

## General Terms and Conditions for Poste Restante Orders

- 1 Orders placed by customers (hereinafter referred to as "the Customer") wishing to have incoming items temporarily retained at a local post office incur a charge and are subject to a maximum period of two months. If the customer requests an extension of the order within the maximum 2-month retention period, he/she must issue a new order – subject to a fee – for Swiss Post.
- 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.
- 3 Swiss Post must receive poste restante orders in writing no later than three working days, or in the case of express orders one working day, before the first retention date. The same applies in the event that an order that has already been placed is cancelled.
- 4 Incoming items are retained at the post office until the order expires and made available to the Customer. If the Customer examines and/or takes the items, this automatically leads to the termination of the poste restante order placed.
- 5 The Customer must either collect the retained items from the post office or have them sent to his/her domicile address immediately after the time the poste restante order expires. Otherwise, the items are returned to the sender as undeliverable.
- 6 Third parties are not informed of the Customer's absence or the period of the Customer's order. This applies subject to statutory duties of disclosure. Senders of items with proof of delivery are informed in writing that these cannot be delivered until a later date due to an existing order.
- 7 Prices are in accordance with the most recent Swiss Post publication.
- 8 Swiss Post excludes all liability for non-performance or poor performance of poste restante 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.
- 9 Analogously, Swiss Post reserves the right to cancel orders in cases of misuse, particularly if the Customer was not known at the current address. Cancellation of an order does not entitle the Customer to reimbursement of payment already made.
- 10 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](http://www.swisspost.ch). Poste restante orders placed over the Internet are also subject to Swiss Post's General Terms and Conditions for Logins.