

General Terms and Conditions for Temporary Forwarding Orders

- 1 Orders placed by customers (hereinafter referred to as "the Customer") wishing to have incoming items temporarily forwarded to a different address incur a charge and are subject to a maximum period of twelve months. If the customer wishes to extend the order beyond the maximum forwarding period of 12 months, he must submit a new order (subject to a fee) to Swiss Post. An extension to the forwarding order beyond the initial 12 months is only possible with the "permanent forwarding order" service.
- 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). The same applies to orders where the forwarding period exceeds the period during which the items are to be delivered to the original address.
- 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 Parcels and express items are only forwarded if the Customer has specifically placed an order for this, at the same time assuming the transport costs for the individual item. If the forwarding service is waived, parcels will be delivered to the domicile address after two months (from the time the order is placed) or returned to the sender upon expiry of the storage deadline.
- 5 PromoPost items and free newspapers are generally excluded from mail forwarding. Court and debt collection documents, parcels, postal and payment instructions, and military items are not forwarded abroad. Catalogues with an individual weight of over 500 g ("CAT" postage paid impression) are retained for a maximum of two months and then either delivered to the domicile or, if the order is for a period of more than two months, returned to the sender.
- 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 Third parties are not informed of the Customer's absence, the period of the order or the temporary address unless they can demonstrate a justified interest in the information.
- 8 Prices are in accordance with the most recent Swiss Post publication.
- 9 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.
- 10 The Customer may cancel orders at any time; 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.
- 11 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.