 5 for more information on our online solutions and shipping tools.

1. Available only with Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system.
2. Refer to section 2.4 for more information on how Canada Post delivers items within Canada.
3. No delivery attempt will be made at the door.

2.3.7 Pickup Services

Canada Post offers Pickup Services in most urban and suburban areas. Visit canadapost.ca/pickup to see if pickup is available in your area, request a pickup and find local call-in cut-off times for One-Time On-Demand Pickup.

Qualified users of Recurring (Scheduled) Pickup either receive their pickup free or pay a weekly fee depending on their annual purchases.

Recurring (Scheduled) Pickup¹

The Recurring (Scheduled) Pickup service is suited to more frequent shippers. Recurring (Scheduled) Pickup is available on business days and may be arranged at a mutually agreed time, ensuring efficient deposit of your items into Canada Post's delivery network.

Recurring (Scheduled) Pickup fees are based on the customer's total annual parcel shipping purchases per pickup location. A weekly fee makes it easier to plan and budget, particularly if shipment volumes fluctuate from week to week. There are three Recurring (Scheduled) Pickup fee levels:

Annual (12-month) parcel shipping purchases*	Recurring (Scheduled) Pickup fees
\$15,000 or more	No fee
Between \$2,500 and \$14,999	\$7.50 per week
Less than \$2,500	Recurring (Scheduled) Pickup is not available. One-Time On-Demand Pickup is available.

*Including parcel shipping and associated option fees, but excluding pickup fees and taxes.

Canada Post reviews each customer's parcel shipping purchases per pickup location to determine the customer's pickup service availability and associated fees. Recurring (Scheduled) Pickup is available to customers using an account number or a credit card saved in their profile as the method of payment for Parcel Services. Shipping purchases of U.S. and international parcel services are consolidated with shipping purchases of Canadian parcel services to determine the customer's weekly fee.

Third-Party Recurring (Scheduled) Pickup, which allows customers to extend their Recurring (Scheduled) Pickup service to additional addresses, is also available for a weekly fee. Customers with an account number can arrange for the additional pickup locations themselves or provide their Canada Post account number to their third party, authorizing them to arrange for a Third-Party Recurring (Scheduled) Pickup.

To set up the Recurring (Scheduled) Pickup service, authorize a third party to use your account number for Third-Party Recurring (Scheduled) Pickup service or check pickup availability in your area visit canadapost.ca/pickup or call Customer Service at 1-866-607-6301.

One-Time On-Demand Pickup¹

Use this service to arrange a one-time pickup at a time that is convenient for your business. A pickup fee per stop will apply unless shipping using the Priority service. Pickups can be arranged up to 90 calendar days in advance using an account number or a credit card saved in the customer profile as a method of payment (five business days in advance without a credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.

One-Time Third-Party On-Demand Pickup allows customers to authorize a Canada Post pickup at a third-party location or at an alternate address. Customers can arrange for the third-party pickup themselves or provide their Canada Post account number to a third party to arrange for the One-Time On-Demand Pickup. If you want to authorize a third party to use your account number for a One-Time Third-Party On-Demand Pickup, contact your sales representative.

To arrange a One-Time On-Demand Pickup, confirm pickup availability or check call-in cut-off times for your area, visit canadapost.ca/pickup at any time or call Customer Service at 1-866-607-6301 during business hours.

2.3.8 Package Redirection

Our easy-to-use Package Redirection online service gives you greater flexibility and control to manage your parcel needs. You can redirect or recall packages in flight, whether that's to correct order errors, update addresses on behalf of customers, act on product recalls or guard against fraud.

For items successfully redirected, a service fee will apply. The delivery standard date and the expected delivery date will be adjusted and provided based on the second portion of the shipment; however, on-time delivery guarantees will no longer apply.

For more information, visit canadapost.ca/package redirection.

1. All items being picked up must be accompanied by a transmitted order document (manifest or bill of lading) that is completed accurately. Missing information on the order document or label may result in the pickup being refused, the parcel being delayed or returned to the sender, or a surcharge applied. There are three exceptions to this rule:
 - items prepared using Canada Post's EST Online or Express Order Entry (EOE) bearing a shipping label stating "No Manifest Required,"
 - items with a parcel returns service label approved by Canada Post,
 - Canada Post's Prepaid products.

2.3.9 Return to Sender^{1,2,3}

A parcel will be treated as a Return to Sender item when one or more of the following conditions exist and the parcel has been unopened:

- the item is refused or endorsed as moved or unknown (occupant);
- the item is unclaimed by the receiver;
- the delivery address is incomplete or does not exist;
- the item is an originating outgoing item and does not bear a parcel returns service label;
- a manual Collect on Delivery (COD) shipping label (33-086-397 or 33-086-414) is used.

Canada Post attempts to deliver all parcels. However, in the event that delivery cannot be completed, a parcel is returned to the originating address on the shipping label. If the item remains unaltered, the Return to Sender shipping fee excludes the fees for features and options. All associated Return to Sender shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.

All on-time delivery guarantees are voided on Return to Sender items.

Note: Return to Sender items that are refused by the shipper (customer) are treated as undeliverable and are disposed of or recycled at the customer's expense, as per Canada Post's policy on undeliverable items (for example disposal, shipping and all other applicable charges).

2.3.10 Returns solutions^{1,2,3}

Canada Post offers several options for collecting returns and exchanges of online purchases, as well as defective, unwanted or obsolete products. Our parcel returns labels contain a unique tracking number and barcode, which allow returns shipments to be tracked and you are charged only if your parcel returns label is used. All associated returns shipping fees are the responsibility of the customer.

- **Include a parcel returns label in your original order shipment:**
 - **Print a label at the time of shipping.**⁴ Outgoing shipments using our Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system have the option to create and print a parcel returns label with a unique tracking number that you include in your outbound shipment. Only one returns label per item must be printed.

- **Preprint a label.** If it is not convenient to produce a parcel returns label when creating the initial shipping label, we offer preprinted parcel returns labels in a 10.16 cm (4 in.) x 15.24 cm (6 in.) format. Contact your Canada Post sales representative.

- **Request and print a parcel returns label from your website.** Using our Web Services, your customers can request and print parcel returns labels directly from your website with a unique tracking number and attach it to their shipments. Only one returns label per item must be printed.
- **Request and print a parcel returns label at canadapost.ca.** You can create and self-manage one or more parcel returns policies. Send your customers the link for the parcel returns policy on the Canada Post website where they can request a parcel returns label for their shipment.
- **Request and ship a parcel returns label at any post office.** Parcel returns policies created at canadapost.ca/returns allow you to make labels available at all automated post offices. Your customers can visit any post office with their Canada Post returns identification number, request a parcel returns label, apply it to their item and deposit the item. If required, Canada Post can also validate returns authorization numbers and collect additional information from your customer (for example, an account number or original order number).

Canada Post has also enhanced the tracking and reporting of parcel returns, allowing you to receive regular status updates on all parcel returns activity, including a five-day delivery forecast of your expected parcel returns volumes.

To find out more about returns, visit canadapost.ca/returns.

2.3.11 Environmental sustainability

Carbon-neutral shipping

The Regular Parcel and Expedited Parcel services include carbon-neutral shipping. Carbon-neutral shipping is achieved through the purchase of carbon offsets, which consists of balancing the emissions generated from shipping with funding of environmental initiatives that will remove the equivalent amount of emissions from the atmosphere. See our [corporate sustainability page](#) to learn more about our plan and how we're helping to deliver a sustainable future. Visit our [sustainable delivery page](#) to learn more about carbon-neutral shipping.

1. Additional options are not available for purchase. The mandatory Signature option is included at no charge to the customer (shipper).
2. Liability Coverage against loss or damage of up to \$100 is included for Expedited Parcel, Xpresspost and Priority. Additional Liability Coverage is not available.
3. All items must comply with the requirements as outlined in this agreement. For more details, refer to section 6.
4. Available only with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

2.4 How Canada Post delivers items within Canada

Canada Post's delivery processes vary, depending on population density and network infrastructure. Using the Signature option, the Collect on Delivery (COD) or the Collect on Delivery Northbound option for collection of funds also changes how items are delivered to a postal address, as these items require face-to-face delivery.

With signature required



Community mailbox and group mailbox



Where mail is delivered to the door



Rural mailbox



Post office box and general delivery

A delivery attempt is made at the addressee's door.¹
If no one is available, a Delivery Notice Card² is left at the door.

A Delivery Notice Card² is left in the addressee's post office box.

With collection of funds



Community mailbox and group mailbox



Where mail is delivered to the door



Rural mailbox



Post office box and general delivery

A Delivery Notice Card² is left in the mail receptacle.

A Delivery Notice Card² is left at the door.

A Delivery Notice Card² is left in the mailbox.

A Delivery Notice Card² is left in the addressee's post office box.

Without signature required or collection of funds



Community mailbox and group mailbox



Where mail is delivered to the door



Rural mailbox



Post office box and general delivery

The item is delivered to the mail receptacle or parcel compartment.

The item is delivered to the door.

The item is delivered to the mail receptacle.

The item is delivered to the addressee's post office box.

If the item is too large for the mail receptacle or parcel compartment, a delivery attempt is made at the addressee's door.¹

If no one is available and the item is too large for the customer's mail receptacle, the item may be safe-dropped³ or a Delivery Notice Card² is left at the door.

If the item is too large for the mail receptacle a delivery attempt is made to the addressee's door.¹

If the item is too large, a Delivery Notice Card² is left in the post office box.

If no one is available, the item may be safe-dropped³ or a Delivery Notice Card² is left at the door.

1. In rural areas, when the mail receptacle is either a community mailbox, group mailbox or a rural mailbox, a delivery attempt is made at the door when the door is within 0.5 km of the line of travel. Otherwise, a Delivery Notice Card² is left in the addressee's mail receptacle.
2. A Delivery Notice Card is used to show that the item is available for pickup at the designated post office. A Final Notice Card is sent to the addressee if the item has not been picked up after five calendar days. The item is held at the post office for 15 calendar days, after which time it is returned to the sender. For apartment buildings, a delivery attempt is made at the door. In buildings with an intercom, attempting to contact the addressee using the intercom is considered a delivery attempt. In cases where the elevator is out of service, the agent attempts delivery wherever physically possible, taking into consideration the agent's safety and welfare; otherwise, a Delivery Notice Card is left for the addressee. For condos, the security guard or concierge may sign on behalf of the customer according to the resident's condominium agreement and the official Letter of Authorization form completed and submitted by the customer. A copy of either document must be provided to Canada Post.
3. It is at Canada Post's discretion to consider leaving the item in a safe-drop location, provided that the item does not require a signature or collection of funds. For an apartment building, the item may be left with building administration personnel. A Safe Drop Card, indicating the safe-drop location, is left in the addressee's mail receptacle.

Note: These procedures apply to Priority, Xpresspost, Expedited Parcel and Regular Parcel services.

2.5 Delivery standards within Canada

Delivery standards represent the expected transit time in business days from the day of deposit (day 0) to delivery for items deposited before the local cut-off time. A business day is a day other than Saturday, Sunday, a statutory holiday and any day observed as a holiday by Canada Post. For all services, deposits on days other than business days are considered as being accepted on the next business day. Items deposited after the last collection time specified on the street letter box or after the cut-off time of the postal facility approved by Canada Post are considered as being deposited on the next business day. Visit canadapost.ca/parcelservices/cutofftimes for the list of our facilities and their respective cut-off times. These times are subject to change.

Delivery standards apply but are not guaranteed for Regular Parcel items or items bearing a Return to Sender label. Delivery standards are based on available transportation and, therefore, are subject to change without notice. Visit canadapost.ca/deliverystandards for more details and a list of remote locations (section 4).

Although delivery standards are guaranteed for certain services (see section 2.1), the guarantee may be modified during a peak period (see section 8.3.21.10) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume.

For your convenience and to summarize delivery standards, we have created zones for services provided within Canada. The zones are defined as local, regional and national.

Local zone	Regional zone	National zone
Where an item moves within a major urban centre, city, town or village. For example, Vancouver to Vancouver.	Where an item moves within a region. For example, Vancouver to Winnipeg (Western Region).	Where an item moves between regions. For example, Vancouver to Charlottetown.

2.5.1 Delivery standards

Delivery standards between most major urban centres in Canada**

	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	Next day	Next day	1-2 days	1-3 days
Regional zone	Next day	Next day	1-4 days	3-6 days
National zone	Next day	2 days	2-8 days	4-10 days

Delivery standards for non-major urban centres in Canada**

	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	Next day	Next day	1-2 days	2-3 days
Regional zone	1-2 days	2 days	2-5 days	3-7 days
National zone	1-3 days	3 days	4-12 days	4-13 days

Delivery standards for remote locations in Canada**

	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	5 days	5 days	6-7 days	6-9 days
Regional zone	5-7 days	5-7 days	6-14 days	6-14 days
National zone	5-8 days	5-8 days	6-14 days	7-14 days

* Exceptions apply in some areas.

† Exact delivery standards exist for every origin-destination combination. Find the specific delivery standard from your postal code to a Canadian destination at canadapost.ca/deliverytool.

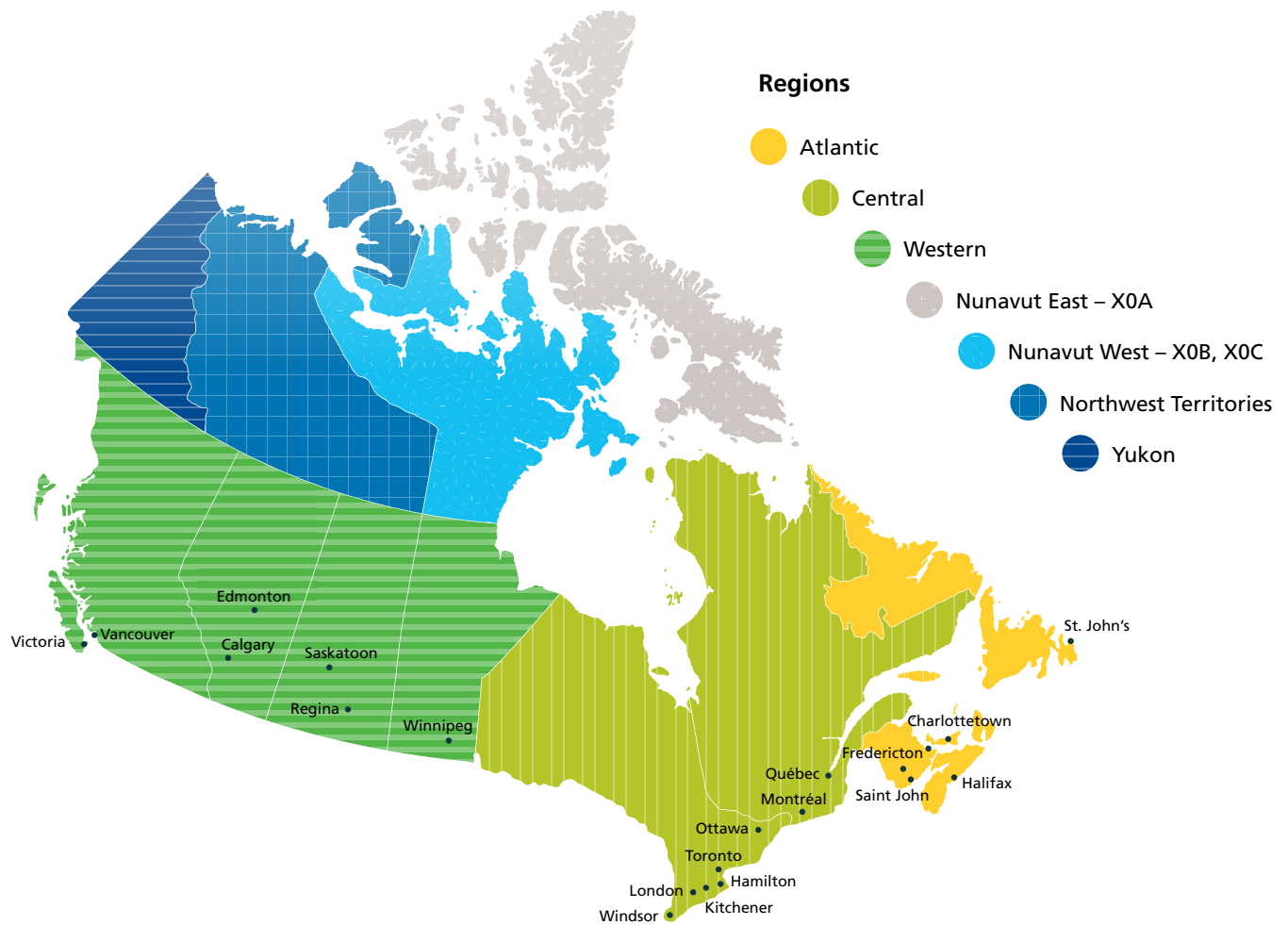
Major urban centre: An area with a processing facility for sorting, processing, and distributing parcels and mail. Visit canadapost.ca/deliverystandards for more details (section 4).


Non-major urban centre: An area without a processing facility. Visit canadapost.ca/deliverystandards for more details (section 4).

2.5.2 How we define the regions within Canada

Region	Definition
Atlantic	Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick
Central	Quebec and Ontario (includes northwestern Ontario postal codes P7A-L, P8N, P8T, P9A, P9N, P0T-Y)
Western	British Columbia, Alberta, Saskatchewan and Manitoba (includes northwestern Ontario postal codes P7A-L, P8N, P8T, P9A, P9N, P0T-Y)
Nunavut East	X0A
Nunavut West	X0B, X0C
Northwest Territories	X0E, X0G and X1A
Yukon	Yukon

2.5.3 Major urban centres and regions





Shipping to the United States and international destinations

Find out how we can help you attract new shoppers, stay competitive and grow online sales by expanding ecommerce operations beyond Canada's borders. From a range of shipping service options, integrated customs forms and tracking solutions, Canada Post has everything you need to seize the global ecommerce opportunity.

3.1 Parcel Services: United States

Shipping options

Delivery in 2 and 3 business days

Xpresspost™ – USA

Your best choice when you need to send documents or parcels to the U.S. quickly and cost-effectively. The Xpresspost – USA service provides fast delivery, including On-Time Delivery Guarantee,[†] Delivery confirmation with signature, up to \$100 Liability Coverage for shipments and the ability to track your items easily online.

Delivery in as little as 4 business days for larger parcels

Expedited Parcel™ – USA

An affordable shipping service for sending larger parcels to the U.S. The service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.

Delivery in as little as 4 business days for small and lightweight items

Tracked Packet™ – USA

A reliable shipping service for small and lightweight items (less than 2 kg) to the U.S. Ideally suited for ecommerce, the service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.

Delivery in as little as 5 business days for small and lightweight items

Small Packet™ – USA Air

A cost-effective shipping service for sending small and lightweight items (less than 2 kg) to the U.S.

[†] Exceptions and conditions apply. Refer to section 3.4.1 for more details.

Note: For more accurate delivery standard information, visit canadapost.ca/deliverystandards.

Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are in business days, not calendar days, and exclude time in customs. Delivery standards are based on normal delivery conditions and available transportation; they are subject to change without notice. The on-time delivery guarantee may be modified during peak period (see canadapost.ca/notice) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume.



3.2 Parcel Services: International destinations outside the U.S.

Shipping options

Delivery in as little as 4 business days	Xpresspost™ – International Your best choice when you need to send documents or parcels to international destinations quickly and cost-effectively. The Xpresspost – International service is available to more than 80 destinations worldwide and provides fast delivery with an On-Time Delivery Guarantee, up to \$100 Liability Coverage, the signatory's name and the ability to easily confirm the status of your items online. For the list of destinations where this service is available, visit canadapost.ca/xpresspostinternationalen .
Delivery in as little as 6 business days	Tracked Packet™ – International A reliable shipping service for small and lightweight items (less than 2 kg) to select international destinations. Ideally suited for ecommerce, the service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online. For the list of destinations where this service is available, visit canadapost.ca/trackedpacket .
Delivery in as little as 6 business days for small and lightweight items	Small Packet™ International – Air A cost-effective shipping service for sending small and lightweight items (less than 2 kg) internationally.
Delivery in as little as 6 business days for larger parcels	International Parcel – Air A cost-effective shipping service to send larger parcels to international destinations. This service is available to destinations not served by Xpresspost – International.
Delivery in 1 month and up to 3 months[△] for small and lightweight items	Small Packet™ International – Surface The most economical shipping service for sending small and lightweight items (less than 2 kg) that are not time-sensitive to destinations worldwide.
Delivery in 1 month and up to 3 months[△]	International Parcel – Surface The most economical shipping service for sending larger parcels that are not time-sensitive to international destinations.

[△] Depending on destination.

Note: Exceptions and conditions apply. Visit canadapost.ca/postalguide. For more accurate delivery standard information, visit canadapost.ca/deliverystandards.

Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are in business days, not calendar days, and exclude time in customs. Delivery standards are based on normal delivery conditions and available transportation; they are subject to change without notice.

The on-time delivery guarantee may be modified during peak period (see canadapost.ca/notice) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume.

3.3 Features, options and other value-added services: Shipping to the U.S. and international destinations

Parcel Services: United States

Features and options	Xpresspost™ – USA	Expedited Parcel™ – USA	Tracked Packet™ – USA	Small Packet™ USA – Air	More information
Tracking and delivery					More information
On-Time Delivery Guarantee	✓				p. 23
Tracking and Delivery Confirmation	✓	✓	✓		p. 23
Delivery Updates (by email and text message)	✓	✓	✓		p. 24
Reference Number Tracking	✓	✓	✓		p. 24
Delivery to a Post Office Box	✓	✓	✓	✓	p. 24
Coverage options					More information
Liability Coverage (up to \$100)	✓	✓	✓		p. 25
Additional Liability Coverage (up to \$1,000)	\$	\$			p. 25
Signature					More information
Signature	◆				p. 25
Pickup Services					More information
Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 13
One-Time On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Third-Party Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 26
One-Time Third-Party On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Redirection Service					More information
Package Redirection ³	\$	\$	\$	\$	p. 26
Customs clearance					More information
Postal Presentation and Handling	✓	✓	✓	✓	p. 26

Legend for table 3.3 (page 21 and 22)

- ✓ Feature included in the service (no additional charge).
 - ▮ Delivery to a Post Office Box is offered at destinations where available.
 - \$ Available for a fee.
 - ◆ Signature is automatically included at no additional charge and is provided when available. (For international items, only the signatory's name is available, not an image of the signature.)
 - ✦ Available to certain destinations.
 - ⊙ Tracking information available only for events within Canada.
1. Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
 2. One-Time On-Demand Pickup is free when customers have an active Recurring (Scheduled) Pickup. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
 3. Package Redirection is not available when an item has left Canada.

Note: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.

Parcel Services: International

Features and options	Xpresspost™ – International	International Parcel – Air or Surface	Tracked Packet™ – International	Small Packet™ International – Air or Surface	
Tracking and delivery					More information
On-Time Delivery Guarantee	✓ +				p. 23
Tracking and Delivery Confirmation	✓	⊙	✓		p. 23
Delivery Updates (by email and text message)	✓		✓		p. 24
Reference Number Tracking	✓		✓		p. 24
Delivery to a Post Office Box	✓ ½	✓	✓	✓	p. 24
Coverage options					More information
Liability Coverage (up to \$100)	✓	✓	✓		p. 25
Additional Liability Coverage (up to \$1,000)	\$ +	\$			p. 25
Signature					More information
Signature	◆				p. 25
Pickup Services					More information
Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 25
One-Time On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Third-Party Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 26
One-Time Third-Party On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Redirection Service					More information
Package Redirection ³	\$	\$	\$	\$	p. 26
Customs clearance					More information
Postal Presentation and Handling	✓	✓	✓	✓	p. 26

3.4 Additional information on features, options and other value-added services: Shipping to the U.S. and international destinations

A **feature** is provided as part of the basic service.

An **option** is a service enhancement that is not included automatically as part of the basic service. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Options may be selected by using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system or by affixing an additional label or sticker on the shipping label. Most options are available for an additional fee (refer to chart in section 3.3).

3.4.1 On-Time Delivery Guarantee

On-Time Delivery Guarantee offers replacement service or credit equivalent to the shipping charges if the published delivery standards are not met. The addressee's name and telephone number must appear on the shipping label. The On-Time Delivery Guarantee does not apply to post office box addresses, food items or items mailed to U.S. territories and possessions, United States Army post offices (APOs) or military installations and will also be void on any shipments that are delayed by customs or by any other regulatory authority. Exceptions and conditions apply. Refer to section 8.3.21.10 for further details.

3.4.2 Tracking and Delivery Confirmation¹

Our advanced tracking technology allows you and your customers to know the status of barcoded items, regardless of their destination. You can choose to receive delivery status updates automatically by email and have these updates sent to your customers.

You can view the progress of each of your barcoded parcel deliveries through our system anytime online; each item-tracking event is logged and displayed through our online tracking system for one year. You can view and print a Delivery Confirmation once your parcel is delivered.

Visit canadapost.ca/track or call Customer Service at 1-866-607-6301.

At the time of label creation, a unique tracking number is assigned to each parcel item. The Small Packet service does not include a tracking barcode. Canada Post tracks items as they travel through the delivery network. Label creation and tracking events may occur at the following times within Canada when

- a shipping label is created electronically using Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system;
- an item is picked up from the customer's location by Canada Post or dropped off at a Canada Post site;
- the item is sorted in a major Canada Post facility;
- Canada Post has made an error in the transportation of the item causing a possible delay;
- the item has been sent to the destination country;
- the item has reached the destination country;
- the item is successfully delivered or is deemed undeliverable and returned to the sender;
- a delivery attempt is made, but the recipient is not available to accept the delivery, a Delivery Notice Card is left indicating where the item can be picked up.

1. For international items, only the signatory's name is available, not an image of the signature.

3.4.3 Services available to track items

Delivery Updates (by email and text message)

Delivery Updates is a free option that allows you to receive notifications of item-tracking events as they occur for barcoded shipping services. Email notifications are available if you are creating parcel orders with Canada Post's Electronic Shipping Tools (EST), a customer-developed/third-party shipping system, or if you or your customer use our tracking tool at canadapost.ca/track. Text message notifications are available to your customers when using our tracking tool at canadapost.ca/track or our mobile app.

Here are the types of events that are available with Delivery Updates:

- **Ship.** Indicates that the shipment order has been created and that the item has been given to Canada Post for delivery. Available with email notifications.
- **Exception.** Notifies you of any unforeseen delivery interruptions (for example, items that are returned to the sender or refused, items delayed due to circumstances beyond Canada Post's control, addressing errors or transportation errors). Available with email and text message notifications.
- **Delivery.** You are notified when the item is out for delivery, when the item is ready for pickup at a post office or when delivery (to a residence, community mailbox or parcel locker) is confirmed. Available with email and text message notifications.

Delivery to a Post Office Box

Delivery to a Post Office Box is offered at destinations where available. There is no delivery guarantee.

Mobile tracking on your smartphone

Canada Post offers free mobile tracking applications for iOS™ and Android™ devices, giving you the ability to track and confirm delivery status while on the go. Customers can also use these mobile apps to calculate shipping rates, look up a postal code or search for their closest post office location. This allows for quick and easy access to drop off prelabelled parcel items or purchase shipping services. Customers can easily download these apps from iTunes®, or Google Play™.

Item tracking using your own reference number

In addition to tracking shipments by looking up Canada Post's item-tracking number, you can associate your own internal reference number or reference name to a shipment when creating the shipping label. Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system allow you to add up to two reference numbers or reference names (maximum 35 characters each) to the shipment details. Shipment reference numbers can be used to monitor the delivery status of the item at canadapost.ca/track or cross-reference with records within your own administrative systems.

Automated Parcel Tracking

Automated Parcel Tracking (APT) provides large shippers with the convenience of automatically receiving item-tracking event data for every U.S. and international parcel item they have shipped with Canada Post. APT updates are often integrated with shippers' in-house systems to achieve item-level tracking visibility for Customer Service staff or customers. To receive tracking data from APT, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. APT offers tracking data in two standardized formats: EDI 214 and flat file. Contact your sales representative for further information.

Automated Delivery Confirmation¹

The automated Delivery Confirmation (DC) service provides high-volume parcel customers with PDF files containing the DCs, which include proof of delivery with signature for every item shipped. This service is useful for shipping legal documents, as it offers documentation to prove that items were delivered and that the recipient's signature was obtained. To receive an automated Delivery Confirmation, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. Contact your sales representative for further information.

Delivery to a Post Office Box

Delivery to a Post Office Box is offered at destinations where available. There is no delivery guarantee.

1. For international items, only the signatory's name is available, not an image of the signature.

3.4.4 Liability Coverage

Liability Coverage

Most Parcel Services include up to \$100 Liability Coverage against loss, damage or COD service failure. The availability and the limits of Liability Coverage may vary according to the nature of the items being shipped and the service used. Exceptions and conditions apply. Refer to section 8.3.21 for further information.

Additional Liability Coverage up to \$1,000

If you wish to purchase additional Liability Coverage, it is available in increments of \$100, up to a maximum of \$1,000 for most U.S. and international items, depending on the destination. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Exceptions and conditions apply. Refer to section 8.3.21 for further information.

3.4.5 Signature¹

Signature

Signature ensures that a personal hand-off of the item occurs at delivery and provides proof of this activity. The name of the signatory is recorded as well as the signature.

Signature is automatically included in the service at no additional charge and is provided when available for Xpresspost – USA and Xpresspost – International.

3.4.6 Pickup Services

Canada Post offers Pickup Services in most urban and suburban areas. Visit canadapost.ca/pickup to see if pickup is available in your area, request a pickup and to find local call-in cut-off times for One-Time On-Demand Pickup.

Whether you have one parcel or a hundred, Canada Post will pick up your shipment. To arrange a One-Time On-Demand Pickup or set up your Recurring (Scheduled) Pickup service, visit our online request tool at canadapost.ca/pickup.

Recurring (Scheduled) Pickup²

The Recurring (Scheduled) Pickup service is suited to more frequent shippers. This service is available on business days and may be arranged at a mutually agreed time, ensuring efficient deposit of your item into Canada Post's delivery network.

Recurring (Scheduled) fees are based on the customer's total annual parcel shipping purchases per pickup location. A weekly fee makes it easier to plan and budget, particularly if your shipment volumes fluctuate from week to week. There are three Recurring (Scheduled) Pickup fee levels:

Annual (12-month) parcel shipping purchases*	Recurring (Scheduled) Pickup fees
\$15,000 or more	No fee
Between \$2,500 and \$14,999	\$7.50 per week
Less than \$2,500	Recurring (Scheduled) Pickup is not available. One-Time On-Demand Pickup is available.

* Including parcel shipping and associated option fees, but excluding pickup fees and taxes.

Canada Post will review each customer's parcel shipping purchases per pickup location to determine the customer's pickup service availability and associated fees. Recurring (Scheduled) Pickup is available to customers using an account number or a credit card saved in their profile as the method of payment for Parcel Services. Shipping purchases of U.S. and international parcel services are consolidated with shipping purchases of Canadian parcel services to determine the customer's weekly fee.

1. For international items, only the signatory's name is available, not an image of the signature.
2. All items being picked up must be accompanied by a transmitted order document (manifest or bill of lading) that is completed accurately. Missing information on the order document or label may result in the pickup being refused, item being delayed or returned to the sender or a surcharge applied. There's one exception to this rule:
 - items prepared using Canada Post's EST Online or Express Order Entry (EOE) bearing a shipping label stating "No Manifest Required."

Third-Party Recurring (Scheduled) Pickup, which allows customers to extend their Recurring (Scheduled) Pickup service to additional addresses, is also available for a weekly fee. Customers with an account number can arrange for the additional pickup locations themselves or provide their Canada Post account number to their third party, authorizing them to arrange for Third-Party Recurring (Scheduled) Pickup.

To set up the Recurring (Scheduled) Pickup service, authorize a third party to use your account number for a Third-Party Recurring (Scheduled) Pickup service or check pickup availability in your area, by visiting canadapost.ca/pickup or call Customer Service at 1-866-607-6301.

One-Time On-Demand Pickup¹

Use this service to arrange a one-time pickup at a time that is convenient for your business. A pickup fee per stop will apply, unless using the Priority service. Pickups can be arranged up to 90 calendar days in advance for our customers with an account number or a credit card saved in the customer profile (up to five business days in advance for customers with no credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.

One-Time Third-Party On-Demand Pickup allows customers to authorize a Canada Post pickup at a third-party location or at an alternate address. Customers can arrange for the third-party pickup themselves or provide their Canada Post account number to a third party to arrange for the One-Time On-Demand Pickup. If you want to authorize a third party to use your account number for One-Time Third-Party On-Demand Pickup, contact your sales representative.

To arrange a One-Time On-Demand Pickup service, confirm pickup availability or check call-in cut-off times for your area, visit canadapost.ca/pickup at any time or call Customer Service at 1-866-607-6301 during business hours.

3.4.7 Package Redirection

Our easy-to-use Package Redirection online service gives you greater flexibility and control to manage your parcel needs. You can redirect or recall packages in flight, whether that's to correct order errors, update addresses on behalf of customers, act on product recalls or guard against fraud.

For items successfully redirected, a service fee will apply. The delivery standard date and the expected delivery date will be adjusted and provided based on the second portion of the shipment; however, on-time delivery guarantees will no longer apply.

Package Redirection is not available when an item has left Canada.

To receive more information, visit canadapost.ca/packageredirection.

3.4.8 Customs clearance

Postal Presentation and Handling

Postal Presentation and Handling services are available for U.S. and international services. For further details, refer to section 6.9.

To help you complete your customs declaration or to find out more about customs, visit our online tool at canadapost.ca/dutiesandtaxes.

3.5 How your items are delivered outside of Canada

All items shipped to a destination outside of Canada will be delivered in accordance with the regulations of the postal administration, designated operator or delivery partner in the destination country.

1. All items being picked up must be accompanied by a transmitted order document (manifest or bill of lading) that is completed accurately. Missing information on the order document or label may result in the pickup being refused, item being delayed or returned to the sender or a surcharge applied. There are two exceptions to this rule:
 - items prepared using Canada Post's EST Online or Express Order Entry (EOE) bearing a shipping label stating "No Manifest Required,"
 - Canada Post's Prepaid products.

3.6 Return to Sender service for U.S. and international shipments¹

U.S. and international shipments are returned to the sender when:

- the item is refused or unclaimed by the addressee,
- the delivery address is incomplete or does not exist,
- the addressee is no longer at the address and no forwarding address is available,
- an improper shipping label has been applied,
- the item's dimensions or weight exceed the allowed maximum,
- the item has been refused entry by the destination country,
- the customer has not indicated on the shipping label to abandon the item (available for selected services only),
- the item's customs and content information is incomplete or illegible.

Note: The customer is responsible for the Return to Sender service fee, regardless of the reason for the return. Returned items refused by the shipper in Canada are treated as undeliverable and disposed of or recycled as per Canada Post's policy on undeliverable items at the customer's expense (for example, disposal, shipping and all other applicable charges).

3.7 Delivery standards for U.S. and international destinations

Delivery standards represent the expected transit time in business days from the day of deposit (day 0) to delivery for items deposited before the local cut-off time. A business day is a day other than Saturday, Sunday, a statutory holiday and any day observed as a holiday by Canada Post.² For all services, deposits on days other than business days are considered as being accepted on the next business day. Items deposited after the last collection time specified on the street letter box or after the cut-off time of the postal facility approved by Canada Post are considered as being deposited on the next business day. Visit canadapost.ca/parcelservices/cutofftimes for the list of our facilities and their respective cut-off times. These times are subject to change.

Delivery standards are for items sent between most major urban centres³ and depend on origin and destination. Delivery standards are in business days, not calendar days, and exclude time in customs. Delivery standards are based on normal delivery conditions and available transportation; they are subject to change without notice. For more information on delivery standards for U.S. and international destinations, visit canadapost.ca/deliverystandards.

Although delivery standards are guaranteed for certain services (see sections 3.1 and 3.2), the guarantee may be modified during a peak period (see section 8.3.21.10) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume.

1. Liability Coverage against loss or damage of up to \$100 is included for Xpresspost – USA, Xpresspost – International, Expedited Parcel – USA, Tracked Packet – USA, Tracked Packet – International and International Parcel – Air and Surface. Additional Liability Coverage is not available.

2. Business days and observed holidays may vary for the U.S. and international destinations.

3. A major urban centre is an area with a processing facility for sorting, processing, and distributing parcels and mail.

Prepaid products and Xpresspost Certified

These value-added products offer the convenience and simplicity of flat rate pricing so that you can manage costs and save time.



4.1 Value-added features and options: Prepaid products

Canada: Envelopes and labels

Features and options	Priority™		Xpresspost™		Expedited Parcel™	
	Prepaid Envelope	Prepaid Label	Prepaid Envelope	Prepaid Label	Prepaid Label	
Tracking and delivery						More information
On-Time Delivery Guarantee	✓	✓	✓	✓	✓	p. 9
Tracking and Delivery Confirmation	✓	✓	✓	✓	✓	p. 9
Delivery Updates (by email and text message)	✓	✓	✓	✓	✓	p. 9
Reference Number Tracking	✓	✓	✓	✓	✓	p. 10
Coverage options						More information
Liability Coverage (up to \$100)	✓	✓	✓	✓	✓	p. 10
Additional Liability Coverage (up to \$5,000) ¹	\$	\$	\$	\$	\$	p. 10
Signature						More information
Signature	■	■	\$	\$	\$	p. 11
Signature Hard Copy ²	\$	\$	\$	\$	\$	p. 11
Proof of Age ¹	\$		\$			p. 11
Flexible delivery options						More information
Leave at Door (Do Not Card) ¹	✓		✓			p. 12
Do Not Safe Drop ¹	✓		✓			p. 12
Card (Hold) for Pickup ¹	✓		✓			p. 12
Pickup Services						More information
Recurring (Scheduled) Pickup ³	\$	\$	\$	\$	\$	p. 13
One-Time On-Demand Pickup ⁴	■	■	\$	\$	\$	p. 13
Third-Party Recurring (Scheduled) Pickup ³	\$	\$	\$	\$	\$	p. 13
One-Time Third-Party On-Demand Pickup ⁴	■	■	\$	\$	\$	p. 13
Returns						More information
Return to Sender ⁵	\$	\$	\$	\$	\$	p. 14

Legend

- ✓ Feature included in the service (no additional charge).
- \$ Available for a fee.
- Available as a no-charge option for the Priority service.

1. Available with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. The purchase of the Signature option is mandatory for additional Liability Coverage.
2. The signature image is available at no additional charge.
3. Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit canadapost.ca/pickup for a list of areas where Canada Post offers Pickup Services or to request a pickup.
4. One-Time On-Demand Pickup is free when customers have an active Recurring (Scheduled) Pickup. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
5. All associated Return to Sender shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.

Note: All options must be selected at the time of mailing. Exceptions and conditions apply. Contact your Canada Post sales representative for details or visit the *Canada Postal Guide* at canadapost.ca/postalguide. Refer to section 2.3 for details on features and options.

How to order

- Visit canadapost.ca/shop.
- Send an email to commercial.orderdesk@canadapost.ca.
- Call Customer Service at 1-866-607-6301.

Note: Minimum order quantities apply for Prepaid products.

4.2 Packaging that works for you

Available in different sizes, Prepaid envelopes are the perfect solution for shipping. For added convenience, domestic Prepaid envelopes are available in two formats.

Prepaid Envelope – Option 1

If you prefer to hand-address the shipping label, you can order Prepaid envelopes with a pre-affixed label and unique tracking barcode.



Prepaid Envelope – Option 2

If you are using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system to create barcoded shipping labels, you can order Prepaid envelopes for Canadian destinations without the pre-affixed shipping label or unique tracking barcode.

Note: Can only be used with labels produced by EST or a customer-developed/third-party shipping system. Manual Canada Post barcoded shipping labels, with or without address, cannot be affixed to Prepaid envelopes and will result in double-billing. Refer to section 6.6.1 for details on how to properly affix shipping labels to Prepaid envelopes.

Additional Liability Coverage

With the exception of the Priority service that offers the Signature option at no extra charge, the purchase of the Signature option is mandatory for additional Liability Coverage with the Xpresspost service.



Note: Refer to section 6.6.1 for details on how to properly affix shipping labels to Prepaid envelopes.

Need signature collection when using Xpresspost Prepaid envelopes for Canadian destinations?

For Xpresspost Prepaid envelopes, if a signature is required at the time of delivery, Prepaid Signature option stickers are available and are convenient and easy to use. Simply peel and apply the sticker to the designated area on the envelope for signature on delivery. If you are processing your shipment using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, select the Signature option rather than applying a Signature sticker to your item.

Signature on delivery?
Purchase and apply
signature sticker here.

Signature à la livraison?
Achetez l'autocollant de
signature et appez-le ici.



For added convenience, Xpresspost Signature option stickers can be purchased in advance and applied when required to domestic Xpresspost Prepaid envelopes.

Signature option stickers are available in two formats.

Article number	Format
102263	Single sheet of 25 stickers for large-volume shippers
102264	Convenient three-pack format for occasional usage



4.3 Prepaid products

Priority Prepaid envelopes (rigid paper) within Canada

Size	Zone*	Dimensions	Article number		Maximum weight	Maximum thickness
			Option 1 [†]	Option 2 ^{**}		
Medium	Regional	318 mm x 241 mm (12½ in. x 9½ in.)	101867	151867	500 g (1.1 lb.)	15 mm
Medium	National	318 mm x 241 mm (12½ in. x 9½ in.)	101868	151868	500 g (1.1 lb.)	15 mm
Large	Regional	394 mm x 314 mm (15½ in. x 12¾ in.)	101869	151869	1 kg (2.2 lb.)	30 mm
Large	National	394 mm x 314 mm (15½ in. x 12¾ in.)	101870	151870	1 kg (2.2 lb.)	30 mm

Xpresspost Prepaid envelopes (rigid paper) within Canada

Size	Zone*	Dimensions	Article number		Maximum weight	Maximum thickness
			Option 1 [†]	Option 2 ^{**}		
Small	Regional	260 mm x 159 mm (10¼ in. x 6¼ in.)	102200	152200	500 g (1.1 lb.)	15 mm
Small	National	260 mm x 159 mm (10¼ in. x 6¼ in.)	102203	152203	500 g (1.1 lb.)	15 mm
Medium	Regional	318 mm x 241 mm (12½ in. x 9½ in.)	102206	152206	500 g (1.1 lb.)	15 mm
Medium	National	318 mm x 241 mm (12½ in. x 9½ in.)	102207	152207	500 g (1.1 lb.)	15 mm
Large	Regional	394 mm x 314 mm (15½ in. x 12¾ in.)	102202	152202	1 kg (2.2 lb.)	30 mm
Large	National	394 mm x 314 mm (15½ in. x 12¾ in.)	102205	152205	1 kg (2.2 lb.)	30 mm

Xpresspost Prepaid bubble envelopes (plastic) within Canada

Size	Zone*	Dimensions	Article number ^{††}	Maximum weight
Small	Regional	247 mm x 190 mm (9¾ in. x 7½ in.)	102208	500 g (1.1 lb.)
Small	National	247 mm x 190 mm (9¾ in. x 7½ in.)	102209	500 g (1.1 lb.)
Large	Regional	400 mm x 292 mm (15¾ in. x 11½ in.)	102210	1.36 kg (2.9 lb.)
Large	National	400 mm x 292 mm (15¾ in. x 11½ in.)	102211	1.36 kg (2.9 lb.)

* Refer to section 2.5 for details on how we define zones within Canada.

† Prepaid envelopes with pre-affixed shipping label.

** Prepaid envelopes without a pre-affixed shipping label, for use with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

†† Prepaid bubble envelopes (plastic) with pre-affixed shipping label.

4.4 Xpresspost Certified (within Canada only)

Xpresspost Certified is a document-shipping service that captures the recipient's signature upon delivery of the item. This product is ideal for sending important notices as well as legal and court documents. Xpresspost Certified offers features that meet certain legislative and regulatory requirements such as Automated Delivery Confirmation and Signature capture. If the recipient refuses to sign for the Xpresspost Certified item, it will be sent back to the original shipper (Return to Sender). Refer to section 4.4.1 for a complete list of features and options. Customers are solely responsible for ensuring that the Xpresspost Certified service meets their internal, legal, and all other requirements.

You may order Xpresspost Certified products in Prepaid and Non-Prepaid formats. For Prepaid envelopes, the shipper manually completes the shipping information on the reverse side of the Prepaid Envelope. For the Non-Prepaid format, the shipper uses Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system and applies the label on the reverse of the Non-Prepaid Envelope.

Xpresspost Certified envelopes

Type	Size	Article number	Signature capture method	Maximum weight	Maximum thickness
Prepaid Envelope	260 mm x 159 mm (10¼ in. x 6¼ in.)	101780	Electronic	500 g (1.1 lb.)	15 mm
Non-Prepaid Convenience Envelope*	260 mm x 159 mm (10¼ in. x 6¼ in.)	533086683	Electronic	500 g (1.1 lb.)	15 mm

*Can only be used with a barcoded shipping label generated from Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

Prepaid Certified envelopes



Non-Prepaid Certified envelopes



Note: Refer to section 6.6.1 for details on how to properly affix shipping labels to Prepaid envelopes. To set up a contract for Xpresspost Certified products, contact your Canada Post sales representative.

4.4.1 Xpresspost Certified features and options

Tracking and Delivery		More information
On-Time Delivery Guarantee	✓	p. 9
Tracking and Delivery Confirmation	✓	p. 9
Delivery Updates (by email and text message)	✓	p. 9
Reference Number Tracking	✓	p. 10
Signature		More information
Signature	✓	p. 11
Signature Hard Copy ²	\$	p. 11
Pickup Services		More information
Recurring (Scheduled) Pickup ³	\$	p. 13
One-Time On-Demand Pickup ⁴	\$	p. 13
Third-Party Recurring (Scheduled) Pickup ³	\$	p. 13
One-Time Third-Party On-Demand Pickup ⁴	\$	p. 13
Returns		More information
Return to Sender ⁵	\$	p. 14

Legend

- ✓ Feature included in the service (no additional charge).
- \$ Available for a fee.

1. Available when Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system is used. Refer to section 2.3.3 for more information.
2. Signature image is available at no additional charge.
3. Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
4. One-Time On-Demand Pickup is free when customers have an active Recurring (Scheduled) Pickup. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
5. All associated Return to Sender shipping fees are the responsibility of the customer and are based on the Xpresspost Certified returns rate.

Note: All options must be selected at time of shipping. Liability Coverage is not available.

4.5 Prepaid labels (within Canada only)

Prepaid labels are postage-paid at a flat rate, which can be purchased in advance and applied to your items at the time of shipping. These labels are available for weights up to a maximum of 1.36 kg and 5 kg, for regional and national destinations within Canada. Prepaid labels are available for Priority, Xpresspost and Expedited Parcel shipments. Contact your Canada Post sales representative for additional information.

Note: Prepaid labels are not available for the following:

- oversized or unpackaged items,
- shipments to Air Stage offices or northern regions (Nunavut, Northwest Territories and Yukon).

Prepaid labels

Maximum weight	Overall maximum dimensions (length x width x height)
Up to 1.36 kg (2.9 lb.)	Up to 3,220 cm ³ (196.4 in. ³)
Up to 5 kg (11 lb.)	Up to 25,000 cm ³ (1,526.6 in. ³)



How to order

- Call Customer Service at 1-866-607-6301.
- Contact your Canada Post sales representative.

Note: To set up a contract for Prepaid labels, contact your Canada Post sales representative.

4.6 Green products: Our environmental commitment to you

Canada Post is committed to providing greener choices for customers.

Over the past few years, we've made strides in increasing the recyclability of our products and in providing sustainable packaging solutions that meet your shipping needs.

Look for the symbols below on Priority and Xpresspost Prepaid envelopes to see our commitment to making environmentally conscious decisions with our packaging products.

Refer to the explanatory statement beside the Möbius loop symbol on our products for further information about recyclability and recycled content. The Möbius loop on a dark background indicates that the packaging contains post-consumer recycled material.



Made from recycled content.
Product is recyclable.

Composé de matières recyclées.
Produit recyclable.



MIX / MIXTE
Paper from responsible sources
Papier issu de sources responsables
FSC® C004212

4.7 Pickup and drop-off of Prepaid products

Prepaid products can be dropped off at any Canada Post facility, in any Canada Post street letter box (if no additional options are being purchased) or picked up with Canada Post's Pickup Services. For more information on depositing items into street letter boxes, see section 6.8.5.

Note: Priority items are NOT to be deposited in a street letter box because of the rapid transit schedule for these packages. To find local cut-off times for Parcel Services, visit canadapost.ca/parcelservices/cutofftimes. Refer to section 6 for more information on preparing, labelling and depositing shipments.

4.8 Orders and returns

To place an order:

- Visit canadapost.ca/shop (for envelopes only).
- Send an email to commercial.orderdesk@canadapost.ca (for envelopes only).
- Call Customer Service at 1-866-607-6301 (envelopes or labels).

Note: Minimum and maximum order quantities apply for Prepaid products. To obtain contract information on our product and services or to place a large order, contact your Canada Post sales representative. A lead time of three to six months could be required for a large order, depending on product availability.

Customers ordering Prepaid envelopes without a pre-affixed shipping label (section 4.2 – option 2) must have an active commercial account to produce the free-of-charge labels. Customers must use their envelopes prior to closing their account.

Prepaid products should be used within three years of purchase. Canada Post cannot guarantee delivery for Prepaid products older than three years.

To make a claim for a lost or damaged order:

- Call Customer Service at 1-866-607-6301.
- Send an email to commercial.orderdesk@canadapost.ca.

Note: A claim for a lost or damaged order must be made within 60 calendar days from the date of order. Proof of damage may be required.

Return policy

The item must be eligible for a return:

- The item must be new, unopened and in its original, unmarked packaging.
- Free-of-charge items (no fee for the items, not including shipping) and Prepaid commercial shipping labels are not returnable.

To return an order:

- The item must be new, unopened and in its original, unmarked packaging.
- Contact our customer service at 1-877-632-6347 within 10 calendar days following delivery.
- We'll email you a return authorization number (if the item is eligible), a return shipping label (for returns shipped within Canada only) and instructions.
- Return the item within 30 calendar days of the date you receive the return instructions. Include the return authorization number and packing slip from your original order in your return shipment.

Note: The issued refund will be based on the original method of payment. You may incur a restocking fee. We will not refund any shipping fees.

For more information, visit "[Return items purchased online.](#)"

Ecommerce solutions and shipping tools

Our suite of integration and shipping services can help you operate your ecommerce business more effectively from end to end and provide a convenient online shopping experience to your customers.



5.1 Ecommerce web solutions

Integrate Canada Post's complete suite of end-to-end ecommerce solutions to create a seamless cross-channel shopping experience.

Create a better online shopping experience

Integrating Canada Post Web Services directly into your ecommerce system puts customers in control of the delivery experience and enhances the browsing and buying experience with the upfront display of shipping costs and delivery dates.

Set the standard on what shoppers should expect from an online retailer

Customize how data appears on your website and tailor your ecommerce offering to your customer's needs and expectations.

Set up your customer service network for success

Equip your customer service team with the information it needs to support customers and reduce calls to your customer service network.

Enjoy seamless online integration with our partners

Our partnered solution providers are already integrated with fully customizable Web Services technologies that can support a wide range of ecommerce capabilities. Explore our partners at canadapost.ca/solutionproviders.

Our end-to-end suite of Web Services is free and includes these options.

5.1.1 AddressComplete™*

With its simple drag-and-drop setup, advanced search methods and enhanced address data, AddressComplete is the next generation of international address finders. This Web Services tool enables intelligent and rapid searching to increase accuracy and relevancy. Instantly see the address search working as you type.

5.1.2 Expected shipping costs and delivery dates

Provide shoppers with accurate shipping costs and expected delivery dates at checkout.

5.1.3 Request a pickup

Equips you with the ability to request a pickup of your parcels by Canada Post from your head office, distribution centre or retail location.

5.1.4 Shipping labels

Prepare, manage and process shipments quickly by creating your own shipping labels.

5.1.5 Tracking

Host the entire customer experience from start to finish and provide shoppers with real-time parcel tracking without ever having to leave your website.

5.1.6 Deliver to Post Office

Offer customers the option to select delivery of their parcel to one of our nearly 6,200 secure retail outlets through a simple integration in your online system.

5.1.7 Returns

Provide customers with a convenient and flexible returns process with the option to integrate returns label creation right in your site.

5.1.8 Find a post office

Equip your customer service network with details and locations for local post offices.

To learn more about our ecommerce solutions, visit canadapost.ca/ecommerce.

* Fees apply per transaction.



5.2 Simple integration

The experience outlined in section 5.1 is created through the easy integration of Canada Post Web Services. As a member of the Canada Post Developer Program, you'll enjoy single-point access to a wide range of Web Services, resources and tools that can help you address your online customers' needs and keep them coming back for

- user-friendly interface and easy registration to get you up and running quickly;
- self-serve standards-based APIs (application programming interfaces) to save you time and effort;
- a community discussion forum to facilitate the sharing of resources, information and ideas;
- expert support to ensure that setup, development and integration go smoothly from start to finish;
- code samples, supporting documentation and online support at your fingertips.

To learn more about Canada Post Web Services, visit canadapost.ca/webservices.

5.3 Shipping systems

Whether you are an occasional or frequent shipper, require a simple or sophisticated shipping platform, or ship within Canada or around the world, Canada Post has shipping systems and programs designed to meet your needs.

5.3.1 Electronic Shipping Tools

Canada Post's Electronic Shipping Tools (EST) are a suite of software applications for preparing shipping labels and manifests and automating your shipping processes. We offer three versions of EST, depending on the needs and complexity of your business, from robust functionality to single-screen navigation.

5.3.1.1 EST Desktop 2.0

Our largest and most complex offering, this shipping tool features secure and robust functionality for frequent, high-volume shippers to any destination and allows you to automate your processes, create paperwork and print using a laser or thermal printer.

Here's what you can do with EST Desktop 2.0:

- get quotes and compare our shipping services, prices, features and options at a glance before printing your labels;
- group your shipments, assign preferences and defaults, and apply functions to multiple shipments at once;
- follow step-by-step guidance when importing your order information or your address book contacts and access support for businesses with multiple users (for instructions on how to import, visit canadapost.ca/est/import);

- use advanced search functionality for your shipments, address book contacts, shipping history and more;
- track shipments and send emails with unique tracking numbers to customers using Delivery Updates.

5.3.1.2 Shipping Manager (formerly EST Online)

This tool is a lighter online version of the EST Desktop 2.0 shipping tool, containing most of the same functionality. It is an excellent tool for occasional shippers who want an application that is easy to use from any office location with web access, and it requires no software installation.

Shipping Manager allows you to

- access from any device with no software installation needed;
- compare prices and delivery standards for available services;
- create multiple labels and pay for them at once (group up to 50 labels into one transaction);
- complete shipping labels online and print them using a laser printer;
- store and manage contacts in the address book;
- set customized preferences to automatically populate fields with frequently used values (set default business profile and sender address; also save package details and predefined customs goods list);
- send Delivery Updates with unique tracking numbers to let customers know the delivery status;
- request One-Time On-Demand Pickup service.

5.3.1.3 EST Express Order Entry

This simple, one-screen shipping tool can be used for single shipments to Canadian destinations. EST Express Order Entry (EOE) can be customized to suit your shipping requirements and is installed as a direct link from your company's intranet, known as the EOE Secure Solution.

EST Express Order Entry allows you to

- print address labels for shipments within Canada and pay online;
- store and manage contacts in the address book;
- set customized preferences to automatically populate fields with frequently used values;
- send Delivery Updates with unique tracking numbers to let customers know the delivery status;
- track your orders,
- hide certain fields (customer number, contract, method of payment and others), make certain fields mandatory (e.g., cost centre) and lock certain fields to a predetermined value (service, insurance and others).

EOE will be discontinued in February 2022. If you are interested in a corporate link to our EOE Secure Solution, email us at sic.eac@canadapost.ca or contact your Canada Post sales representative.

5.3.1.4 Electronic Shipping Tools: At a glance

Features	EST Desktop 2.0	Shipping Manager	EST Express Order Entry (secure solution)
Canadian shipments	✓	✓	✓
U.S./international shipments	✓	✓	N/A
Access	Download from Canada Post's website	Work online through Canada Post's website	Directly from your intranet
Default settings	✓	N/A	The destination address can be set as a default, which is ideal for return shipments to your location
Templates available	N/A for Parcel Services	N/A for Parcel Services	Presets available
Customized screen display	N/A	N/A	✓
Reference fields, for example your order number	2	1	1
COD option available	✓	✓	N/A
Printing of shipping labels	8.5 in. x 11 in. laser or 4 in. x 6 in. thermal	8.5 in. x 11 in. laser	8.5 in. x 11 in. laser
Emailing of PDF shipping label	N/A	✓	✓
Emails with a unique tracking number to customers	✓	✓	✓
Payment by credit card, account number and supplier account	✓	✓	✓
Central billing of multiple sites to a single customer number	✓	✓	✓

5.3.1.5 Recommended system requirements: EST Desktop 2.0, Shipping Manager and EST EOE

Equipment	EST Desktop 2.0	Shipping Manager	EST Express Order Entry (secure solution)
Internet connection	High speed	High speed	High speed
Operating system	Windows™ 7/10	Windows 7/10	Windows 7/10
Browser	N/A	Firefox™ 40, Chrome™ 54, Internet Explorer™ 10	Firefox 40, Chrome 54, Internet Explorer 10
Processor	Intel Core™ i3 or equivalent	N/A	N/A
RAM	4 GB	N/A	N/A
Hard-drive space	300 MB of available space	N/A	N/A
Monitor resolution	1024 x 768	N/A	N/A
Barcode scanner (optional)	Any	Not supported	Not supported
Scale ¹	Serial (RS232) cable connected Pitney Bowes™, Avery™ Weigh-Tronix™ or Mettler-Toledo™ scale	Not supported	Not supported
Manifest/report printer	Laser printer supported by Windows 7/10	Laser printer supported by Windows 7/10	Laser printer supported by Windows 7/10
Label printer ²	Laser printer supported by Windows 7/10 Thermal Zebra™ LP 2844, Citizen™ CLP-521, CL-S521	Laser printer supported by Windows 7/10	Laser printer supported by Windows 7/10

1. EST supports Pitney Bowes, Weigh-Tronix and Mettler-Toledo scales that can be connected to a computer through a serial port. If you ship fewer than 50 items per day or items that are of a uniform weight, you can use a standard digital scale and manually enter the parcel weight into EST.

2. The type of printer to use for label production is determined by the desired output. EST can only capture a printer port and paper type once. For more detailed information, call the EST Technical Helpline at 1-877-376-1212.

Note: For more information about our Electronic Shipping Tools (EST), contact us at 1-877-376-1212 or visit canadapost.ca/est.

5.3.2 The eLink program: For customers using either a third-party shipping system or their own software

5.3.2.1 About the eLink program

Through the eLink program, Canada Post approves and monitors standard and custom shipping software developed by third-party vendors and customers for consistent compliance to Canada Post's specifications.

Canada Post reserves the right to make changes and enhancements to the specifications from time to time. The changes, as well as the timeline for their implementation, will be communicated by email to the contact at each third-party vendor and each customer with their own shipping software. Implementation of such changes are a condition for maintaining the approval by Canada Post of the shipping software.

Vendors of third-party shipping software are responsible for developing and implementing changes to their software for end users who must then implement the updates as soon as they are available.

This process ensures that the output of the shipping software conforms to our requirements, allowing for efficient package handling using our automated equipment, item tracking and accurate billing. The shipping label produced by a shipping software must include the appropriate address information of the sender and recipient, the parcel service to be used, any applicable parcel delivery options and a clearly printed barcode as per Canada Post's specifications. In all cases, an electronic data file must be submitted to initiate the tracking of an item and offer the benefit of electronic billing. An accurate paper manifest must be transmitted, printed and accompany all shipments upon deposit or pickup.

5.3.2.2 Third-party vendors

Third-party vendors provide standard and customized shipping software for medium to large businesses with complex business processes that need to use multiple carriers or a solution integrated with their financial and enterprise resource planning (ERP) systems.

Once a third-party vendor is approved as a preferred vendor under the eLink program, Canada Post customers can use preferred vendor software for all Canada Post Parcel Services within Canada, to the U.S. and to international destinations.

It is the responsibility of customers to ensure they select a vendor that produces compliant shipping labels and order documentation. Preferred third-party vendors must undergo an extensive approval process to ensure they meet the requirements of Canada Post's shipping and billing business rules.

To learn more about vendor requirements, our approval process or to view a list of our preferred third-party vendors, visit canadapost.ca/elinkprogram.

5.3.2.3 Customer-developed shipping solutions

If you are a medium- to large-volume shipper with unique requirements, you may already have your own shipping solution that is integrated with your company's financial/ERP systems.

Canada Post's eLink program will ensure that your shipping solution produces shipping labels, manifest data files and manifests that comply with Canada Post's systems and requirements. Customers who develop their own solution can select shipping services and options for which they wish to be approved.

For more information on the eLink program, contact your Canada Post sales representative or forward your request to cenauto@canadapost.ca to begin the approval process.

5.4 Online tools

Our online tools provide you with an easy way to track your items, find shipment information, manage your accounts, and order products and supplies – all whenever you want it. Open 24 hours a day and seven days a week, this secure environment offers simple, accurate and fast solutions for businesses, at no additional charge.

5.4.1 Tracking your items

By using EST Desktop 2.0 or a customer-developed/third-party shipping software to submit manifests, create your own manifest reports to monitor all of your shipments. Also, use up to two reference numbers for each item and provide your customers with Delivery Updates, a free option that provides email notifications when your items are scanned. Visit canadapost.ca/business to find more details on Delivery Updates or to track your shipped items anytime.

5.4.2 Finding a post office

If your item was shipped to a post office for pickup, your customer can click to see the post office's address and hours of operation.

Find a Post Office
We are closer than you think

Post Office
OSGOODE PO
5551 MAIN ST
OSGOODE ON K0A 2W0
Bilingual (English & French)

Hours of Operation	
Sunday	-
Monday	09:00 - 17:30
Tuesday	09:00 - 17:30
Wednesday	09:00 - 17:30
Thursday	09:00 - 17:30
Friday	09:00 - 17:30
Saturday	09:00 - 12:00

5.4.3 Searching your manifests

You can search for your manifests by manifest number, date range, or filter the manifests to search even further by originating postal code, destination province/territory or destination postal code. Manifests containing 500 items or less can be viewed online or can be received by secure email. Each manifest provides you with a summary of each listed item, including the most recent scan event, the attempted delivery date, the actual delivery date, and an active hyperlink to view further details and signature image (when the Signature option is selected and the signature is obtained). For more information, visit canadapost.ca/obc, sign into the Online Business Centre and select the advanced tracking option.

5.4.4 Managing your account

Remain current with your account using Manage My Accounts. This integrated suite of accounting-based tools lets you

- review account and transaction history,
- view all unpaid items in your account and sort them in the format of your choice,
- view items and transaction types,
- sort your transactions in the up-to-date Statement of Account,
- view and print copies of invoices,
- pay invoices using online payment.

Refer to section 8.2 for further information.

The prime contact as designated in your agreement will be provided with a user ID and password for access to all these online tools at canadapost.ca/obc. You can also call the Canada Post Credit Management group at 1-800-267-7651 to obtain a user ID and password.

5.4.5 Ordering Prepaid envelopes and shipping supplies

Make shopping for Prepaid envelopes and shipping supplies fast and convenient by using our online shop at canadapost.ca/shop. Easily shop for items and check the status of orders after purchase. Payment is simple: Use a major credit card or charge your items to your Canada Post account.

The ABCs of shipping

These key shipping and packaging tips can help you minimize costs, while optimizing efficiency and speed. Effective shipment preparation ultimately improves your customers' delivery experience.



6.1 Minimum and maximum sizes and weights

Canada

		Minimum sizes and weights	Maximum sizes and weights
Priority™ Xpresspost™ Xpresspost™ Certified Expedited Parcel™ Regular Parcel™	Document	<ul style="list-style-type: none"> • 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • 380 mm x 270 mm x 20 mm (15.0 in. x 10.6 in. x 0.79 in.) • 1.36 kg (3 lb.)
	Packet	<ul style="list-style-type: none"> • 100 mm x 70 mm x 15 mm (3.9 in. x 2.8 in. x 0.6 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 41 cm (16.1 in.) • Max. L x W x H = 3,220 cm³ (196.5 in.³) (see section 6.1.1) • 1.36 kg (3 lb.)
	Parcel	<ul style="list-style-type: none"> • Exceeds the maximum dimension or weight of a packet • 230 mm x 200 mm x 25 mm (9.1 in. x 7.9 in. x 1.0 in.) • 100 g (0.2 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 2 m (78.7 in.) • Max. L + G = 3 m (118 in.) (see section 6.1.1) • 30 kg (66 lb.)
	Triangular mailing tubes	<ul style="list-style-type: none"> • 100 mm x 23 mm x 23 mm (3.9 in. x 0.9 in. x 0.9 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 2 m (78.7 in.) • Max. L + G = 3 m (118 in.) (see section 6.1.1) • 30 kg (66 lb.)

United States

		Minimum sizes and weights	Maximum sizes and weights
Xpresspost™ – USA		<ul style="list-style-type: none"> • 210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 1.5 m (59 in.) • Max. L + G = 2.74 m (107.9 in.) • 30 kg (66 lb.)
Expedited Parcel™ – USA		<ul style="list-style-type: none"> • 210 mm x 140 mm x 5 mm (8.3 in. x 5.5 in. x 0.2 in.) • 100 g (0.2 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 2 m (78.7 in.) • Max. L + G = 2.74 m (107.9 in.) • 30 kg (66 lb.)
Small Packet™ USA – Air Tracked Packet™ – USA		<ul style="list-style-type: none"> • 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 600 mm (23.6 in.) • Max. L + H + W = 900 mm (35.4 in.) (see section 6.1.1) • 2 kg (4.4 lb.)
Triangular mailing tubes		<ul style="list-style-type: none"> • 210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • Based on maximum specifications of selected service

International destinations

		Minimum sizes and weights	Maximum sizes and weights
Xpresspost™ – International International Parcel – Air International Parcel – Surface		<ul style="list-style-type: none"> • 210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.) • 100 g (0.2 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 1.5 m (59 in.) (exceptions apply¹) • Max. L + G = 3 m (118 in.) • 30 kg (66 lb.) (exceptions apply¹)
Small Packet™ International – Air Small Packet™ International – Surface Tracked Packet™ – International		<ul style="list-style-type: none"> • 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 600 mm (23.6 in.) • Max. L + H + W = 900 mm (35.4 in.) • 2 kg (4.4 lb.)
Triangular mailing tubes		<ul style="list-style-type: none"> • 210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • Based on maximum specifications of selected service

Legend: L = length; H = height; W = width; G = girth (girth is the distance around the item, measured at right angles to the length); m = metres; cm = centimetres; mm = millimetres; kg = kilograms; lb. = pounds; in. = inches

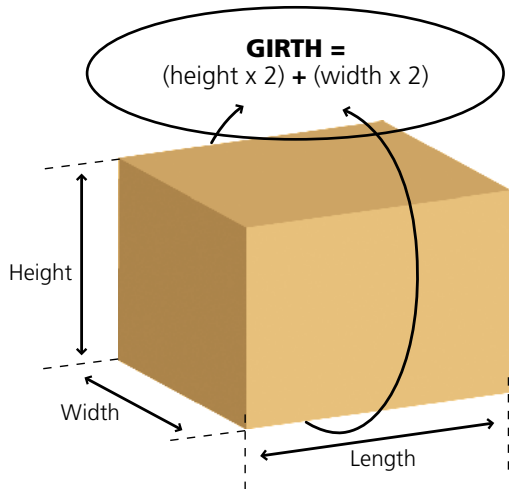
1. Handling surcharges may apply if the item is deemed oversized based on its dimensions; refer to section 6.7 for more information.
2. Some international destinations have maximum weight limits set below 30 kg and do not accept oversized items. To determine the exceptions for each international destination, visit canadapost.ca/internationallistings.

Note: For Prepaid products, see section 4.

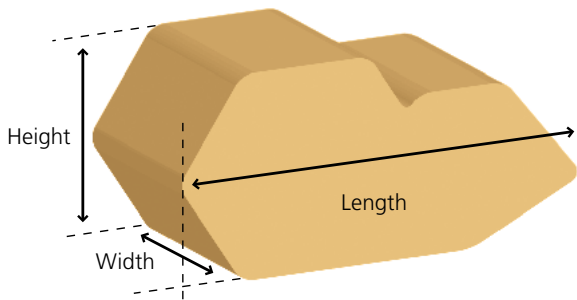
6.1.1 Measuring your item

There are two methods to calculate the maximum dimensions of your item:

- length + girth
- length + (height x 2) + (width x 2)



For an odd-shaped non-rectangular item, measurements are taken at the widest points.



Note: Weights and measures are governed by the *Weights and Measures Act* and Regulations. Visit www.mc.ic.gc.ca for details.

6.2 Unacceptable items

6.2.1 Shipments within Canada, to the U.S. and international destinations

The customer has the responsibility of ensuring that the contents of an item can be shipped under law. Canadian legislation, including but not limited to the *Criminal Code*, the *Canada Post Corporation Act* (including, in particular, the *Non-mailable Matter Regulations*), the *Tobacco Act* and the *Transportation of Dangerous Goods Act*, can prohibit the shipping of certain items. Restricted and prohibited items also vary by country.

Note: Restrictions change from time to time. Therefore, the customer must ensure that the contents meet all current

applicable requirements. When shipping outside of Canada, the customer must ensure that the items meet all current applicable requirements related to transport restrictions and those of the destination country and that all properly completed customs documentation is provided. For more information on shipping items to international destinations, visit canadapost.ca/internationallistings.

Refer to ABCs of Mailing and Non-mailable Matter sections of the *Canada Postal Guide* at canadapost.ca/postalguide for more information on shipment requirements about contents, quantities and documentation.

6.2.2 Prohibited and restricted items

The list that follows is a general overview of prohibited items, or items that may have special restrictions on how or to whom they may be shipped. For more information on any of the items below, visit canadapost.ca/nonmailable.

- Tobacco and vaping products¹
- Cannabis²
- Firearms³
- Intoxicating beverages
- Drugs and other controlled substances
- Medical materials
- Liquid and dry patient specimens, including biological specimens (for details on packaging permissible liquid and dry patient specimens, refer to the *Canada Postal Guide* at canadapost.ca/postalguide under ABCs of Mailing)
- Pharmaceuticals
- Perishable items
- Liquids, liquefiable substances and powders
- Animals
- Plants
- Batteries¹
- Radiological devices

1. The originator of the shipment is solely accountable for ensuring that all shipments containing tobacco or vaping products meet the requirements defined under the *Tobacco and Vaping Products Act*.
2. The originator of the shipment is solely accountable for ensuring that all cannabis shipments meet the requirements defined under the *Cannabis Act*. (For details refer to the *Canada Postal Guide* at canadapost.ca/postalguide under ABCs of Mailing.)
3. Contact the Canadian Firearms Program at 1-800-731-4000 to determine whether it is permissible to post the firearm within Canada. If it is determined permissible, the firearm is to be shipped using the Expedited Parcel service with the Proof of Age option. Firearms cannot be sent by air. Therefore, it is not permitted to send firearms to Air Stage offices and it is not permitted to ship firearms with Xpresspost and Priority services. For remote locations, see **Air Stage offices** listed in the *Canada Postal Guide*. For international destinations, under no circumstances can firearms be mailed as defined under the *Firearms Act*:
 - *Storage, Display, Transportation and Handling of Firearms by Individuals Regulations* (<https://laws-lois.justice.gc.ca/eng/regulations/SOR-98-209/FullText.html>).
 - *Storage, Display and Transportation of Firearms and Other Weapons by Businesses Regulations* (<https://laws-lois.justice.gc.ca/eng/regulations/SOR-98-210/FullText.html>).

Note: In addition, customers shall not ship items that

- contain products or substances likely to harm Canada Post employees,
- can soil and damage equipment,
- expose a person to danger,
- emit an odour of any kind,
- are prohibited by law.

Customers should also be aware that air security regulations can change as a result of regulatory updates from other government agencies such as Transport Canada. For the latest updates to prohibitions and restrictions, visit canadapost.ca/nonmailable.

Canada Post can accept to ship items containing exempted qualifying dangerous goods,² subject to the following:

- Dangerous goods must meet all respective limited quantity and excepted quantity requirements as per the *Transportation of Dangerous Goods Act* and Regulations, including but not limited to, marking and additional packaging requirements.
- The customer must meet the requirements to classify and handle the limited quantity or excepted quantity of applicable dangerous goods as required under the *Transportation of Dangerous Goods Act* and Regulations.
- The qualifying limited quantity or excepted quantity of applicable dangerous goods can only be shipped within Canada by ground using Regular Parcel or Expedited Parcel services. Dangerous goods (including those in limited quantity or excepted quantity) are prohibited when shipping by air and outside of Canada and must not be shipped to a remote location (for example, Air Stage offices as listed in the *Canada Postal Guide*). Visit canadapost.ca/postalguide under ABCs of Mailing for further information.

If you are uncertain whether your items are dangerous, you should verify with the manufacturer/supplier, call the Canadian Transport Emergency Centre (CANUTEC) at 613-996-6666, or visit Transport Canada's website at www.tc.canada.ca.

Note: If these conditions are not met, Canada Post will not accept packages that contain dangerous goods or that display dangerous goods symbols. Canada Post must assume that all markings and labels on a package identify the actual contents. If any evidence of former hazardous material contents is visible on the box, the package cannot be accepted. Visit canadapost.ca/nonmailable for further information.

6.2.3 Prohibited and restricted shipments to the U.S.

To obtain additional information on U.S. import restrictions, prohibited items and required documentation, consult the International Destination Listing at canadapost.ca/internationallistings.

6.2.3.1 Shipment of prescription drugs to the U.S.

Senders and recipients must be aware that it is solely at the discretion of the U.S. Food and Drug Administration (FDA) and U.S. Customs and Border Protection (CBP) whether or not to allow entry of drugs into the U.S. For this reason, Canada Post shall have no liability for loss, delay or damage of cross-border shipments containing prescription drugs. For more information, visit canadapost.ca/postalguide under Customs Requirements.

6.2.3.2 Commercially prepared food shipments to U.S.

The FDA requires prior notice of all shipments to the U.S. that contain commercially prepared food. This includes, but is not limited to, items that contain food for human or animal consumption, vitamins, dietary supplements, herbal remedies and food additives or colouring. For more information, visit canadapost.ca/postalguide under Customs Requirements.

1. As a general rule, most batteries, such as sizes AA, AAA, C and D used in consumer electronic products can be accepted for shipping. For restrictions on lithium batteries, refer to the *Canada Postal Guide* at canadapost.ca/postalguide under ABCs of Mailing.
2. Examples of these low-risk dangerous goods include common products such as perfumes and certain other flammable liquids, some aerosol cans and particular cosmetics.

6.3 Packaging your item for shipping

6.3.1 Requirements for shipments within Canada, to the U.S. and international destinations

All items must conform to the packaging requirements of Canada Post and of the destination country, and must not contain dangerous or prohibited materials. Packing and wrapping methods may also vary according to the item to be shipped.

The customer is responsible to ensure that the item is securely wrapped with sufficient cushioning and reinforcing material to prevent loss of or damage to the item, damage to postal equipment or other mail, and injury to persons handling the item. As a guideline, the customer's packaging should withstand a drop of approximately one metre (39.3 in.) on to concrete in order to prevent potential damage or breakage.

Items that are improperly packaged or labelled, are missing or showing illegible customs or item content information on the shipping label, are misdeclared or lack proper electronic documentation may be subject to delay or refused and returned to the sender. The customer may be required to pick up the item if shipping can damage the item further. Shipped items need to be properly labelled with a barcoded shipping label¹ approved by Canada Post, and must be accompanied by appropriate shipping documentation.

Refer to section 6.7 for information on unpackaged items. Canada Post containers, such as letterainers, flatainers and mailbags, are not to be used as shipping containers. However, when these containers are used for consolidation of a customer's items, every item inside the container must be properly packaged and addressed, and bear a barcoded shipping label¹ approved by Canada Post as well as proof of payment in the form of a Canada Post manifest or postal indicia.

6.3.2 Interior packaging

Contents must be secured and held firmly in place. Use cushioning materials to surround the item to prevent any movement. To help fill empty spaces and curb movement, you can use the following:

- cardboard (folded, in layers, rolled or shredded)
- loose fill of polystyrene foam peanuts
- bubble wrap
- cloth
- cotton wool
- newspapers (crushed, rolled or shredded).

Contents should be wrapped separately and packed firmly in the carton.

6.3.3 Exterior packaging

It is important to ensure that there is no confusion about the identity of the contents of packages being mailed. For example, boxes and other types of packaging that have been used previously for restricted items or non-mailable matter must not be reused for mailing other goods, unless they are rewrapped in a manner to cover all information that refers to restricted items or non-mailable matter. Other types of boxes can be reused for shipping if they are of good quality and all former package markings, barcodes and labels have been removed or completely obliterated. Also, be mindful of the following:

- Canada Post strongly recommends the use of environmentally friendly packaging.
- To prevent any loss or damage to the items or any potential damage to postal equipment or injuries to the persons handling the items, all items must be tightly and securely wrapped with sufficient cushioning and reinforcing materials and must not have handles, loops or loose material that could get caught in the sorting equipment.
- Because our sorting process is mechanized, polybags and similar packaging in particular must be snugly wrapped around the item, virtually taking its shape, while protecting it and ensuring there is sufficient surface area for the shipping label to be applied flat and wrinkle-free.
- Two items (i.e. boxes and polybags) or more cannot be strapped, taped or bound together by any other means and be deposited as a single item or multi-pieces.
- Select packaging with the right size, shape and strength for your goods. Some contents requires special packaging to meet legal requirements.
- Firmly seal all seams of the item with quality packaging tape to ensure that your item stays closed. Do not use string, masking tape or ordinary household tape.
- The U.S., in co-operation with Mexico and Canada, implemented regulations for wood packaging materials entering North America. For further information, visit www.cbp.gov.

1. The Small Packet service does not include a tracking barcode.

6.3.4 Convenience packaging

For customers preparing shipments with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, Canada Post also offers a number of packaging solutions (containers).

Priority Flexipack™ envelopes	
Article number: 33-086-393	Size: 406 mm x 304 mm Use: documents and small items*
Xpresspost Flexipack envelopes	
Article number: 33-086-577	Size: 406 mm x 304 mm Use: documents and small items*

* Contents must be tightly enclosed and held firmly in place by interior cushioning. Refer to section 6.3.2.

How to order

- Visit canadapost.ca/shop.
- Call Customer Service at 1-866-607-6301.
- Contact your Canada Post sales representative.

6.3.5 Checklist for preparing your packages

- The applicable shipping label must be properly affixed to every item, including Prepaid envelopes. Only barcoded shipping labels¹ approved by Canada Post are acceptable. It is recommended to include a duplicate shipping label or other form of identification inside your package before sealing it.
- The name and complete address as well as the complete return address must be clearly printed on the item or on the shipping label. Only one return address can appear on the item. A complete address includes the postal code and contact telephone number. Visit canadapost.ca/addressingguidelines for details.
- The service type must be identified on the shipping label.
- All options must be selected at the time of shipping.
- An acceptable proof of payment (Canada Post manifest or postal indicia) must be visible.

- The greater of the actual weight or the volumetric equivalent of actual weight of the item (except Prepaid products) must be indicated on the bill of lading or on the manifest. For more information, refer to section 6.5.
- When using Canada Post's manual labels, appropriate stickers must be used for selected options.
- For the safety of all employees, individual items weighing more than 22.7 kg (50 lb.) must bear an Overweight Parcel sticker (article 33-086-456). To order Overweight Parcel stickers, visit the Online Business Centre at canadapost.ca/obc.

6.4 Shipment preparation for Priority Worldwide items

Note: The Priority Worldwide service was discontinued on August 1, 2023.

1. The Small Packet service does not include a tracking barcode.

6.5 Shipping charges and weight

6.5.1 Base price of your item

Preparing your shipping documentation

You must declare each item's actual weight on the shipment order or manifest at the time of shipping. You may also include the item's dimensions (length x width x height) or the volumetric equivalent of its actual weight (see below, "How to cube an item and calculate the volumetric equivalent of its actual weight").

It is your responsibility to ensure that your declarations are accurate.

Our right to audit

Canada Post may audit any or all of your declarations. Should we do so, we will use only measuring devices approved for use in trade by Measurement Canada.

Note: When an item is cubed, the dimensions provided are the dimensions of the smallest hexahedron (six-sided box) within which the item can be contained.

How we charge

Whether we audit your declarations or not, we may, at our sole discretion, charge the base price

- on the basis of your declaration,
- on the basis of our audit or
- where your declaration is missing or unusable for whatever reason, on the basis of a default weight of 7 kg (15.4 lb.).

Where we charge the base price on the basis of our audit, price adjustments will appear on your next invoice or a subsequent invoice.

Note: Package shape and dimensions may change during transit, which can affect the package's dimensions and, therefore, the volumetric equivalent of its actual weight. Canada Post reserves the right to adjust the price and surcharges, as the case may be, based on the altered dimensions.

If you do not complete and submit all the documents for a shipment, as required, or if the documents are inaccurate or incomplete for any reason, the items of the shipment may, at the discretion of Canada Post

- be returned to you at your expense to make them compliant,
- be processed and charged at the next or most appropriate product or service category, where available,
- be subject to a surcharge,
- be refused for shipping.

Canada Post reserves the right to include on a current invoice any amount not previously billed for invoices dated 90 calendar days prior to the date of the current invoice.

In addition to the base price, we also apply surcharges. See section 6.7 for further details or visit canadapost.ca/prices.

How we calculate the base price for shipping your item

The base price¹ for shipping your item is based on the greater of the item's actual weight and volumetric equivalent of actual weight within the prescribed weight and size limits of the specific product offering used, as indicated on the price sheets provided.

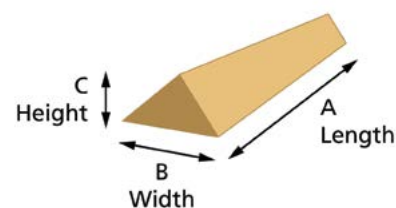
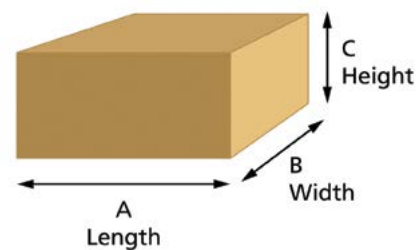
To confirm the base price for shipping your item, you can follow these three steps:

1. Calculate the item's actual weight and the volumetric equivalent of its actual weight.
2. Take the greater of these two numbers.
3. Refer to our price sheets and find the base price associated with that number.

How to cube an item and calculate the volumetric equivalent of its actual weight

Step 1: Measure the item's dimensions

Measure your item's length, width and height where these dimensions are greatest. Measure items of irregular shape in the same manner.



Your item's largest dimensions are the dimensions of the smallest box within which the item can be contained.

Step 2: Cube the item

Calculate the item's cube by multiplying its length, width and height, as measured in step 1.

Your item's cube, or cubic volume, is the amount of space it occupies as if it were contained in the smallest box referred to in step 1.

1. The lowest base price for most services corresponds to an actual weight of 0.500 kg, or volumetric equivalent of actual weight of 0.500. For every additional 0.500 kg of actual weight or 0.500 volumetric equivalent of actual weight, or fraction or part thereof, the base price increases in accordance with the price sheets we provide you. Most services also have a base price corresponding to items having an actual weight of 0.501 kg to 0.750 kg, or a volumetric equivalent of actual weight of 0.501 to 0.750. Some exceptions apply. See the price sheets we provide you for additional details.

Step 3: Calculate the volumetric equivalent of the item's actual weight

Calculate the item's volumetric equivalent of its actual weight by dividing its cube, or cubic volume, as measured in step 2 by a density factor.

The formula we use to calculate the volumetric equivalent of the item's actual weight is

$$\text{cubic volume} \div \text{density factor} = \frac{\text{volumetric equivalent}}{\text{actual weight}}$$

The density factor is a number that reflects the fact that items weighing a certain amount are generally of a certain size or volume:

- We apply a density factor of 5,000 (when measuring in cubic centimetres) or 139 (when measuring in cubic inches) to Priority, Xpresspost and Expedited Parcel services, as well as all U.S. and international services (excluding Tracked Packet and Small Packet).
- We apply a density factor of 6,000 (when measuring in cubic centimetres) or 166 (when measuring in cubic inches) for the Regular Parcel service.

Note: Volumetric equivalent of actual weight is not a unit of measure, a mass or a volume. It is a tool developed according to an industry standard of typical parcel densities, which helps to calculate a more accurate shipping price for an item's weight and the space it occupies in a truck or an airplane.

Example 1

An item measures 100 cm x 60 cm x 20 cm with an actual weight of 8 kg. Based on the parcel's dimensions, its volume is 120,000 cm³. If it were shipped using Xpresspost service, a density factor of 5,000 would apply resulting in a volumetric equivalent of actual weight of 24.

Because the volumetric equivalent of actual weight of 24 is greater than the actual weight of 8 kg, the correct shipping charge is based on a volumetric equivalent of 24.

Example 2

An item measures 100 cm x 60 cm x 20 cm with an actual weight of 26 kg. Based on the parcel's dimensions, its volume is 120,000 cm³. If it were shipped using Regular Parcel service, a density factor of 6,000 would apply resulting in a volumetric equivalent of actual weight of 20.

Because the actual weight is greater than the volumetric equivalent of actual weight, the correct shipping charge is based on actual weight of 26 kg.

6.6 Mandatory shipping documentation¹

6.6.1 Shipping labels

Only shipping labels produced according to the most recent label specifications and approved by Canada Post are acceptable with your shipment. Labels created and affixed improperly may affect the delivery of your item, tracking information and requests for claims.

Canada Post offers Electronic Shipping Tools (EST) provide fast and flexible ways to prepare your shipping documentation. You can create labels online and generate manifests through a desktop software solution. For further details, refer to section 5.3.1.

Labels produced using a customer-developed/third-party shipping system are also an acceptable means to prepare your shipping documentation. For further details, refer to section 5.3.2.

If you are not using Electronic Shipping Tools (EST), you can order shipping labels for your items by visiting canadapost.ca/obc or by calling Customer Service at 1-866-607-6301.

Verifying print quality

- All shipping labels must be produced according to Canada Post's manufacturing specifications and must be compliant at all times. These specifications exist to ensure that barcodes can be scanned and that parcels can be processed using our mechanized sorting equipment. Paper and thermal shipping labels must be white; coloured labels are not permitted. Contact cenauto@canadapost.ca for more information.
- To obtain the most recent specifications, contact cenauto@canadapost.ca.
- Only labels with a solid black print check bar – horizontal line at the base of the label (see image on next page) – can be processed by our equipment.
- Labels with white lines or dots in the print check bar (circled in image on next page) indicate less than optimal barcode print quality and may not be read by our scanning equipment. If this occurs, the printer ribbon or ink cartridge may need to be cleaned or replaced, or the printers used to produce these labels may need servicing.

1. Failure by the customer to meet shipping documentation requirements will void the On Time Delivery Guarantee. Canada Post reserves the right to cancel the On-Time Delivery Guarantee without notice in the event that a customer repeatedly fails to meet shipping documentation requirements (see section 8.3.21.10).

Pressure-sensitive labels

Any pressure-sensitive label affixed directly to a mail piece or non-pressure sensitive label (i.e. a letter-size printout label) affixed to a mail piece with tape or by any other means must have a minimum peel-adhesive or shear-strength value to stainless steel of one pound-force per square inch.



Affixing the shipping label to your item

- The shipping label must be visible and affixed flat and wrinkle-free to the largest side of the item; it must not wrap around the edges of the item or be applied in any manner that makes it difficult to scan the barcode. For more examples, visit canadapost.ca/shippinglabels.
- For items smaller than the shipping label, wrapping the label around the edges is acceptable as long as the barcode and address section are flat and do not wrap.
- Avoid placing the label over a seam or box closure.
- Do not cover the label with strapping or reflective material such as tape.
- For Prepaid products, ensure that labels are applied straight, flat and wrinkle-free within the area indicated on the back of the envelope.
- When using Canada Post's manual labels, ensure that there are no stickers or markings on the 2D barcodes located in the corners of the "To" section, which could prevent our equipment from reading them properly. The tear-away customer receipt must also be removed.
- The shipping label and other shipping documentation can be inserted into a plastic pouch for protection. The shipping label must be inserted so that the barcode is not folded or creased and is visible through the plastic. The plastic pouch (form 200-12-555) is available at canadapost.ca/obc or from Customer Service at 1-866-607-6301.

- Labels for mailing tubes must be affixed lengthwise so that the sides of the barcode point toward the ends of the tube to facilitate barcode scanning. The delivery guarantee does not apply to cylindrical mailing tubes. The use of triangular or rectangular containers is highly recommended.



Using tracking numbers

- Every item must have its own shipping label with a unique tracking number.
- Canada Post does not accept multiple-piece shipments with duplicate tracking numbers.
- Customers can only use tracking numbers assigned to them by Canada Post and must not manufacture their own.
- Tracking numbers must not be re-used within 365 days.
- Items bearing a tracking number that was used on a previous shipment will result in the item being returned to the sender.

Note: Business Reply Mail™ addresses must not be used for Parcel Services.

6.6.2 Manifests and bills of lading

Unless otherwise indicated on the shipping label, all items shipped by Canada Post must be accompanied by a paper copy of the transmitted manifest or bill of lading at the time of deposit or acceptance, which accurately describes the contents of the shipment and the deposit location. The manifest can be created electronically by using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, or it can be prepared manually by only using a Canada Post bulk manifest. A bill of lading can only be prepared manually using the bill of lading labels. When using these manual order documents, a fee will apply to each item submitted on the document.

Electronically generated manifest

Canada Post's Electronic Shipping Tools (EST), Parcel Web Services or customer-developed/third-party shipping systems, print shipping labels, transmit the electronic version of the manifest to Canada Post and print paper copies of the manifest. The paper copy of the manifest must accompany all items dropped off or picked up. The electronic manifest data file containing complete and accurate shipment information must be transmitted to Canada Post on the same day and prior to drop-off or pickup of that shipment. Items where the electronic manifest data file has not been transmitted at the time of drop-off or pickup may be refused.

For Expedited Parcel – USA, Xpresspost – USA, Xpresspost – International, International Parcel – Air or International Parcel – Surface, customers must include mandatory customs data elements and item content information, in the manifest data file transmitted to Canada Post at the time of drop-off or before pickup. Failure to comply may result in the item being returned to the sender, delays, non-delivery or voided guarantee.

Bulk manifest (form 33-086-565)

- The bulk manifest can be used for some services: Prepaid products with options, U.S. and international items.
- For detailed instructions on how to complete a bulk manifest, visit canadapost.ca/bulkmanifest.

Bill of lading (Canada)

Bills of lading are only available with overprinted customer information by calling Customer Service at 1-866-607-6301. Domestic bills of lading are not required when using manifests and shipping labels. An item with a bill of lading must be deposited at a retail post office or commercial deposit centre.

Note: For detailed instructions on how to complete a bill of lading, visit canadapost.ca/domesticbol.

6.6.3 Data accuracy of shipping documentation

It is the customer's responsibility to ensure that data entered for label creation, manifesting and customs clearance is complete, accurate and legible. This includes the following:

- customer number and agreement number;
- complete address, including but not limited to origin and destination, valid postal code, sender name and company name, recipient name and recipient company name, and recipient telephone number;
- shipping service and options selected;

- package weight – the greater of the actual weight or volumetric equivalent of actual weight, or actual weight and package dimensions; refer to section 6.5 for more information on the base price of your item;
- for items sent to international destinations – customs (reason for export, non-delivery instructions) and package content information (for each item, the quantity, description, unit value and weight).

Customs documentation

Complete and accurate electronic customs and item content information must be provided. Failure to do so may result in the item being returned to the sender or delays, non-delivery, voided delivery guarantees (if applicable), fines or customs seizure at the international destination. Item content details must be captured in English or French and can be translated into the language of the destination country. Refer to section 6.9 for more information on customs clearance. Shipping documentation may be transmitted to or shared with domestic or international customs and postal administrations or designated postal operators.

The information will be used to facilitate customs processes for the delivery of postal items. For more information about Canada Post's personal information practices, go to canadapost.ca/privacy.

6.7 Fuel and special handling surcharges

Canada Post may apply surcharges to some items, including the following:

- non-standard sizes, dimensions, weight or packaging;
- fuel costs;
- deposits during a peak period;
- other factors that may affect Canada Post's costs or operations.

Fuel surcharge

Canada Post reserves the right to apply a fuel surcharge on all items. Such a surcharge will be applied to the base shipping prices and any applicable additional weight charges. Current details of the fuel surcharge are available at canadapost.ca/fuelsurcharge.

Mailing tube surcharge

A surcharge will be applied to mailing containers that are cylindrical in shape, as they incur higher handling costs. The surcharge does not apply to Small Packet and Tracked Packet items. Customers are encouraged to use other non-cylindrical containers (for example, triangular ones) to avoid the surcharge.

Additional handling surcharge

A surcharge will be applied to an item that requires additional or special handling. This item will incur higher handling costs due to the nature of its size, weight, packaging or shape. Also, an item may be subject to the surcharge if it can cause damage to postal equipment or other items, if it can be damaged or can cause injury to persons handling the item.

Canada Post reserves the right to apply a surcharge to an item that, at Canada Post's sole discretion, requires additional handling.

Oversized items

A surcharge will be applied to any oversized item. An item is considered oversized if

- it has any dimension exceeding one metre (39.4 in.), and/or,
- it measures more than 76 cm (30 in.) along its second longest side.

For U.S. and international shipments, an oversized item will be accepted only if permitted by the destination country. For more information, visit canadapost.ca/internationallistings.

Unpackaged items

A surcharge will be applied to any unpackaged item. An item is considered unpackaged if, but not limited to the following:

- it is not fully encased in an outer shipping container (e.g. corrugated cardboard box);
- it has excessively loose packaging;
- it is of irregular, cylindrical or round shape, whether wrapped in plastic or cellophane, or not (e.g. tire, carpet);
- the contents of the item protrudes outside the surface area and packaging (e.g. muffler, tailpipe).

Note: Proper packaging is the sole responsibility of the shipper. For further details, refer to section 6.3.

Out-of-spec surcharge

An item is considered out-of-spec if it exceeds our maximum size or weight specifications and any of the following conditions apply:

- any dimension exceeds two metres (78.7 in.);
- the length and girth combined exceed three metres (118 in.);
- the weight exceeds 30 kg (66 lb.).

A surcharge will be applied to an out-of-spec item that comes into the possession of Canada Post. At any point in time, the item may be refused or returned to the shipper. The item may be delivered at the sole discretion of Canada Post and additional fees may be applied.

Surcharge for manual documents

A surcharge will be applied to each item submitted on a manual order document (for example, bill of lading and bulk manifest) to recover the higher costs of processing manual forms.

Non-transmitted order surcharge

A fee will be applied to orders that have not been transmitted to an authorized Canada Post facility on the same day and prior to drop-off or pickup of shipments. All items that are dropped off or picked up must be accompanied by a Canada Post order document (manifest or bill of lading) at the time of deposit.

Non-manifested item surcharge

A fee will be applied if an item is shipped with Canada Post and is not declared in the electronic order.

Suspended order surcharge

A fee will be applied to all orders (electronic manifest data file) that are suspended during the validation process. Suspended orders require manual intervention to correct errors and reprocess the file. Examples of errors include missing mandatory information such as the incorrect weight of the item, the wrong postal code or customer information that differs from the customer profile.

Barcode label and address correction fee

A fee will be applied to parcels that have incomplete or incorrect addressing data or illegible barcodes that cannot be processed through our automated systems. To meet existing shipping requirements for barcoding and addressing, refer to section 6.6.1.

The fee will apply as follows:

Parcel services	Address correction fee	Barcode label correction fee
Canada	✓	✓
U.S. and international	N/A	✓

6.8 Depositing your items at Canada Post

To maximize the operational efficiency of our equipment and network, the customer may be required to prepare and deposit shipments depending on a variety of factors. These include, but are not limited to, the location of the customer or Canada Post-approved drop-off facility or the size, service type or destination of the items being shipped. For example, as determined by Canada Post, customers may be required to

- schedule a deposit time;
- sort mail according to size, service type or destination;
- perform multiple drop-offs or pickups throughout the day.

For pickups and drop-offs comprising more than 20 items, the customer is expected to sort mail according to shape (for example, a split of parcels, of packets and of documents). Minimum and maximum sizes and weights for each shape category are summarized in section 6.1.

Where applicable all items shipped by Canada Post must be accompanied by a paper copy of the transmitted manifest or bill of lading at the time of pickup or deposit, which accurately describes the contents of the shipment and the deposit location.

When there are shipments with items being deposited at multiple locations, one manifest is required for each deposit location. Items deposited at a location other than the one stated on the manifest or not included on a manifest will not receive a service guarantee, may be refused, may be returned to the sender at the customer's expense or may be subject to a surcharge.

6.8.1 Post office

Items can be deposited at any post office during advertised hours of acceptance. To find a post office near you, visit canadapost.ca/postoffice.

6.8.2 Drop-off at Canada Post-approved postal facilities

Items can be deposited on business days during advertised hours of acceptance.

In certain remote areas, depositing a shipment at a specific facility may be required.

For detailed information on the location of the drop-off facilities, as well as the products and volumes acceptable for shipment, visit canadapost.ca/depositlocations.

6.8.3 Pickup Services

Canada Post offers a wide range of Pickup Services. One-Time On-Demand Pickup is offered for one-piece shipments or more and is offered at no charge when you include a Priority item. Customers who require daily or regular Recurring (Scheduled) Pickup service will benefit from affordable fee structures.

Use the One-Time On-Demand Pickup service to arrange pickup at a time that's convenient for your business. A pickup fee per stop will apply, unless you include a Priority item. A pickup can be arranged up to 90 calendar days in advance for customers with an account number or a credit card saved in the customer profile as a method of payment (five business days in advance without a credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.

You can arrange One-Time On-Demand Pickup service or set up your Recurring (Scheduled) Pickup service using our online request tool. Visit canadapost.ca/pickup for a list of areas where Canada Post offers Pickup Services or to request a pickup. Refer to sections 2.3.7 and 3.4.6 for further information. For terms and conditions, refer to section 8.3.11.

6.8.4 Large volume drop-off

You can call Customer Service at 1-866-607-6301 to schedule the drop-off time for depositing large volumes of items at any Canada Post-approved postal facility. Scheduling and volume requirements may vary by location.

Large volumes of parcels can be dropped off in monotainers provided by Canada Post or placed on pallets supplied by the customer.

A monotainer can be filled up to 25 mm (1 in.) below the top of the container and can be shipped double-stacked. The maximum weight of the monotainer must not exceed 900 kg (1,984 lb.), including the weight of the monotainer (97 kg or 213.8 lb.).

When pallets are used they must be sturdy and stable, and the parcels must be either brick or block-piled, or combined with a cardboard monotainer for smaller or non-stackable items. The load must be contained within the footprint of the pallet and be structurally sound. The height of a single pallet and its load must not exceed 178 cm (70 in.).

Stretch-wrapping or plastic straps is required to secure the load. Three turns of stretch-wrapping should cover around the pallet and the pallet load, or the load should be strapped four ways. Metal strapping is not permitted.

Double-stacking

Pallets of parcels and monotainers can be double-stacked. The combined height of the two loads must not exceed 224 cm (88 in.) and the combined weight of the two pallets and the load or the two monotainers must not exceed 900 kg (1,984 lb.).

The load must be structurally sound and stable. Heavy items must be on the bottom pallet and lighter items, on top. The two pallets must be secured together with plastic straps or stretch wrap. The bottom load should have a sturdy, horizontal flat surface or otherwise be capped (bottom cardboard monotainer must be capped for double-stacking).

Note: All pallets, single- and double-stacked, must be structurally sound, and appropriate measures should be taken to prevent shifting, tipping and collapsing.

Pallet specifications

- The pallet must not exceed 1.22 m (48 in.) in length and 1.02 m (40 in.) in width.
- The pallet should allow four-way entry by a Canada Post forklift and two-way entry by a Canada Post hand jack.
- The openings for forks should be a minimum of 102 mm (4 in.) in height on opposite sides of the pallet that do not have bottom deck boards and a minimum of 89 mm (3.5 in.) for opposite sides that have bottom deck boards.

6.8.5 Street letter box

Canada Prepaid products may be deposited into street letter boxes, including community mailboxes and group mailboxes, if no additional options are being purchased.

Canada, U.S. and international items processed and paid (by account number, credit card or supplier account) through Canada Post's Electronic Shipping Tools (EST) Online or EST Express Order Entry – Ship in Canada, may be deposited into a street letter box if size permits.

Items deposited after the last collection time specified on the street letter box are considered as being deposited on the next business day.

Items deposited in a street letter box do not receive an acceptance scan.

To find local cut-off times for Parcel Services, visit canadapost.ca/parcelservices/cutofftimes.

6.9 Customs regulations and shipping requirements

6.9.1 General

Customs documentation is one of the most important elements of international shipments. Completing all of the required paperwork electronically in advance will reduce the risk of your item being held by customs. Understanding and following these requirements speed up clearance and delivery. It is the customer's responsibility to ensure that all required customs documentation is attached to the shipment.

Canada Post is not liable for any direct, indirect, special, incidental or consequential damages resulting from the sender's failure to complete all required information on any of Canada Post's forms for U.S. and international shipping services. All shipments are subject to all applicable laws and regulations in Canada and the destination country.

Customs documentation is required for all items shipped from Canada. Each U.S. and international service has a unique shipping label, which includes a customs declaration area to be completed accurately for items that are not documents.

The term "documents" is used to describe a shipment of paper of no value and does not require a commercial invoice. It includes, without limitation, business or personal correspondence.

A completed hard copy of the customs declaration, generated using either Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, must be included with the shipping label for each shipment.

For information on basic customs document requirements, refer to section 6.9.4, visit canadapost.ca/postalguide or call Customer Service at 1-866-607-6301. There are special requirements for any item shipped to an international destination other than the U.S. with a content value of CAD\$2,000 or higher. Visit canadapost.ca/postalguide to learn more.

Note: All shipments are subject to inspection by authorities in the destination country. Undervaluing or providing an inaccurate list of an item's content may result in seizure, delivery delays or refusal of entry of the item by the destination country. It is the customer's responsibility to ensure the accuracy of the required information. Canada Post assumes no responsibility for the accuracy, completeness or applicability of a customs declaration or any other documentation. To find out more about customs requirements, visit canadapost.ca/postalguide.

1. Priority items are **not acceptable** for street letter box deposit because of the rapid transit schedule for these packages.

6.9.2 Customs clearance processes

One of the two following types of customs clearance applies, depending on the shipping services used.

- **Postal presentation.** When items are shipped using Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International, International Parcel – Air, International Parcel – Surface, Small Packet USA – Air, Small Packet International – Air or Small Packet International – Surface, Tracked Packet – USA, Tracked Packet – International, Canada Post tenders the item to the receiving country's designated postal operator. The receiving designated operator presents the item for clearance and assessment of duties and taxes.
- Electronic customs and item content information will be required for all mandatory fields, at order creation for the following services: Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International and International Parcel – Air or International Parcel – Surface, Tracked Packet USA, Tracked Packet International, Small Packet USA and Small Packet International. Commercial customers using any of Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system will be required to input mandatory customs and item content information in order to process a shipment. Failure to do so may result in the item being returned to the sender for proper completion or in delays, non-delivery, voided delivery guarantees, if applicable, fines and customs seizure at the international destination.

In either case, customs officials decide which items require inspection and whether they meet applicable requirements. Any taxes, duties and processing fees are payable by the receiver.

6.9.3 Undeliverable items

Undeliverable items will be returned at the sender's expense. Otherwise, the item will be destroyed.

6.9.4 Customs documentation

The following fields of the customs declaration must be completed accurately to facilitate timely customs clearance and delivery at destination:

- sender's name, telephone number and address;
- recipient's name, telephone number and address;
- reason for export;
- quantity;
- description;
- value, including currency;
- harmonized system (HS) code is strongly recommended to avoid delays (further facilitates customs clearance and ensures accurate application of duties and taxes); there are many European countries where delays are common due to a missing HS code.

Logistics and transportation services

We can provide your growing business with the increased logistical support it needs through our subsidiary, SCI Logistics.



7.1 SCI Logistics

SCI demonstrates its expertise in the retail, technology and healthcare industries by offering a range of logistics services and transportation management solutions. SCI can improve service levels and reduce costs through the design, implementation and operation of a more efficient supply chain.

For over 30 years, SCI has been expertly planning and managing supply chain and logistics requirements for some of Canada's top brands. SCI manages over \$1 billion in inventory every day for customers in retail, technology and healthcare.

SCI offers

- the broadest range of supply chain services, such as order fulfillment and inventory management, technical services and much more;
- the most expansive coast-to-coast Canadian warehouse and distribution network;
- a wide range of transportation management solutions;
- a team of dedicated supply chain experts to help plan, build and operate the right logistics solutions that can propel your business far into the future.

SCI's outstanding reputation among omni-channel retailers, technology companies, healthcare organizations and manufacturers is living proof of its teams' operational excellence, which includes

- executing continuous improvement and quality management projects;
- streamlining supply chain processes;
- reducing costs, risk and complexity.

7.1.1 Omni-channel retail

SCI understands the challenges facing omni-channel retailers and solves them with innovative retail supply chain solutions that optimize product flow, manage unpredictable demand and deliver best-in-class customer experiences across all channels. Building on more than 30 years of experience in supply chain management, SCI has the knowledge to expertly and seamlessly manage your overall omni-channel warehousing and distribution service strategy.

SCI's warehouses store \$1.2 billion worth of clients' products ranging from apparel and footwear, toys, sporting goods, cosmetics and health products to general merchandise. Whatever your business, SCI has the solutions to your warehousing and distribution challenges. In combination with the core retail-related services and operations, from receiving to delivering a customer's order, SCI's value-added services eliminate extra touch points in the retail supply chain, while reducing costs. SCI's retail value-added services include

- pre-retail services, such as labelling and relabelling, tagging, and repackaging;
- assembly, specialized kitting and packaging;
- gift wrapping;
- retail returns processing (reverse logistics);
- asset tagging, such as barcoding and radio frequency identification (RFID);
- post-sales support for delivered technical equipment such as point-of-sale (POS) systems to your retail stores;
- other services such as retail bonded warehousing to store goods from retailers outside of Canada wishing to distribute their products to Canadian consumers, and quality assurance control, engaging in processes that are used to measure the quality of a product and ensure they meet the consumer's expectations.

7.1.2 Healthcare

SCI partners with healthcare professionals to streamline their supply chain demands and reduce overhead complexity so they can focus on what they do best – patient care. With scalable, customized healthcare logistics as well as warehouse and distribution centres that are environmentally controlled and compliant with good management practices (GMP), SCI is able to handle medical device manufacturers, natural health products, consumer health goods, cosmetics and much more. Being licensed by Health Canada, SCI understands the changing regulatory logistics environment and helps clients remain compliant.

The servicing of healthcare equipment is critical to many companies because downtime results in lost revenue and productivity. SCI also provides full post-sales logistics support to healthcare clients through delivery, assembly, installation and maintenance.

7.1.3 Technology

With a best-in-class breadth of services, integrated shipping options and highly trained professionals, SCI is a major player in technology logistics. As a proven partner to clients like HP, Xerox, Fujitsu, NCR, Bell and Rogers, brands trust SCI to represent them at their clients' sites. What better reference is there?

SCI can support new equipment deployments, staged rollouts, technology refresh projects and also break-fix incidents to keep your technology business up and running. Copiers, point-of-sale equipment, medical diagnostic devices, banking machines and automated kiosks are some examples of high-tech products supported by SCI.

SCI's technical crew arriving at the doorstep to deliver new high-tech equipment or urgently needed spare parts is perceived by the end consumer as the face of your brand. With unmatched performance and quality services, SCI proudly drives client satisfaction and contributes to the growth of your business.

Here are some of the services SCI offers:

- configuration and staging;
- swap, installation and network connection;
- refurbishing and repair;
- same-day delivery capabilities;
- site training, demonstration and initialization;
- technical support;
- crating;
- repackaging in the field;
- screening and testing;
- reporting and data analytics;
- data wiping and deconstruction services.

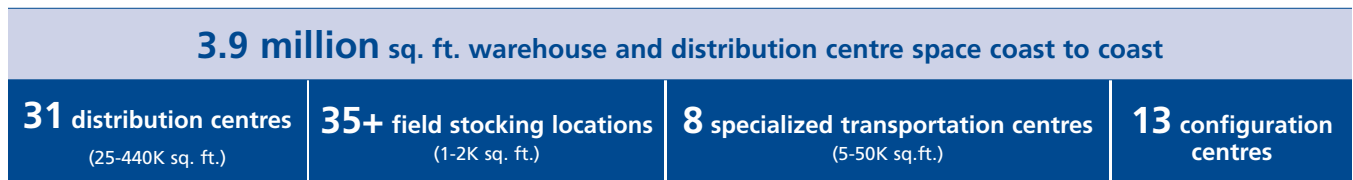
7.1.4 Specialized transportation

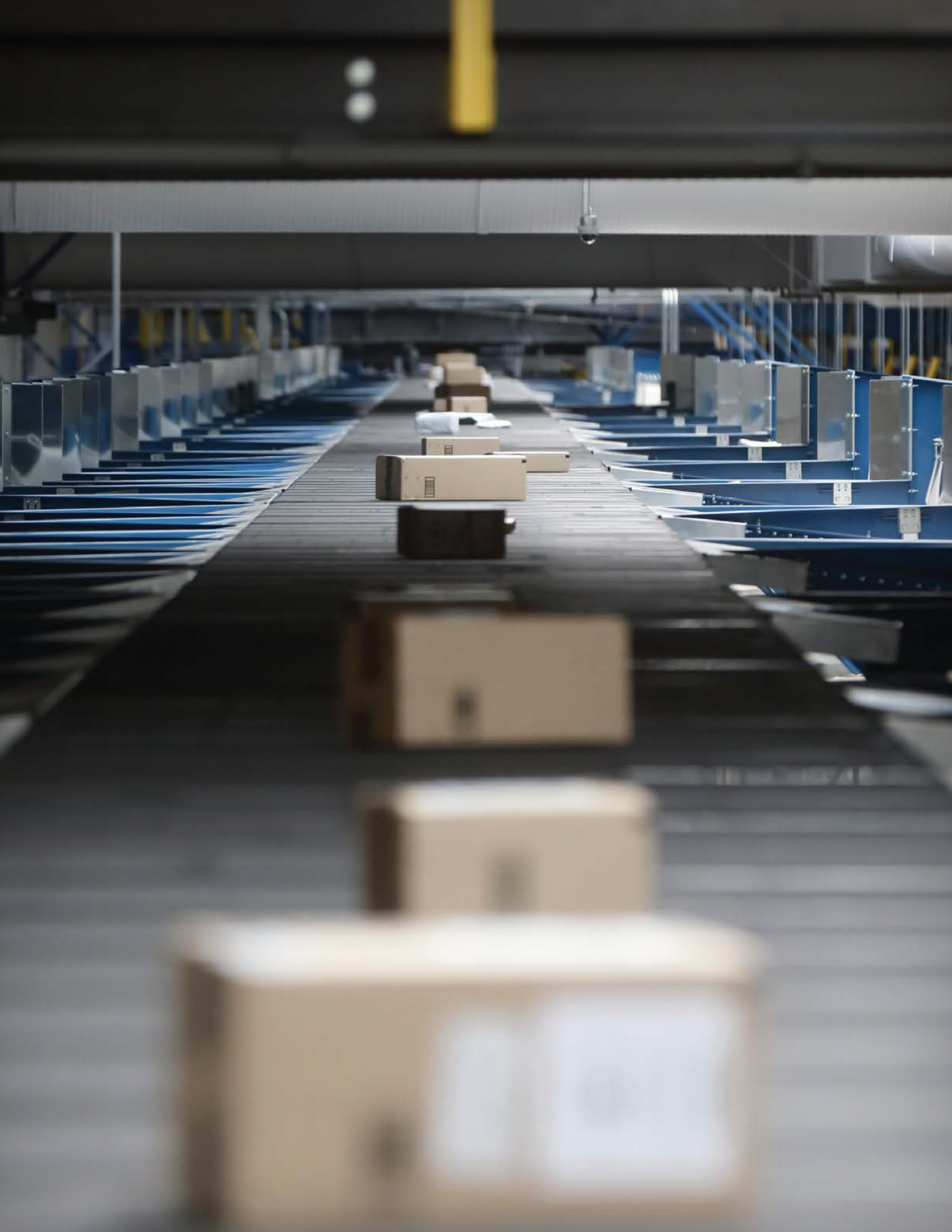
SCI is a national leader in specialized white-glove transportation for high-value products. Clients in technology, healthcare, retail and financial sectors turn to SCI for safe and secure transportation of high-value products.

SCI will manage your shipments requiring dock-to-dock and beyond service across Canada, North America and internationally. SCI will accommodate all less-than-truckload (LTL) and truckload shipping requirements. All goods are shipped with white-glove care and the latest air-ride equipment.

For more information about SCI solutions, visit www.sci.ca.

Broadest coverage in Canada





Pricing, payment and general terms and conditions

Learning about pricing, payment and general terms and conditions ensures that you get the most out of your agreement with Canada Post.



8.1 Pricing

Pricing information for Canada Post Parcel Services is provided on price sheets, available separately.

The customer acknowledges that the base price for items shipped is determined by a number of factors, including, but not limited to:

- the service(s) selected;
- the service options selected;
- the weight of items;
- the origin and destination of the items;
- the number and location of induction points (postal facility where the items are posted);
- the volume commitment (if specified in the Agreement);
- the spend commitment (if specified in the Agreement). Without limiting section 8.3.16 (Amendments), Canada Post may increase the customer's spend commitment from time to time to reflect price increases to any of the Products and Services.

The customer acknowledges that it represents the above facts to Canada Post and that Canada Post relies upon them in determining the base price. These facts as represented to Canada Post are known as the customer's "Shipping Profile." The customer acknowledges that material changes to its Shipping Profile must be promptly communicated to Canada Post and that Canada Post may thereupon amend the base price to reflect the change(s) on thirty (30) calendar days' written Notice. Should the customer fail to communicate such change(s) to its Shipping Profile, and should Canada Post learn of it notwithstanding, Canada Post may amend the base price accordingly on thirty (30) calendar days' written Notice.

8.2 Paying for Your Mailing

8.2.1 Payment Method Options

The following describes various payment method options acceptable for payment of Parcel Services. However, not all options may be accepted at all Canada Post facilities.

- If you have pre-approved credit terms, you may elect "ACCOUNT" as a method of payment. The mailing will then be invoiced and charged to your account and applicable credit terms will apply. See section 8.2.1.1 "Pre-Approved Credit Terms – Account" for details.
- Customers who do not qualify for credit terms must provide full payment at non-discounted prices at the time of mailing. Otherwise, the mailing will not be accepted. See section 8.2.1.6 "Payment at Time of Mailing – No Credit Terms" for details.

8.2.1.1 Pre-Approved Credit Terms – Account

8.2.1.2 Use of "ACCOUNT"

Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment. The mailing is to be invoiced and charged to the customer's account and applicable credit terms will apply. Following approval by Canada Post and continued credit worthiness as determined by Canada Post, at its discretion, credit terms of net fifteen (15) calendar days from date of invoice will apply.

2.1 Invoice

If "ACCOUNT" was selected to pay for a mailing, Canada Post will provide the customer with an invoice that summarizes the charges posted to the customer's account. The charges reflected on the invoice are a summary of the mailings/orders (Manifests/Bills of Lading) that a customer has submitted to Canada Post with the following exception:

Customers who elect to pay for services by credit card will not receive an invoice. For more information on "CREDIT CARD" as a payment option, see section 8.2.1.7 Credit Card. Customers should advise the Credit Management Group at 1-800-267-7651 of any discrepancies. Invoice/billing discrepancies must be brought to Canada Post's attention within 90 calendar days of the date of the invoice, after which time such invoice will be deemed accepted by the customer.

In the event that Canada Post is requested to respond to any invoicing discrepancy initiated by, (i), the customer or, (ii), any third-party on behalf of customer within the period mentioned above, Canada Post reserves the right to charge the customer an adjustment and/or investigation fee(s) (the investigation fees will apply in cases where Canada Post determines that disputed charges were correctly calculated on the original invoice). Canada Post reserves the right, at its sole discretion, to refuse a request for a refund or credit of shipping charges for any shipment, when such request is made by any party other than the payer of the shipping charges.

A list of account administration fees is available upon customer request by contacting the Credit Management Group.

Customers can access a copy of their invoice through our free online service. See section 8.2.1.5 "Manage My Accounts" for further information.

2.2 Account Settlement

Accounts may be settled using one of the following:

- pre-authorized bank payment;
- pre-authorized credit card payment, upon Canada Post's approval;
- online payment;
- payment by cheque or money order.

Customers wishing to sign up for pre-authorized or online payment need to complete and submit the applicable form, which can be obtained at canadapost.ca/caf or from a Canada Post representative.

Cheques or money orders must be made payable to "Canada Post Corporation," include the Canada Post Customer Number and be accompanied by the remittance information. Payment must be sent to the following address:

PAYMENT PROCESSING
CANADA POST
2701 RIVERSIDE DR
OTTAWA ON K1A 1L7

Customers should allow up to three (3) Business Days for payment processing.

8.2.1.3 Past-Due Amounts and Administration Fees

3.1 Late Payment

Past-due amounts will be subject to a late payment fee. The late payment fee will be calculated at a rate of 1.5 per cent per month (18 per cent per annum). Canada Post may amend the late payment fee rate at any time upon Notice to the customer.

and money fast to loved ones
Envoyez des fonds rapidement à vos proches

MoneyGram



If an amount becomes past due, Canada Post may elect to apply any money otherwise received from the customer or any money due to the customer by Canada Post toward bad debts first. Such right of set-off shall be without prejudice and in addition to any other rights Canada Post may have. No interest will be paid by Canada Post on any funds held in the customer's account.

3.2 Account Administration Fees

Return Payments

An administrative fee will be applied on any payment that is dishonoured for any reason, including a payment returned due to Non-Sufficient Funds (NSF). The customer agrees to reimburse Canada Post for all costs, including legal fees and bank charges, incurred as a result of late or dishonoured payments.

Document Copies

Customers requiring duplicate copies of invoices may access them through our free online service. See section 8.2.1.5 "Manage My Accounts" for further information. Requests for duplicate invoices or other documentation (for example, Bills of Lading, Manifests and packing slips) fulfilled through our account management group are subject to service fees for items up to six months from their creation date. Additional fees will be charged for items older than six months, if available.

Corrections

Customers requiring corrections to orders or invoices or customers transmitting invalid or late electronic orders, where Canada Post is not responsible, are subject to additional service fees.

Investigations

In the event Canada Post is requested to investigate invoice discrepancies (including, but not limited to service guarantee failures), Canada Post may apply an additional fee for the number of disputed items submitted that Canada Post has investigated and determined to be correctly charged as originally invoiced.

Canada Post reserves the right to amend administration fees at any time without prior notification. A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.

8.2.1.4 Statement of Account

A Statement of Account will be provided monthly to the customers if the customer used their account to pay for their mailing. Such a Statement of Account will summarize each of the invoices processed, and any related adjustments and payments made during the month as well as any balance owing at the end of the month.

8.2.1.5 Manage My Accounts

You can manage your accounts at canadapost.ca. Contact the Credit Management Group at 1-800-267-7651 to do so. Once you have access, you will be able to view the status of your accounts and make payments online.

8.2.1.6 Payment at Time of Mailing – No Credit Terms

6.1 Payment Method Options at Time of Mailing

For customers without pre-approved credit terms, full payment at non-discounted prices, at the time of mailing, must be made by:

- certified business cheque (payment by uncertified business cheque is subject to approval by Canada Post);
- cash (post offices only);
- money order;

- credit card (some conditions apply); see section 8.2.1.7 "Credit Card";
- debit card (some conditions apply);
- supplier account.

Note: All payment options may not be acceptable at all Canada Post facilities.

8.2.1.7 Credit Card

Visa™, MasterCard™ and American Express™ credit cards may be available as a method of payment option:

- when Canada Post Electronic Shipping Tools (EST) are used and the customer chooses "CREDIT CARD"; the credit card will be charged at the time of mailing;
- as set out in the *Canada Postal Guide* or other material published by Canada Post and of general application to Canada Post's customers, as amended from time to time.

Note:

- a) Some conditions and restrictions apply.
- b) With the exception of customers enrolled for pre-authorized credit card payment, credit cards are not accepted in payment of invoices or for settlement of account balances.
- c) Credit cards are accepted at Canada Post facilities only where credit card authorization facilities are available.

8.2.1.8 Authorized Users

The customer may wish to allow another party to use their agreement or customer Number. Please refer to the Agreement Activation Form and to section 8.3.1 "Definitions" and section 8.3.9 "Authorized Users" in the General Terms and Conditions. A Canada Post representative can explain under what conditions this is possible and who may be considered as an authorized user.

8.2.1.9 Supplier Account

A Supplier Account is an acceptable method of payment.

8.3 General Terms and Conditions

The following Terms and Conditions apply to Parcel Services. Canada Post is in the business of providing mail and other related delivery Products and Services. The parties wish to set out the terms by which Canada Post will provide and the customer will use such Products and Services. In consideration of the mutual obligations specified in this Agreement, the parties agree to the following:

8.3.1 Definitions

1.1 "Affiliate" means an affiliated body corporate as defined by the *Canada Business Corporations Act*, as amended from time to time.

1.2 "Agreement" has the meaning set out in section 8.3.14.

1.3 "Agreement Year" means twelve (12) consecutive calendar months falling between two (2) anniversary dates.

1.4 "Applicable Published Prices" means, with respect to each Product and Service, the applicable prices, including any applicable fees, charges or surcharges, and less any applicable rebates, set by Canada Post and in effect at the time of mailing, as published and/or made available by Canada Post for general application to its customers, as amended from time to time.

1.5 “Authorized User” means a party designated by the customer and who is approved by Canada Post to have access to the Products and Services offered under this Agreement. Unless otherwise specified in this Agreement, an authorized user has full access to the Products and Services offered under this Agreement.

1.6 “Business Day” means a day other than Saturday, Sunday, a statutory holiday and any day normally observed as a holiday by Canada Post.

1.7 “COD Amount” means the amount to be collected on behalf of the shipper, by Canada Post, from the addressee or the addressee’s representative, as specified by the shipper on the Collect on Delivery form/ shipping label.

1.8 “Customer-Developed/Third-Party Shipping System” means software approved by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/elinkprogram.

1.9 “Customer Guide” means the document of the same name issued by Canada Post for each of the Products and Services, as amended from time to time.

1.10 “Electronic Shipping Tools (EST)” means the software system made available under licence by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/est.

1.11 “Electronic Goods” means electronic devices or their mechanisms, memory and all ancillary or related data storage devices, including but not limited to computers, televisions, tablets, cellular phones, smartwatches, audio equipment, media recording devices, cameras, camcorders, GPS and car audio equipment.

1.12 “Fragile Items” means items of an inherently fragile nature, including but not limited to, vinyl records, glass, framed glass, mirrors, crystal, ceramics, pottery, porcelain, and china.

1.13 “Item” means a single Item or mail piece prepared and mailed using one of the Products and Services in accordance with this Agreement.

1.14 “Major Urban Centre” is an area with a processing facility for sorting, processing, and distributing parcels and mail. Delivery standards to and from major urban centres are shortest because parcels and mail do not need to be transported to or from a processing facility before they are delivered.

1.15 “Non-Major Urban Centre” is an area without a processing facility. Delivery standards to or from non-major urban centres are longer because non-local parcels and mail need to be transported to or from a processing facility before they can be delivered.

1.16 “Peak Period” means a period of time during which the overall volume of Items deposited by Canada Post customers is likely to be higher than at other times, as determined by Canada Post. Peak Period includes, but is not limited to, the two to four month-long period beginning in October or November every year (as the case may be), with the specific dates as stipulated by Canada Post.

1.17 “Peak Surcharge” means a surcharge, as determined by Canada Post from time to time, applicable to Items deposited by the Customer under this Agreement during a Peak Period.

1.18 “Products and Services” means any of the Products and Services offered for sale as described in the *Canada Postal Guide* or other Canada Post publication of application to commercial customers generally, including the applicable Customer Guide.

1.19 “Recipient” refers to anyone who resides at the destination address.

1.20 “Supplier” means a party approved by Canada Post to act as payor for the Products and Services consumed by a third party.

1.21 “Supplier-Account” means money held in trust for, or credit extended by a Supplier to a third party to pay for Products and Services consumed by the third party.

1.22 “Subsidiary” means a subsidiary body corporate as defined by the *Canada Business Corporations Act*, as amended from time to time.

1.23 “Term” means the period set out in the Customer Guide for each Product or Service.

1.24 “Volume Allocation” means a limit set by Canada Post on the volume of Items that the Customer may deposit under this Agreement. A Volume Allocation may apply to the volume of Items (a) in a single deposit, (b) over a prescribed period of time and/or (c) as otherwise stipulated by Canada Post.

1.25 “Volume Surcharge” means a surcharge, as determined by Canada Post from time to time, applicable to any Items deposited by the Customer under this Agreement that exceed a Volume Allocation.

1.26 Other terms not specifically defined in this Agreement have the meanings defined in the applicable Customer Guide, the *Canada Postal Guide* or other Canada Post publication of application to customers generally.

8.3.2 Canada Post’s Obligations

2.1 Canada Post agrees to deliver Items of each Product and Service mailed under this Agreement according to the applicable delivery standards set out in the Customer Guide or canadapost.ca/deliverystandards and of general application to Canada Post’s customers, as amended from time to time. Unless expressly stated in this Agreement, delivery standards established by Canada Post for its Products and Services are not performance guarantees.

2.2 Canada Post agrees to provide or make available to the customer upon execution of this Agreement, the *Canada Postal Guide* or other material published by Canada Post, including the Customer Guide corresponding to a particular Product or Service of general application to customers, and any subsequent amendment thereto.

8.3.3 Customer’s Obligations

3.1 The customer agrees to prepare and mail Items in accordance with this Agreement.

3.2 The customer agrees to purchase and pay for the Products and Services at the Applicable Published Prices specified in the Price Sheet, subject to any applicable rebates, plus all applicable fees, charges, surcharges and taxes. The Applicable Published Prices charged are subject to verification, correction and adjustment for any applicable fees, charges, surcharges and taxes.

3.3 The customer agrees to pay for the Products and Services purchased using the payment method(s) specified in the applicable Customer Guide.

3.4 If so specified in the Agreement, the customer agrees to meet:

- a) the minimum volume of Items required per deposit or per annual volume commitment for each Product and Service;
- b) the minimum spend required per annual spend commitment for each Product and Service. Only base prices, options and surcharges paid count toward the minimum spend. Base prices are net of any discounts and adjustments applied, and exclude taxes and duties.

3.5 If so specified in the Agreement for a Product or Service, the customer shall include an accurate electronic order, in such form as approved or stipulated by Canada Post, with each mailing.

3.6 Use of Marks and Indemnification Obligation:

Except as specifically provided for in this Agreement, no party shall use any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. Nothing contained in this Agreement is intended as an assignment or grant of any right, title or interest in or to the Marks. The customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its Designated Representative the right to use such Marks as required to perform under this Agreement. Any use by the customer of Canada Post's intellectual property or third-party intellectual property used under licence by Canada Post, including, but not limited to, usage of any Canada Post logos or trade names must be approved in writing in advance by Canada Post.

The customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its Designated Representative as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the customer.

3.7 In addition to the indemnity contained in section 8.3.6, the customer shall indemnify Canada Post from any and all claims, demands, loss or damage, direct or indirect, suffered by Canada Post and its Designated Representative as a result of, or in any way connected to the customer's failure to abide by the terms and conditions of this Agreement.

8.3.4 Exclusive Privilege

4.1 The customer acknowledges that Canada Post has, pursuant to and in accordance with the *Canada Post Corporation Act* and Regulations, the sole and exclusive privilege of collecting, transmitting and delivering letters within Canada. Without prejudicing any other rights or remedies Canada Post may otherwise have, the customer agrees that Canada Post may terminate the Agreement if the customer, or any Authorized User of the customer, directly or indirectly contravenes this privilege.

If the Agreement is terminated for contravention of this privilege, then, in addition to any amounts otherwise due, the customer shall pay to Canada Post an amount equal to the difference between the amount paid or payable for all items mailed up to the date of termination and the amount that would have been payable for that volume, at current undiscounted prices, that would have been payable, but for this Agreement.

8.3.5 Criteria for Qualification

5.1 The customer is responsible for ensuring that all Items comply with the requirements set out in this Agreement and the *Canada Post Corporation Act* and Regulations; and, for international Items, the Universal Postal Union (UPU) requirements and any receiving postal administration or designated operator requirements and the laws of the country of destination, all as may be amended from time to time. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any Item that it, at its sole discretion, deems unacceptable.

5.2 All items are subject to pricing verification and correction in accordance with these Terms and Conditions.

5.3 Items presented for mailing to Canada Post may be verified to determine compliance with applicable Terms and Conditions. Items determined not to be compliant may, at the discretion of Canada Post, be:

- a) returned at the customer's expense, to be made compliant by the customer, where possible;
- b) processed and charged at the next or most appropriate Product or Service category, where available;
- c) subject to a surcharge;
- d) refused for mailing;
- e) deemed undeliverable; undeliverable items will be disposed of in accordance with the *Canada Post Corporation Act* and Regulations.

5.4 Canada Post may correct the customer's order documentation if it contains incomplete or incorrect information.

5.5 Canada Post shall not be responsible for meeting any delivery standards, where applicable, for delays arising from the mailing of non-compliant Items.

8.3.6 Surcharges, Peak Periods and Volume Allocations

6.1 Items mailed under this Agreement are subject to all applicable surcharges and fees, including the surcharges and fees described in sections 6.5.1 and 6.7 of the Customer Guide.

6.2 Receiving postal administration or designated operator surcharge:

The customer agrees to reimburse Canada Post for any incremental terminal dues costs such as, but not limited to, bulk mail and remail charges that are applied by the receiving postal administration or designated operator, as specified in the Universal Postal Union Convention.

6.3 Without limiting any of its rights under this Agreement, Canada Post may, upon thirty (30) days' notice (a) stipulate one or more Peak Periods, (b) implement Volume Allocations, Volume Surcharges and/or Peak Surcharges; or (b) modify existing Volume Allocations, Volume Surcharges and/or Peak Surcharges.

6.4 Canada Post may amend the surcharges and fees described in this section 8.3.6 immediately upon notice (except for Peak Surcharges, for which Canada Post will give the notice specified in section 8.3.6.3 above).

6.5 Notwithstanding anything else in this Agreement, Canada Post may deliver notices under this section 8.3.6 by posting them on Canada Post's website at canadapost.ca/notice, canadapost.ca/parcelservices or such other webpage that Canada Post may designate from time to time.

8.3.7 Currency

7.1 Unless expressly noted to the contrary, all monetary amounts are stated and shall be paid in Canadian currency.

8.3.8 Audits

8.1 On request, the customer shall permit Canada Post and its authorized representatives access to its premises and, if applicable, those of Authorized Users and the Mailer, On Behalf of the Customer, during the Term, and for a reasonable period of time after the expiry or earlier termination of this Agreement. The customer agrees to facilitate Canada Post's access, examination and audit of the records, databases and information relating to the Items mailed under this Agreement and the customer's obligations, including, if applicable, those of Authorized Users and the Mailer, On Behalf of the Customer, under this Agreement.

8.3.9 Authorized Users

9.1 All references to the customer include the customer's Authorized Users and any actions taken by an Authorized User are deemed to be the actions of the customer. The designation of Authorized User is subject to the approval of Canada Post. The list of Authorized Users is set out in an appendix to this Agreement.

9.2 The customer may amend the list of Authorized Users upon consent of Canada Post.

9.3 An Authorized User who ceases to be an Affiliate, Subsidiary or a franchisee of the customer will no longer be entitled to mail Items under this Agreement as of the date upon which it ceases to be an Affiliate, Subsidiary or a franchisee of the customer. In the event that an Authorized User ceases to be an Affiliate, Subsidiary or a franchisee of the customer, the customer shall give Notice to Canada Post within thirty (30) calendar days of such change in relationship.

9.4 The customer is responsible for the compliance by each Authorized User with this Agreement. In the event that an Authorized User fails to pay for Products or Services provided under this Agreement, the customer shall pay the amount owing.

8.3.10 Mailers, on Behalf of the Customer

10.1 Canada Post will accept Items mailed by another party on behalf of the customer, provided that the mailing of such Items complies with the Terms and Conditions of this Agreement. The customer shall require a Mailer, on Behalf of the Customer, to abide by the Agreement. The actions taken by the Mailer, on Behalf of the Customer, are deemed to be the actions of the customer.

8.3.11 One-Time On-Demand Pickup or Recurring (Scheduled) Pickup for Third-Parties

11.1 In locations where Canada Post provides One-Time On-Demand Pickup or Recurring (Scheduled) Pickup service, Canada Post agrees to pick up Parcel Services items for delivery from a third party ("Third Party") designated by the customer, provided that the mailing of such items complies with the Terms and Conditions of this Agreement and the customer agrees to pay all charges incurred by the Third Party, including the One-Time On-Demand Pickup or Recurring (Scheduled) Pickup fee and postage for delivery of the items. The customer shall require the Third Party to abide by the Agreement and the actions taken by the Third Party are deemed to be the actions of the customer.

11.2 The customer may terminate the Third-Party Pickup and Delivery service upon thirty (30) calendar day written Notice to Canada Post.

8.3.12 Resale or Interlining

12.1 The customer agrees that any Products and Services purchased under this Agreement are for the customer's own use as an end user or for the use of an Authorized User. Unless otherwise expressly permitted by Canada Post, the customer will not sell or permit the resale of any services or supplies received from Canada Post, nor use the Products and Services offered under this Agreement for the purposes of interlining. Interlining is the process in which a carrier uses another carrier's transportation service in the course of a continuous freight movement.

8.3.13 Assignment

13.1 The customer shall not assign this Agreement without the prior written consent of Canada Post, and any purported assignment without prior consent is void. Canada Post may assign the benefits of this Agreement or make any arrangements that would result in the performance, in whole or in part, of the obligations of Canada Post under this Agreement by a person other than Canada Post.

13.2 If the customer amalgamates, merges or enters into a similar business combination with any other entity, including, without limitation, by means of (a) acquisition of all or substantially all of the assets of another entity; or (b) the sale of all or substantially all of the assets to another party, then, for the purpose of this Agreement, such amalgamation, merger or combination will be deemed to be an assignment requiring the prior written consent of Canada Post.

8.3.14 Entire Agreement and Alterations

14.1 All references to this Agreement shall be deemed to include:

- a) the Agreement Activation Form(s);
- b) these General Terms and Conditions;
- c) this Customer Guide;
- d) the applicable Price Sheet(s);
- e) the Credit Application Form, if applicable;
- f) the *Canada Postal Guide*;
- g) any appendices and any documents referenced therein;
- h) all as may be amended from time to time.

14.2 Without limiting the generality of the above, in the event of any inconsistency between this Agreement and any document other than the *Canada Post Corporation Act* or its Regulations, the terms of this Agreement shall prevail and be interpreted in the order of priority listed above.

14.3 No representations, warranties, negotiations or conditions, either verbal or written, will bind the parties except as expressly set out in this Agreement. Except as set out in section 8.3.15 "Waiver," no agent or representative of either party to this Agreement has authority to alter the provisions of this Agreement, and any such purported alteration shall not be binding.

8.3.15 Waiver

15.1 Except as specifically stated in this Agreement, no waiver or amendment of this Agreement shall be binding unless executed in writing by the appropriate party's authorized representative. No waiver of any provision of this Agreement shall constitute a continuing waiver, unless otherwise expressly provided. Acceptance of Items for mailing shall not constitute a waiver by Canada Post of the customer's obligations under this Agreement.

8.3.16 Amendments

16.1 Canada Post reserves the right to modify, discontinue Products or Services, or otherwise amend this Agreement, including prices, by giving the customer thirty (30) calendar days' written Notice as specified in this Agreement.

16.2 Canada Post reserves the right to amend the *Canada Postal Guide* without Notice to the customer.

8.3.17 Survival

17.1 The termination or expiry of this Agreement will not affect the survival and enforceability of any provision of this Agreement that is expressly or implicitly intended to remain in force after such termination or expiry.

8.3.18 Severability

18.1 If any part of the Agreement is unenforceable or invalid for any reason whatsoever, such part shall be severable from the remainder of the Agreement, and its unenforceability or invalidity shall not affect the enforceability or validity of the remaining parts of the Agreement.

8.3.19 Governing Law

19.1 This Agreement is made subject to and in accordance with the *Canada Post Corporation Act* (the "Act"), R.S.C. 1985, c. C-10, as amended from time to time, and any of the Regulations, which are or may be from time to time made under the Act.

19.2 If the customer's address is not in a Canadian province or territory, this Agreement shall be governed by, and interpreted under, the laws in force in the province of Ontario, Canada. The forum for any legal proceedings shall be the province of Ontario, Canada.

8.3.20 Excusable Delay

20.1 Except for the customer's payment obligations, neither party shall be liable to the other for any failure to perform, or delay in the performance of, any obligation under the Agreement due to causes beyond its reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable, delays caused by customs authorities, provided that the party experiencing such circumstances immediately notifies the other party in writing of the circumstances and minimizes, to the extent reasonably practicable, the impact of such circumstances on the performance of the obligations under the Agreement.

8.3.21 Limitation of Liability and Claims

21.1 Types of Claims

There are four (4) types of customer claims under this Agreement:

- **Loss claims** – Claims made by the customer for Items that are lost by Canada Post. Only Items for which Liability Coverage is included or purchased may be eligible for loss claims (other than the reimbursement of shipping charges).
- **Damage claims** – Claims made by the customer for Items that are damaged by Canada Post. For certainty, Items delivered with missing content due to Canada Post's processing or handling (provided that Canada Post's packaging requirements are complied with by the shipper), are considered to be damaged. Only Items for which Liability Coverage is included or purchased may be eligible for damage claims (other than the reimbursement of shipping charges).
- **COD service failure claims** – Claims made by the customer for COD Items (i.e., shipments for which the COD option is purchased) that have been delivered, but for which COD funds have not been submitted to the customer by Canada Post. Only Items for which Liability Coverage is included or purchased may be eligible for COD service failure claims (other than the reimbursement of shipping charges).
- **Delay claims** – Claims made by the customer for delayed delivery of Items. Only Items shipped using a service having an On-Time Delivery Guarantee against published delivery standards may be eligible for delay claims.

No shipment is eligible for more than one (1) claim. Without limiting the foregoing, only one (1) type of claim may be made for a shipment, as between claims for loss, damage, COD service failure, and delay.

Exclusions and conditions apply. Canada Post is not responsible for payment of any loss, damage, COD service failure or delay claim that does not satisfy the requirements of section 8.3.21 (Limitation of Liability and Claims).

21.2 Limitation of Liability

Except as otherwise explicitly specified in section 8.3.21 (Limitation of Liability and Claims), Canada Post shall not be responsible for any direct, indirect, general, special, incidental or consequential damages whatsoever arising out of this Agreement, regardless of whether arising under contract, tort (including without limitation, negligence and/or gross negligence) or any other legal theory, even if Canada Post is expressly advised of the possibility of such damages. Without limiting the foregoing:

- a) Canada Post's only liability arising out of this Agreement is for loss claims, damage claims, COD service failure claims, and delay claims made in accordance with, and eligible for payment under, section 8.3.21 (Limitation of Liability and Claims). A brief description of each type of claim is set out in section 8.3.21.1 (Types of Claims). Canada Post's only liability for any such claims is as explicitly set out in sections 8.3.21.5 (Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items), 8.3.21.6 (Payment for Loss, Damage and COD Service Failure Claims), 8.3.21.10.2 (Obligation to Provide Replacement Service or Pay a Claim for Delayed Items), and/or 8.3.21.10.3 (Delay Claims Payments), as applicable; and
- b) Canada Post shall have no liability whatsoever for any loss or damage of a consequential, remote or indirect nature arising from, or in any way connected with, Canada Post's failure to deliver, or delay in delivering time-sensitive mailings on time. Such loss or damage shall expressly include without limitation, loss or damage arising from the mailing of tenders, proposals, court documents, or solicitations of any kind.

This limitation of liability applies to the fullest extent permitted by law.

21.3 Availability of Liability Coverage – Loss, Damage and COD Service Failure Claims

Liability Coverage (plus applicable shipping charges) sets out the maximum amount payable by Canada Post for loss claims, damage claims, and COD service failure claims. Exceptions and conditions apply. Refer to sections 8.3.21.4 (Exclusions and Restrictions on Claims), 8.3.21.5 (Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items) and 8.3.21.6 (Payment for Loss, Damage and COD Service Failure Claims) for further details.

a) Parcel Services – Canada. Most shipments mailed and delivered within Canada (excluding Literature for the Blind) using any one of the following services:

- Priority™;
- Xpresspost™ (excluding Xpresspost Certified);
- Expedited Parcel™;
- Regular Parcel™ (excluding Library materials); or
- Prepaid products (excluding Xpresspost Certified),

include Liability Coverage of up to \$100, except for Regular Parcel. For certainty, Liability Coverage is not offered for Xpresspost Certified, regardless of whether it is ordered as a prepaid product. Notwithstanding anything to the contrary: (i) the first \$100 of Liability Coverage must be purchased for the Regular Parcel service, and (ii) Prepaid products do not offer the COD option.

Additional Liability Coverage may be purchased in increments of \$100 up to \$5,000 for most items shipped within Canada using the services listed above. Except for the Priority service, which offers the Signature option at no extra charge, purchase of the Signature option is mandatory when purchasing additional Liability Coverage of \$200 or more.

b) Parcel Services – U.S. and Other International Destinations. Most shipments mailed using any one of the following services:

- Xpresspost™ – USA;
- Expedited Parcel™ – USA;
- Tracked Packet™ – USA;
- Xpresspost™ – International;
- Tracked Packet™ – International;
- International Parcel – Air; or
- International Parcel – Surface,

include Liability Coverage of up to \$100. Additional Liability Coverage may be purchased in increments of \$100 up to \$1,000 for most U.S. and international shipments, except for Tracked Packet™ – USA and Tracked Packet™ – International.

Note: Liability Coverage is not available for Small Packet™ USA – Air, Small Packet™ International – Air, and Small Packet™ International – Surface.

c) All options (including without limitation, additional Liability Coverage, Signature, and COD) must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Canada Post will not refund the shipper for excess Liability Coverage purchased. Additional Liability Coverage purchased does not apply to any returns, including without limitation, Return to Sender and return solutions/parcel return labels.

Only the following reissuing fees are covered under available Liability Coverage for loss and damage claims: passport fees, duplicate passport photo cost, immigration visa fees, driver's licence fees, birth certificate fees, financial instrument cancellation fees, airline tickets reissuing fees, and additional postage fees.

Exclusions and conditions apply. The availability and limits of Liability Coverage may vary based on a number of factors, including without limitation, destination country, service used, nature of the Item being shipped, and compliance with this Agreement.

21.4 Exclusions and Restrictions on Claims

Notwithstanding anything to the contrary and regardless of whether other items were included in the shipment:

- a) Shipments containing any of the following items are not eligible for any loss, damage, or COD service failure claims:
- bank notes or coins, with the exception of collectors' bank notes and collectors' coins specified in 8.3.21.4(b) below;
 - stocks;
 - bonds;
 - negotiable premium coupons, or other securities or other instruments, whether financial or legal, that are negotiable by the bearer, coupons (excluding gift certificates);
 - lottery tickets;
 - trading stamps;
 - loyalty cards;
 - travellers' cheques;
 - liquid and dry patient specimens, including without limitation, biological specimens;
 - cremated remains;
 - organs;
 - living organisms, including without limitation, plants and animals; or
 - any unacceptable item as defined by the *Non-mailable Matter Regulations*, as amended from time to time (for more details, visit canadapost.ca/nonmailable).
- b) The maximum per claim amount payable by Canada Post for loss, damage, and COD service failure claims is limited to:
- i) \$500 for shipments containing:
- collectors' coins that are shipped directly from a retailer and are accompanied by an order confirmation from the retailer;
 - jewellery;
 - manufactured and non-manufactured precious stones and metals;
 - cancelled or uncanceled postage stamps; or
 - any item that is not otherwise specified in section 8.3.21.4 (Exclusions and Restrictions on Claims) and derives its value primarily from its uniqueness, limited quantity or availability, or from being a collectible, including but not limited to trading cards, memorabilia, comic books, autographed items, antiques and art.
- ii) \$100 for shipments containing:
- collectors' bank notes that are shipped directly from a retailer and are accompanied by an order confirmation from the retailer;
 - gift certificates;
 - gift cards; or
 - phone cards.
- c) Shipments containing any of the following are not eligible for damage claims:
- Fragile Items;
 - perishable items;
 - temperature-sensitive items; or
 - items requiring refrigeration or temperature-controlled transport.
- d) Shipments containing Electronic Goods are not eligible for damage claims if they are shipped in any packaging other than:
- the manufacturer's original packaging, which is undamaged and has retained its intended shape and strength;
 - packaging that abides by Canada Post's packaging guidelines (refer to the ABCs of Mailing portion of the *Canada Postal Guide* at canadapost.ca/postalguide for more details on packaging guidelines); or
 - Canada Post's packaging for the shipment of electronics, including, but not limited to tablets and smartphones.

- e) Any loss or damage claims made in relation to any type of data storage medium, device or vehicle, regardless of whether or not contained within an Electronic Good, are limited to the replacement cost of the data storage medium, device or vehicle, and not the value of its content. Without limiting the foregoing, Canada Post is not responsible for the loss of data stored on any type of storage medium, device or vehicle, regardless of whether or not contained within an Electronic Good.
- f) Shipments mailed to destinations outside of Canada containing prescription or non-prescription drugs, or other items that may be subject to export or import prohibition or restriction are not eligible for any claims for loss, damage, or delay.
- g) Items shipped in packaging that does not abide by Canada Post's packaging guidelines are not eligible for any claims for loss, damage, or delay. Refer to the ABCs of Mailing portion of the *Canada Postal Guide* at canadapost.ca/postalguide for more details on packaging guidelines.
- h) Canada Post is not responsible for any monetary instrument accepted by Canada Post for or on behalf of the customer that is for any reason dishonoured by the issuer thereof. Without limiting the foregoing, the customer is solely responsible for the method of payment tendered by the addressee to Canada Post for COD Items.
- i) No Item is eligible for a COD service failure claim if:
- (i) the COD service was used for the collection of funds owed on a previous transaction, or
 - (ii) the COD amount exceeds the actual value of the item shipped.
- j) No Item is eligible for any claim for loss, damage, COD service failure, or delay if any of the following apply:
- a common carrier would have been exempt from legal liability;
 - the loss, damage, COD service failure, or delay (as applicable) is not the fault of Canada Post;
 - the Item is lost, damaged, delayed, or experiences a COD service failure due to events not reasonably foreseeable or controllable by Canada Post;
 - the Item is delivered without complaint or evidence of loss, damage, COD service failure, or delay (as applicable), or if insufficient evidence is produced;
 - no scan is recorded on the Item or there is no evidence of the Item being, or having been, in the course of post. A scan that includes the term "shipment" only signifies that the shipping document (or manifest) was scanned and does not indicate a scan recorded on the individual Item;
 - the addressee or sender fails to co-operate with Canada Post's investigation;
 - the Item is of a commercial nature and was not requested by the addressee;
 - the claim is a result of the customer's failure to comply with the requirements applicable to the service selected, including without limitation, shipping items that do not fall within our product specifications and/or are not adequately packaged to ensure safe transit through our network;
 - the claim is for a shipment, or an item contained in a shipment, that is excluded from Liability Coverage or otherwise not eligible for the type of claim made;
 - the loss, damage, delay, or COD service failure was wholly or partially the fault of the sender;
 - the amount claimed is not a direct result of the loss, damage, delay, or COD service failure of the Item;
 - the Item or claim does not comply with all requirements set out in section 8.3.21 (Limitation of Liability and Claims); or
 - the claim is for: (i) a prohibited item or shipment containing a prohibited item, or (ii) a restricted item or shipment containing a restricted item, for which Canada Post's special restrictions and requirements have not been met. See section 6.2.2 (Prohibited and restricted items), the Non-mailable Matter portion of the *Canada Postal Guide*, and the ABCs of Mailing portion of the

Canada Postal Guide for more details on prohibited and restricted items. The *Canada Postal Guide* can be found at canadapost.ca/postalguide.

- k) No Item is eligible for more than one (1) claim. Without limiting the foregoing, only one (1) type of claim may be made, as between claims for loss, damage, COD service failure, and delay.

21.5 Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items

For valid loss and damage claims, Canada Post may, in its sole discretion:

- i) replace or repair the shipment or Item lost or damaged, or
- ii) make a claims payment to the customer for the lost or damaged shipment or Item in accordance with section 8.3.21.6(a) (Loss and Damage Claims Payments).

21.6 Payment for Loss, Damage and COD Service Failure Claims

- a) **Loss and Damage Claims Payments.** Every claims payment made by Canada Post for loss or damage of an Item for which Liability Coverage was included or purchased is limited to an amount equal to:

- i) the lesser of:
 - the amount of Liability Coverage included or purchased at the time of shipment;
 - the maximum per claim amount payable under section 8.3.21.4(b) (if applicable); or
 - the actual value of the lost or damaged item shipped. The actual value will equal the sender's cost, retail cost, repair cost, depreciated value, or replacement value, as deemed appropriate by Canada Post in its sole discretion,
- ii) less any compensation received by the claimant from any other source,
- iii) plus shipping charges for the Item. Shipping charges consist of the base price, fuel surcharge, and base price adjustments (see section 6.5.1 (Base price of your item) for details), if any. Shipping charges exclude all fees for options (i.e., Signature, Signature Hard Copy, Proof of Age, additional Liability Coverage, COD, Pickup Services, and any other options set out in the Customer Guide), surcharges (other than the fuel surcharge), and any other charges set out in the Customer Guide.

Every claims payment made by Canada Post for loss or damage of an Item for which Liability Coverage was not included or purchased is limited to an amount equal to the Item's shipping charges (see section 8.3.21.6(a)(iii) for a description of shipping charges).

No amount will be paid for the loss or damage of any Item, other than what is explicitly set out above.

If a lost Item is found after a claims payment has been made, then the sender or the addressee may take delivery of the Item, provided that Canada Post is repaid for the claims payment and the Item is picked up within three (3) months from the date Canada Post sends Notice that the Item has been found. Canada Post reserves the right, in its sole discretion, to retain any damaged Item if the claims payment is paid in full.

- b) **COD Service Failure Claims Payments.** Every COD service failure claims payment made by Canada Post for an Item for which Liability Coverage was included or purchased is limited to an amount equal to:

- i) the lesser of:
 - the COD amount;
 - the amount of Liability Coverage included or purchased at the time of shipment; or
 - the maximum per claim amount payable under section 8.3.21.4(b) (if applicable),

- ii) less any compensation received by the claimant from any other source.

Every COD service failure claims payment made by Canada Post for an Item for which Liability Coverage was not included or purchased is limited to an amount equal to the Item's shipping charges (see section 8.3.21.6(a)(iii) for a description of shipping charges).

No amount will be paid for any COD service failure other than what is explicitly set out above.

If COD funds are transmitted to the sender of the COD Item after a claims payment has been made, then Canada Post will invoice the sender for the amount of the claims payment.

- c) **General.** Without limiting sections 8.3.21.6(a) (Loss and Damage Claims Payments) or 8.3.21.6(b) (COD Service Failure Claims Payments), no payment will be made for any expense incurred by the sender or the addressee in submitting a claim for a payment. No interest is payable on any claims payment. The value of the Item must be declared on the shipping documentation. No claims payment will be made where otherwise excluded or restricted under section 8.3.21 (Limitation of Liability & Claims). All claims payments will be made to the sender of the Item.

21.7 Time to Submit a Claim for Loss, Damage or COD Service Failure

Any claim for loss or damage must be submitted to Canada Post within ninety (90) calendar days of the shipping date for domestic shipments, or six (6) months of the shipping date for international shipments. Any claim for COD service failure must be submitted to Canada Post within one hundred and twenty (120) calendar days of the shipping date.

Canada Post is not obligated to act on any claim until all applicable shipping charges have been paid. The first claim must be made under any insurance or other source for compensation obtained elsewhere. Canada Post is not liable to the insurer.

21.8 Making a Claim for Loss, Damage or COD Service Failure

To initiate a claim for loss, damage, or COD service failure, the customer must contact the Customer Relationship Network at 1-866-607-6301 or initiate a claim online at canadapost.ca/support. The customer must provide reasonable particulars in support of the claim, including the following documentation:

- a) proof of mailing showing Liability Coverage;
- b) proof of postage;
- c) proof of additional Liability Coverage obtained and paid, if applicable;
- d) proof of COD fee paid and COD amount (applicable only to COD service failure claims);
- e) proof of value (i.e., documentation acceptable to Canada Post showing proof of the sender's value of the lost or damaged item, such value being the sender's cost, retail cost, repair cost, depreciated value, or replacement value, as deemed appropriate by Canada Post in its sole discretion);
- f) any non-recoverable provincial sales tax; and
- g) such other documentation as requested by Canada Post.

21.9 Right to Verify Claims

Canada Post reserves the right to independently review and verify any and all claims. For damage claims, upon Canada Post's request, the sender or addressee must make the shipment available for inspection by Canada Post.

Canada Post will deny any claim for insufficient proof or for failure by an addressee or sender to co-operate with Canada Post's investigation.

21.10 On-Time Delivery Guarantee – Claims for Delay

21.10.1 On-Time Delivery Guarantee. Only those services with an On-Time Delivery Guarantee against published delivery standards may be eligible for delay claims. Refer to the Customer Guide for which services include the On-Time Delivery Guarantee as a feature. Refer to the Customer Guide or visit canadapost.ca/deliverystandards for details on delivery standards.

The On-Time Delivery Guarantee is based on the service provided, from the time of acceptance of the Item by Canada Post (as evidenced by the Item's first physical item level scan) to the time delivery was first attempted. Notwithstanding anything to the contrary, manifest scans do not signify acceptance of any Item for the purpose of the guarantee. Deposits on days other than Business Days are deemed to be accepted on the next Business Day. Items deposited after the last collection time specified on the street letter box or after the cut off time of the postal facility approved by Canada Post are deemed to be deposited on the next Business Day. Visit canadapost.ca/parcelservices/cutofftimes for the list of our facilities and their respective cut-off times. These times are subject to change without notice.

Under the On-Time Delivery Guarantee for Priority, Xpresspost and Expedited Parcel shipments within Canada, a claim for delay may only be submitted and will only be paid if, during a Peak Period, the Item is sent by one of these three services and is delivered two or more Business Days after the published delivery standards. The start and end dates for a Peak Period will be posted to canadapost.ca/notice, when available.

The On-Time Delivery Guarantee does not apply to Xpresspost and Expedited Parcel, when shipping items from or to Air Stage offices. The Priority service is not available for shipping items from or to Air Stage offices. The On-Time Delivery Guarantee does not apply to Regular Parcel, Package Redirection, and Return to Sender items. The On-Time Delivery Guarantee does not apply if otherwise excluded or restricted under section 8.3.21.4 (Exclusions and Restrictions on Claims) or elsewhere in the Customer Guide.

The On-Time Delivery Guarantee is void if the shipping label is incomplete or illegible, or if the customer is non-compliant with our specifications or requirements, including but not limited to barcode label quality or incomplete or incorrect addressing data. The On-Time Delivery Guarantee is void for shipments that require special handling, such as items that are non-standard in size, dimension or packaging, including but not limited to cylindrical mailing tubes, oversized items, or unpackaged items (see sections 6.1 (Minimum and maximum sizes and weights) and 6.5 (Shipping charges and weight)). Failure to comply with our specifications or requirements may result in the Item being returned to the sender for proper completion or could result in delays, non-delivery, voided On-Time Delivery Guarantee, and/or if applicable, fines and customs seizure at the international destination. If your item bears a tracking number that was used on a previous shipment, the item will be returned to the sender.

The On-Time Delivery Guarantee does not apply in the case of delay caused by an event beyond the reasonable control of Canada Post, including but not limited to, inclement weather, acts of God, epidemics, acts of terrorism, acts of war, flight or ferry delays or cancellations, riots, labour disruptions, customs or other regulatory authorities, unanticipated surges in volume, any act or default of the customer, or any failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable.

The On-Time Delivery Guarantee for any or all services may be cancelled, suspended, or modified by Canada Post, in its sole discretion, at any time without prior notice. Without limiting the foregoing, Canada Post reserves the right to cancel the On-Time Delivery Guarantee without notice if a customer repeatedly fails to meet Canada Post's shipping documentation requirements.

21.10.2 Obligation to Provide Replacement Service or Pay a Claim for Delayed Items. For valid delay claims, Canada Post may, in its sole discretion: (i) provide a replacement service equivalent to the service used for the delayed Item, or (ii) make a claims payment to the customer for the delayed shipment or Item in accordance with section 8.3.21.10.3 (Delay Claims Payments).

21.10.3 Delay Claims Payments. Every claims payment made by Canada Post for delay is limited to the amount of shipping charges paid for the delayed Item. Shipping charges consist of the base price, fuel surcharge, and base price adjustments (see section 6.5.1 (Base price of your item) for details), if any. Shipping charges exclude all fees for options (i.e., Signature, Signature Hard Copy, Proof of Age, Proof of Identity, additional Liability Coverage, COD, Pickup Services, and any other options set out in the Customer Guide), surcharges (other than the fuel surcharge), and any other charges set out in the Customer Guide.

No amount will be paid for the delayed delivery of any Item, other than what is explicitly set out above. Without limiting the foregoing, no payment will be made for any expense incurred by the sender or the addressee in submitting a claim for a payment. No interest is payable on any claims payment. No claims payment will be made where otherwise excluded or restricted under section 8.3.21 (Limitation of Liability and Claims). All claims payments will be made to the sender of the Item.

21.10.4 Delay Claims – Time to Submit, Making a Claim, and Right to Verify. To initiate a claim for delay, the customer must:

- contact the Customer Relationship Network at 1-866-607-6301, or
- create an online service ticket at canadapost.ca/parcelsupport, within thirty (30) Business Days from the delivery standard date, according to Canada Post's latest published delivery standards. Canada Post is not obligated to act on any claim until all applicable shipping charges have been paid.

In addition to Canada Post's right to independently review and verify claims as set out in section 8.3.21.9 (Right to Verify Claims), the customer must provide proof of acceptance by Canada Post of the delayed Item. Canada Post is the sole source of performance data for making payment calculations. Refer to this Customer Guide or visit canadapost.ca/deliverystandards for details on delivery standards.

8.3.22 Termination

22.1 Either party may terminate this Agreement at any time, without cause, by giving thirty (30) calendar days' written Notice to the other.

22.2 Either party may immediately terminate this Agreement upon written Notice to the other party if at any time during the Term:

- a) either party ceases to carry on business or makes a sale in bulk of all or substantially all of its assets; or
- b) either party becomes insolvent or bankrupt, or files any proposal or makes any assignment for the benefit of creditors; or
- c) a receiver, trustee or other person with like powers is appointed to handle the affairs or property of either party; or
- d) an order is made for the winding-up or liquidation of either party; or
- e) either party continues to be in default of any of its obligations after being provided thirty (30) calendar days' Notice of the default.

22.3 Should the customer fail to purchase Products and Services under this Agreement for a period of more than twelve (12) consecutive months, Canada Post may terminate the Agreement or amend the list of Authorized Users without notice.

22.4 Termination of this Agreement shall be without prejudice to any rights of the customer or Canada Post that have accrued prior to the date of termination.

22.5 Neither party shall have a right to damages as a result of termination of this Agreement.

8.3.23 Notices

23.1 Any Notice given by either party shall be in writing and delivered personally, by Registered Mail™, by Priority™, by Xpresspost™ or by Expedited Parcel™. Alternatively, for Notices (a) under section 8.3.6 of this Customer Guide and/or (b) relating to Amendments to the Agreement, Canada Post may provide the Notice via email to the customer or by posting the Notice at canadapost.ca/notice, canadapost.ca/parcelservices or such other webpage that Canada Post may designate from time to time.

Notices to Canada Post shall be sent to:
CUSTOMER DATA MANAGEMENT
CANADA POST CORPORATION
2701 RIVERSIDE DR SUITE B0230
OTTAWA ON K1A 0B1

Notices to the customer shall be sent to the customer's prime contact at the mailing or email address set out in the Agreement Activation Form.

23.2 Notices delivered personally shall be deemed received at the time of delivery. Notices sent by Registered Mail shall be deemed received on the fourth Business Day following the date of mailing. Notices sent by Priority or Xpresspost shall be deemed received on the second Business Day following the date of mailing. Notices sent by Expedited Parcel shall be deemed received on the seventh Business Day following the date of mailing. Weekend and statutory holiday mailings will count as originating on the following Business Day.

23.3 Either party may change its address by giving Notice to the other party.

23.4 The customer agrees that Canada Post may update the customer's address information obtained from any source, including any Mail Forwarding form submitted to Canada Post, for the purpose of contacting the customer with respect to this Agreement.

8.3.24 Confidentiality

24.1 Definition of "Confidential Information": Means all information, whether disclosed in written, oral or visual form, which is identified as confidential at the time of disclosure or that a reasonable person would consider, from the nature of the information or circumstances of disclosure, as being confidential. Confidential Information includes, but is not limited to, customer lists, including Personal Information under the *Privacy Act*, as amended, information relating to the research, development, technology, shipping and tracking data, pricing, finances, marketing or business plans and general affairs of the other party or any subsidiary of such other party.

24.2 For certainty, all shipping information such as tracking and billing data, that Canada Post makes available to customers through its various web applications and other electronic communications (including, but not limited to, Intelligence 360, invoice data files and Automated Parcel Tracking) is proprietary to Canada Post and Confidential Information. This Confidential Information is for the exclusive use of the Customer and may not be shared with a third party for any purpose whatsoever. Any such unauthorized disclosure is a breach of the Agreement.

24.3 Each party to this Agreement (the "Receiving Party") agrees to hold all Confidential Information of the other party (the "Disclosing Party") in confidence and not use any Confidential Information other than permitted by this Agreement. The Receiving Party shall not disclose any Confidential Information of the Disclosing Party without the prior written consent of the Disclosing Party, other than to those employees, agents, subcontractors or representatives of the Receiving Party who have a need to know such Confidential Information for the purposes contemplated in this Agreement.

24.4 Section 24.3 will not apply to any information which:

- a) is publicly available;
- b) is independently developed by the Receiving Party;
- c) is known by the Receiving Party without restriction on disclosure prior to its initial disclosure by the Disclosing Party;
- d) is lawfully received from a third party on a non-confidential basis; or
- e) is required to be disclosed by government or court order or other legal process, provided that the Receiving Party will promptly notify the disclosing Party of such requirement and will take reasonable steps to permit the Disclosing Party to prevent or limit such disclosure.

24.5 Confidential Information also does not include such observations and general knowledge of consumer and business trends in the purchase and sale of goods and services as a party to this Agreement may learn in providing or receiving any product or service under this Agreement and uses in the development and sale of new products and services.

24.6 The Confidential Information shall be maintained by the Receiving Party in the same manner as the Receiving Party keeps its own Confidential Information of a similar nature and in any event shall be kept in accordance with the same care as a reasonable and prudent person would care for such Information.

24.7 Canada Post has policies and procedures in place to protect the Confidential Information and Personal Information, as defined in the *Privacy Act* that it handles. Canada Post is subject to the federal *Privacy Act* and the *Canada Post Corporation Act*. Any third parties who are involved in handling Confidential Information on behalf of Canada Post are required to agree to appropriate contractual provisions.

24.8 Upon execution of the Agreement, any confidentiality obligations set out in any other agreement, relating in any way to parcel services, entered into by the parties shall be subject to these General Terms and Conditions, including, without limitation, the limitation of liability in section 8.3.21. In the event of any conflict or inconsistency between the terms and conditions of such agreement and these General Terms and Conditions, these General Terms and Conditions shall prevail to the extent of the conflict or inconsistency.

8.3.25 Language

25.1 It is the express wish of the parties that this Agreement, as well as all related documents, be written in the English language. *Les parties ont demandé expressément que la présente et tout document afférent soient rédigés en anglais.*

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