

Temporary forwarding order

There's no need to miss out on your post while you are on holiday



With a temporary forwarding order, you can stay on the ball even when you are away. While you are on holiday, we will send all addressed postal items to your holiday address.

How does temporary forwarding work?

- Preferably, you should let us know your temporary address no later than three days before your departure
- However, subject to an urgency surcharge, we will also execute your order to start on the next working day
- The simplest way to submit your forwarding order is online
- If you are planning to be away from home for more than a year, you can extend the temporary forwarding order with a permanent forwarding order

There are several ways to let Swiss Post know that you are going away on holiday

Online	By phone	By post	At the post office counter
Go to www.swisspost.ch/holidayservice and click on "Forward post"	Dial 0848 33 22 11 (Mon–Fri, 8 a.m.–6 p.m.; Sat, 8 a.m.–1 p.m.)	Detach the form from the information leaflet	Detach the form from the information leaflet
You can then place your order online, as either a registered or a non-registered customer	Give the agent the details about your holiday order	Complete the form by hand	Complete the form by hand
As a non-registered customer (express access) you will pay a surcharge	The agent will register the order immediately	Send the form to us in the envelope provided	Hand in the form at the post office
There are a number of payment options	Pay direct using your PostFinance Card or credit card	Pay by invoice	Pay the amount due at the post office
The order will be carried out for you	The order will be carried out for you	The order will be carried out for you	The order will be carried out for you

Prices for domestic temporary forwarding order

Available services	Prices
Prices Switzerland	
Forwarding for up to 14 days*	CHF 10.00
Forwarding for up to 4 weeks*	CHF 20.00
Forwarding for more than 4 weeks*	CHF 30.00
Prices foreign countries: Europe	
Basic price (incl. 2 weeks)	CHF 20.00 + CHF 5.00 for each additional week
Prices foreign countries: World	
Basic price (incl. 2 weeks)	CHF 30.00 + CHF 10.00 for each additional week
Surcharges	
Surcharge for placing an urgent order online	CHF 5.00
Surcharge for placing an urgent order at the post office counter or by phone	CHF 10.00
Surcharge for online order without registering	CHF 5.00
Permanent forwarding order (subsequent order), per month	CHF 20.00

* Each day is counted for the purposes of calculating the duration (e.g. 15.9. to 29.9. equals 15 days).

Important

For parcels, Swiss-Express "Moon" and Swiss-Express "Lightning" consignments you pay the postage costs again on receipt, as per the current price list.

Extending the forwarding order

You also have the option to extend a forwarding order shortly before the regular forwarding period expires. To do this, you need the "Permanent forwarding order" form, which is available at www.swisspost.ch/permanent-for-warding (german version). Once we have received an order, we will continue forwarding addressed letters to the new address. The price for this service is CHF 20.00 per calendar month.

Swiss Post's online service

Save yourself a trip to the post office counter and let us know about your forthcoming holiday online, anytime, from home. We can then set up your order instantly.

Placing a forwarding order online: www.swisspost.ch

1. Click on **Private customers**
2. Click on **Receive**
3. Select from:
 - Change of address
 - **Temporary forwarding order**
 - Retain post



* see right side of screen ("Other links")

Alternative order placement

Private customers can also contact us **by phone** and place the order with us on service number 0848 33 22 11. You must have a credit card or PostFinance Card to hand to place an order this way. Our **post offices** will also accept temporary forwarding orders. Please bring a valid form of identification with you.

Tips and checklists

We have compiled a list of essential tips and checklists for you at www.swisspost.ch/holidayservice.