

General Terms and Conditions

for Mail Forwarding Orders/Changes of Address

- 1 Orders placed by customers (hereinafter referred to as "the Customer") wishing to have incoming items forwarded to a different address incur a charge and are subject to a maximum period of twelve months unless a permanent forwarding order is being placed for mail redirection over a longer period.
- 2 The Customer must complete the Swiss Post order form truthfully and in full. A separate form must be completed for each order. This does not apply to natural persons living together in the same household, who may combine their orders on a single form. The Customer may not place simultaneous forwarding orders from the same address (chain constellations).
- 3 Swiss Post must receive forwarding orders in writing no later than three working days, or in the case of express orders one working day, before the first forwarding date.
- 4 The forwarding of parcels is subject to a fee. They are billed at the list price and forwarded via the same service as the original dispatch.
- 5 PromoPost items, free newspapers and orders with a poste restante or military address as the destination are generally excluded from mail forwarding. Court and debt collection documents, parcels, catalogues with an individual weight of over 500 g ("CAT" postage paid impression) and military items are not forwarded abroad.
- 6 Items that are not forwarded to the new address on the basis of sections 4–5 are regarded as undeliverable and automatically returned by Swiss Post to the sender.
- 7 On the form, the Customer may declare that the new postal address may be made available on request and for a period of at least twelve months to a third party who already has the old address for the purposes of address updating ("Yes" to consent to address updating).
- 8 On the form, the Customer may prohibit Swiss Post from making the new postal address available on request to a third party who already has the old address for the purposes of address updating ("No" to prohibit address updating).
- 9 Prices are in accordance with the most recent Swiss Post publication.
- 10 Swiss Post excludes all liability for non-performance or poor performance of forwarding orders to the extent that it did not cause the damage with intent or through gross negligence. Any compensation to be awarded by Swiss Post will in each case be assessed on the basis of the transport order placed by the sender of the item in question.
- 11 Orders that have already been placed may only be cancelled subsequently if they have not yet been executed; in doing so, the Customer must observe the processing times in section 3 and will not receive any price reductions or reimbursements. Analogously, Swiss Post reserves the right to cancel orders in cases of misuse, particularly if the Customer was not known at the current address.
- 12 In all other respects, the current version of Swiss Post's General Terms and Conditions for Postal Services applies. This is available at all post offices and can be viewed at www.swisspost.ch. Forwarding orders placed over the Internet are also subject to Swiss Post's General Terms and Conditions for Logins.

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