

General Terms and Conditions “Postal Services”

April 2011 edition

1. Area of validity

These General Terms and Conditions govern the relationship between customers (hereinafter referred to as the Customer) and Swiss Post for the use of postal services in the national (domestic) and international spheres. The products and services offered by Swiss Post are listed in its current published communication media.

2. General provisions

2.1 Handover

2.1.1 Addressing and packaging

Items must be addressed and packaged in accordance with the requirements of Swiss Post. Please note in particular the packaging specifications and quantity restrictions for hazardous goods. For deviations that cause additional processing, Swiss Post may impose a surcharge.

2.1.2 Handover to Swiss Post

Items may be handed in for mailing in accordance with Swiss Post requirements. Items will be collected by Swiss Post or by a third party it appoints, assuming that the Swiss Post services provide for this.

2.1.3 Authoritative data

If, during the electronic recording of address data and the barcode on mail, different details (including digital images) are recorded from those provided by the Customer to Swiss Post in electronic or any other form, the Swiss Post data shall have precedence for the purposes of further processing.

The data recorded by Swiss Post shall also have precedence in the case of mail which is returned to the sender. If only Swiss Post has the relevant data, the Customer shall acknowledge them as appropriate.

2.2 Prices and methods of payment

2.2.1 Prices

Swiss Post determines the form in which prices for the conveyance of mail shall be published. The prices indicated in the current published communication media shall apply.

2.2.2 Payment

In principle and unless otherwise agreed with the Customer, the prices are to be paid by the sender when the item is handed over to Swiss Post.

2.2.3 Invoicing

If the sender mails consignments regularly at Swiss Post, the latter will issue periodic invoices on the basis of the data provided in electronic or physical form by the Customer. If the Customer's data differ from those entered by Swiss Post, the data of Swiss Post will be decisive. If only Swiss Post has electronic or physical data, the Customer shall acknowledge them as the basis for invoicing. Invoices are payable within 30 days.

Swiss Post shall be entitled at any time, and without stating a reason, to demand cash payment from the sender or to reduce the payment period.

2.2.4 Payment discrepancies

If the sender has paid too much for the conveyance of an item, he/she is entitled to request reimbursement of the difference, provided he/she can prove that Swiss Post is at fault.

If the sender has paid too little for the conveyance of an item, Swiss Post is entitled to request from him/her payment of the difference between the amount paid and the amount owed plus a processing surcharge. If the sender is not known, the missing amount will be collected from the recipient.

2.2.5 Collateral

Swiss Post is entitled to demand reasonable collateral at any time, particularly if:

- the Customer has or moves his/her place of residence or business abroad,
- the Customer's solvency is in doubt,
- the Customer does not observe payment deadlines,
- Swiss Post has already suffered a loss attributable to the Customer.

2.2.6 Default interest

If the Customer is in arrears with an amount due, default interest of seven percent (7%) p.a. will be charged.

2.2.7 Offsetting

The Customer may not settle outstanding bills from Swiss Post by means of counterclaims.

2.3 Delivery

2.3.1 Time and place of delivery

Items are regarded as delivered if Swiss Post has handed them over to the recipient or deposited them in the letterbox, mailbox or post office box or in another place specified for this purpose. The Customer acknowledges the delivery events recorded electronically by Swiss Post as proof of successful delivery.

2.3.2 Exceptions regarding place of delivery

Items which are too large to deposit in letterboxes or mailboxes, or which require the recipient's signature, shall be either handed over at the entrance to the house or placed in lockable parcel boxes in accordance with Swiss Post's service specifications, subject to other agreements with the sender or recipient. In justifiable cases such as holiday or weekend homes or in the case of residences outside the delivery area, the place of delivery shall be the location specified by Swiss Post.

2.3.3 Sundays and public holidays

If the time of delivery (= performance) falls on a Sunday or another official public holiday or customary holiday at the place of delivery, performance will be deemed to take place on the next working day.

2.3.4 Letterboxes and mailboxes

Letterboxes and mailboxes are to be installed in accordance with the provisions of the ordinance of the Federal Department of Environment, Transport, Energy and Communications.

2.3.5 Authorized recipients

In addition to the addressee, all persons encountered at the same residence or place of business shall be entitled to receive items of mail. If the recipient or other persons entitled to receive the items of mail are absent, parcel, courier and express items may be delivered to a neighbour. This condition shall apply unless otherwise stipulated by the sender or recipient in accordance with the services provided by Swiss Post.

2.3.6 Deputization

The Customer may designate a third party to represent him/her in dealings with Swiss Post. Swiss Post reserves the right to demand a written power of attorney. Signatures must be notarized if requested by Swiss Post. Power of attorney, once issued, shall not lapse either upon the principal's death or loss of capacity or upon the bankruptcy of either the principal or the agent, unless agreed otherwise.

2.3.7 Mail collection notice

a. Principle

Swiss Post will leave a mail collection notice if the sender has selected such a service or if, due to its size, the item is to be delivered personally to the recipient or other persons entitled to receive mail, but no-one is at the address.

b. Deadlines

The holder of a mail collection notice is entitled to call for the items indicated on the notice within a period of seven days. Swiss Post reserves the right to hand over the item only to the recipient indicated on the notice.

c. Alternative agreements

This condition shall apply unless otherwise stipulated by the sender or recipient in accordance with the services provided by Swiss Post.

2.3.8 Refusal of acceptance

a. Letters

The recipient is entitled to refuse acceptance of addressed letters by including a comment to this effect and his/her signature on the item.

b. Parcels and parcel-type express consignments

Refusal to accept parcels and parcel-type express consignments is only possible when these items are handed over in person. In such cases, Swiss Post will return the parcel or the parcel-type express consignment to the sender at the latter's expense, provided the sender is known.

2.3.9 Forwarding and return of parcels and parcel-type express consignments

For parcels and parcel-type express consignments that the recipient requests be forwarded to another address, the recipient must pay the forwarding costs of the items upon delivery. If the recipient returns the parcel or parcel-type express consignment to the sender, the recipient must pay the forwarding costs when handing the parcel over for return shipment.

2.4 Undeliverable items

2.4.1 Mail shall be regarded as undeliverable if the recipient

- cannot be determined,
- refuses to accept the item,
- does not collect the item within the specified time period,
- does not pay the requisite price or cash-on-delivery charge.

2.4.2 Undeliverable parcels and express items shall be returned to the sender at the sender's expense. The sender is not entitled to reimbursement of the prices paid when the items were mailed. If the sender is known but refuses to return the item, he/she will bear the costs of destroying it. Swiss Post reserves the right to open the mail in order to identify the sender. If the sender cannot be identified, Swiss Post reserves the right to dispose of the item as it sees fit.

2.4.3 Undeliverable letters can be charged to the sender.

2.4.4 If undeliverable letters with coded instructions regarding return services cannot be decoded by Swiss Post, they will be returned to the sender. The sender is not entitled to fulfilment of the coded service ordered.

2.4.5 Undeliverable letters mailed via Swiss Post but which bear only a foreign address for the sender will be kept for one month. If the sender does not collect the items Swiss Post may dispose of them as it sees fit. The sender will bear any costs involved in destroying the items.

2.5 Items which may not be sent by mail

Items may not be sent by mail if they

- contain hazardous goods above the legally permissible amount,
- contain goods which it is illegal to transport, or
- are liable to inflict personal injury or cause damage to property.

2.6 Definitions

In line with the terminology used in the transport insurance sector, Swiss Post distinguishes between the following contents:

2.6.1 Securities ("A" securities)

These include shares (share certificates), bonds, mortgage notes, coupons, crossed cheques and bills of lading.

2.6.2 Banknotes and precious metals ("B" securities)

These include banknotes, coins made of non-precious metals (excl. numismatic coins), telephone cards, lottery slips and similar slips, uncrossed cheques, WIR cheques, Reka cheques, traveller's cheques, value cards, vouchers, savings books and stamps valid for postage.

Precious metals are those whose value is at least equal to the value of silver, unprocessed, in bars or minted (excl. numismatic coins).

2.6.3 Watches and jewellery

These include watches, valuable accessories and spare parts, clocks, i.e. wall and table clocks (no long-case clocks), real jewellery, real pearls (including cultured pearls), gemstones and jewels, presentation and sample collections, electronic chronometers.

2.6.4 Other goods

Other goods include all goods not mentioned in sections 2.6.1 to 2.6.3.

2.7 Changes in legal circumstances

Swiss Post will not be liable for losses arising from changes in the Customer's legal circumstances which are not notified to Swiss Post in time and in writing.

3. Special provisions for domestic services

3.1 Liability

3.1.1 Principle

a. Unless stated otherwise in the following, Swiss Post's liability shall comply with the Swiss Code of Obligations relating to carriage contracts. It is liable only for amounts up to that of the substantiated damage. It is not liable for force majeure, consequential damage and lost earnings. If the Customer does not use the appropriate service in accordance with the requirements of Swiss Post to transport the item or if he/she sends goods that may not be delivered by mail, Swiss Post shall not be liable.

b. Liability is also excluded if the items are handed over or deposited at the request of the sender or recipient in deviation from regular delivery as per sections 2.3.1 and 2.3.2.

3.1.2 Transporting other goods

Mailed items may include other goods in accordance with section 2.6.4. with a value of up to CHF 40,000. If this limit is exceeded, no liability will be accepted.

3.1.3 Letters

a. With regard to letters, Swiss Post is liable for claims resulting from damage, loss or inappropriate delivery as follows:

Offering	Liability limit	Maximum value of content per item ²
Letters without proof of delivery	CHF 0	Excluded
"Registered mail (R)"	CHF 500	"A" securities CHF 1,000,000
		"B" securities CHF 1,000
		Watches/jewellery CHF 2,000
		Other goods Excluded
Court document Debt collection document	CHF 500	Not specified
"A Mail Plus" ¹	CHF 100	"A" securities CHF 300,000
		"B" securities CHF 300
		Watches/jewellery CHF 600
		Other goods CHF 600

¹ Liability for inappropriate delivery is excluded.

² Liability is excluded if these limits are exceeded for the full contents of the consignment

b. If letters with proof of delivery are delivered late, only the cost of postage will be reimbursed.

3.1.4 Parcels

a. With regard to parcels, Swiss Post is liable for claims resulting from damage, loss or inappropriate delivery as follows. No liability will be accepted for parcels posted in mailboxes.

Basic service	Additional service	Liability limit	Maximum value of content per item ²
Parcels	None	CHF 500	"A" securities Excluded
			"B" securities Excluded
			Watches/jewellery Excluded
			Other goods CHF 40,000
Parcels	"Signature", "COD"/"Electronic COD" or "Personal delivery"	CHF 1,500 ¹	"A" securities CHF 1,000,000
			"B" securities CHF 1,000
			Watches/jewellery CHF 25,000
			Other goods CHF 40,000
Parcels	"Insurance"	CHF 5,000 ¹	"A" securities CHF 1,000,000
			"B" securities CHF 1,000
			Watches/jewellery CHF 25,000
			Other goods CHF 40,000
Parcels	"Fragile"	CHF 5,000	"A" securities Excluded
			"B" securities Excluded
			Watches/jewellery Excluded
			Other goods CHF 40,000

¹ Liability for "B" securities is limited to a maximum of CHF 1,000.

² Liability is excluded if these limits are exceeded for the full contents of the consignment.

b. Swiss Post shall not be liable for delays.

3.1.5 Courier and express consignments

a. With regard to courier and express consignments mailed against an invoice, Swiss Post is liable for claims resulting from damage, loss or inappropriate delivery of a consignment as follows:

Basic service	Additional service	Liability limit	Maximum value of content per item ²
Swiss-Express "Moon"	None	CHF 500 ¹ or CHF 1,000	"A" securities Excluded
			"B" securities Excluded
			Watches/jewellery Excluded
			Other goods CHF 40,000
Swiss-Courier "Lightning"	None	CHF 1,000	"A" securities Excluded
			"B" securities Excluded
			Watches/jewellery Excluded
			Other goods CHF 40,000

Basic service	Additional service	Liability limit	Maximum value of content per item ²	
Swiss-Express "Moon"	"Signature", "COD"/"Electr."	CHF 1,500 ³	"A" securities	CHF 1,000,000
Swiss-Courier "Lightning"	COD" or "Personal delivery"		"B" securities	CHF 1,000
			Watches/jewellery	CHF 25,000
			Other goods	CHF 40,000
Swiss-Express "Moon"	"Insurance"	CHF 5,000 ³	"A" securities	CHF 1,000,000
Swiss-Courier "Lightning"			"B" securities	CHF 1,000
			Watches/jewellery	CHF 25,000
			Other goods	CHF 40,000
Swiss-Express "Moon"	"Fragile"	CHF 5,000	"A" securities	Excluded
Swiss-Courier "Lightning"			"B" securities	Excluded
			Watches/jewellery	Excluded
			Other goods	CHF 40,000
Swiss-Courier consignments, excluding Swiss-Courier "Lightning"	None	CHF 5,000 ³	"A" securities	CHF 1,000,000
			"B" securities	CHF 1,000
			Watches/jewellery	CHF 25,000
			Other goods	CHF 40,000

¹ Liability is limited to a maximum of CHF 500 for consignments paid for directly when they are handed over at the counter.

² Liability is excluded if these limits are exceeded for the full contents of the consignment.

³ Liability for "B" securities is limited to a maximum of CHF 1,000.

b. If Swiss-Express "Moon" and Swiss-Courier "Lightning" consignments are delivered late, only the cost of postage will be reimbursed.

c. If a Swiss-Courier item is delayed, the maximum liability limits as set out above shall apply.

3.1.6 COD amounts

a. Swiss Post shall be liable up to the amount of cash on delivery due (max. CHF 10,000) for:

- amounts collected, until they have been credited as required to the postal account specified by the recipient of the cash on delivery amount, or
- items handed over without payment of the cash due on delivery or on payment of an amount lower than specified, subject to section c.

b. Swiss Post shall not be liable for cash on delivery if:

- non-collection is attributable to an error or negligence on the part of the sender,
- delays occur in collecting and transferring the amount payable,
- the item is excluded from conveyance under section 2.5.

c. Swiss Post shall not be liable for a COD amount that was not collected if the basic service involved is a letter without proof of delivery.

3.1.7 Forfeiture of liability claims

All rights to pursue claims against Swiss Post shall lapse from the time when the mail is accepted without reservation, except where there is deliberate deception or gross negligence. Swiss Post will remain liable for damage which cannot be identified on external inspection, provided this is brought to the attention of Swiss Post in writing within eight days of delivery.

3.1.8 Limitation in respect of compensation claims

Compensation claims against Swiss Post will expire after one year. In the case of loss or delay, this period will run from the date on which delivery should have taken place. In the case of damage, it will run from the date on which the mail was handed over to the addressee. This provision does not apply in the event of malice or gross negligence.

3.1.9 Cash outpayment order

Swiss Post shall be liable for losses arising from improper payment of the money order amount up to a maximum of the amount of the money order. Swiss Post shall not be liable for delays. The limitation period is ten years.

3.2 Enquiries

Swiss Post conducts enquiries only on the basis of the receipt of handover for the lost item, subject to other agreements with the sender. In the event of a loss, a written follow-up request and a declaration of non-receipt from the recipient are required in order to submit a liability claim.

4. Special provisions for foreign mail

4.1 Customs provisions

In addition to the requirements set out in section 2.1, mail must be prepared for customs clearance before it is handed over to Swiss Post.

4.2 Delivery

4.2.1 Export

Delivery in the destination country shall be according to the provisions of that country. If the recipient of a Swiss Post GLS parcel or URGENT item refuses or is unable to pay for any customs clearance charges or import fees (VAT, customs fees, storage costs at a bonded warehouse, etc.), the sender must pay for them. In addition, a return debit charge and any collection costs will be invoiced.

4.2.2 Import

An item from abroad will be handed to the recipient only if he/she pays the COD amount, any customs costs and import fees (VAT, customs fees, etc.). If the recipient refuses to accept the item, it will be returned to the sender at the latter's expense.

Recipients who receive invoices may opt to have the costs debited with the next invoice. By accepting an item without reservation, the recipient undertakes to settle any customs or import charges (VAT, customs fees, etc.) on time.

4.3 Items which may not be sent by mail

In addition to the items listed under section 2.5, mail will not be carried if it contains objects which are excluded by Swiss Post from the selected category (e.g. cash, weapons, weapon accessories and ammunition) or which may not be imported into or circulated within the destination country. As a rule, it is up to the sender to obtain information about import and export options from the relevant authorities in the destination country or from the relevant diplomatic representations. Swiss Post shall not accept any responsibility for this.

4.4 Liability

4.4.1 Principle

With the exception of the cases described in sections 4.4.6 and 4.4.7, Swiss Post shall be liable for loss, theft or damage to registered mail, PostPac International and Swiss Post GLS parcels, with or without cash on delivery, and for URGENT items. Swiss Post shall be liable only for the amount of damage proved (not exceeding the declared value of the item on the customs documents at the time of posting and up to the maximum amounts set out in section 4.4.2). Swiss Post shall under no circumstances be liable for consequential losses or loss of profit.

4.4.2 Transport of securities, watches, jewellery and other goods

a. For international shipments the following liability limits and maximum content limits apply to the transport of securities, watches and jewellery in accordance with section 2.6 and to other goods (see exceptions to the liability rule in section 4.4.7):

Offering ¹	Liability limit ²	Maximum value of content per item ³	
Non-registered letters	CHF 0	Not specified	
PostPac International PRIORITY/ECONOMY	CHF 1,000 or CHF 250 ⁴	"A" securities	CHF 1,000,000
		"B" securities	Excluded
		Watches/jewellery	CHF 25,000
		Other goods	CHF 40,000
Registered letters	CHF 150	"A" securities	CHF 1,000,000
		"B" securities	Excluded
		Watches/jewellery	CHF 25,000
		Other goods	CHF 40,000
URGENT documents	CHF 150	"A" securities	Excluded
		"B" securities	Excluded
		Watches/jewellery	Excluded
		Other goods (excl. antiques, objets d'art)	CHF 40,000
URGENT goods consignments	CHF 1,000	"A" securities	Excluded
		"B" securities	Excluded
		Watches/jewellery	Excluded
		Other goods (excl. antiques, objets d'art)	CHF 40,000
Swiss Post GLS parcels	EUR 750	"A" securities	Excluded
		"B" securities	Excluded
		Watches/jewellery	EUR 5,000
		Other goods	EUR 5,000

¹ Swiss Post shall be liable only if it has acknowledged that the packaging was sufficient and the contents were effectively protected against theft or damage.

² Compensation shall correspond to the average cost price (excl. VAT) of similar goods at the place and time of mailing. If agreement is not reached, compensation shall be calculated in line with the usual value of the goods estimated on the same basis. For Swiss Post GLS, the compensation corresponds to the value of the goods declared in the commercial invoice.

³ Liability is excluded if these limits are exceeded for the full contents of the consignment.

⁴ For parcels being imported.

b. If additional insurance is taken out in terms of additional liability, Swiss Post is liable for loss, theft or damage as follows:

Offering ¹	Liability limit ²	Maximum value of content per item ³
PostPac International PRIORITY/ECONOMY	CHF 3,000	"A" securities CHF 1,000,000
		"B" securities Excluded
		Watches/jewellery CHF 25,000
		Other goods CHF 40,000
URGENT goods consignments	CHF 3,000	"A" securities Excluded
		"B" securities Excluded
		Watches/jewellery Excluded
		Other goods (excl. antiques and objets d'art) CHF 40,000
Swiss Post GLS parcels	CHF 40,000	"A" securities Excluded
		"B" securities Excluded
		Other goods CHF 40,000
Swiss Post GLS parcels	CHF 20,000	Watches/jewellery CHF 20,000

¹ Swiss Post shall be liable only if it has acknowledged that the packaging was sufficient and the contents were effectively protected against theft or damage.

² Compensation shall correspond to the average cost price (excl. VAT) of similar goods at the place and time of mailing. If agreement is not reached, compensation shall be calculated in line with the usual value of the goods estimated on the same basis. For Swiss Post GLS, the compensation corresponds to the value of the goods declared in the commercial invoice.

³ Liability is excluded if these limits are exceeded for the full contents of the consignment.

4.4.3 COD amounts

a. Swiss Post shall be liable up to the amount of cash on delivery due for:
– amounts collected, until they are credited to the beneficiary's account, or
– items handed over without payment of the cash due on delivery or on payment of an amount lower than specified.

b. Swiss Post shall not be liable for cash on delivery if:
– non-collection is attributable to an error or negligence on the part of the sender,
– delays occur in collecting and transferring the amount payable,
– the item is excluded from conveyance under sections 2.5 and 4.3, or
– the case is covered by section 4.4.6 or 4.4.7.

4.4.4 Price refunds

The obligation to compensate for loss, comprehensive theft or comprehensive damage also entitles the customer to claim a refund for prices paid, except the price of supplementary insurance. This applies to Swiss Post GLS parcels only if the carriage fee is stated explicitly in the commercial invoice.

4.4.5 Claim entitlement

a. In the event of loss, the sender is entitled to claim compensation. In the event of theft or damage, the recipient is entitled to claim compensation if he/she has accepted the item. The sender or the recipient reserves the right to assign claims in writing to the recipient. In this case the liability provisions of the postal organization providing compensation apply. The sender or recipient may authorize a third party to accept compensation, provided this is permitted by Swiss law.

b. For URGENT and EMS consignments and for parcels from foreign parcel networks outside the sphere of postal traffic (e.g. Swiss Post GLS), only the sender is entitled to claim compensation. Claims must be submitted to the post office where the item was handed in.

4.4.6 Non-liability for delivered items

Swiss Post shall not be liable for registered mail, PostPac International, Swiss Post GLS parcels or parcels from other international parcel networks which it has delivered. However, Swiss Post shall be liable if:

- the theft or damage occurred before or during delivery of the item,
- the recipient or, in the case of a returned item, the sender, registers an objection when accepting an item which has been subjected to damage or theft,
- the recipient or, in the case of a returned item, the sender, informs Swiss Post within two days of delivery that he has identified damage, irrespective of the receipt. In this event he must furnish proof that the item was subjected to theft or damage before delivery.

4.4.7 Exceptions to the liability rule

Swiss Post shall not be liable:

- in the event of force majeure,

b. if Swiss Post cannot furnish proof of the whereabouts of the mail because the official papers were destroyed by force majeure, and liability cannot be proved by any other means,

c. if the damage is attributable to fault or negligence on the part of the sender, or to the nature of the item being mailed,

d. if the item is excluded from carriage under sections 2.5 and 4.3 or has been confiscated or destroyed by the relevant authorities,

e. if the content limits as set out in section 4.4.2 are exceeded,

f. if the item contains stamps not valid for postage, numismatic coins and banknotes, vouchers, mobile phones, consumer electronic equipment (e.g. mobile music players, televisions, etc.), computers, computer parts or laptops,

g. if the item has been impounded or confiscated due to the legal provisions of the destination country,

h. if the sender has not submitted a follow-up request within six months of the date of mailing,

i. if the items are intended for prisoners of war or civilian prisoners.

4.4.8 Customs decisions

In the case of exports, Swiss Post shall accept no liability for customs declarations or decisions made by the customs authorities on inspecting mail items. In the case of imports, objections to decisions relating to postal customs clearance can be made in writing no later than 60 days after the date of customs clearance.

4.4.9 Sender's liability

a. The sender will be liable for all losses resulting from the sending of unauthorized items or from non-observance of the import requirements.

b. The sender will be liable to the same extent as Swiss Post.

c. The sender will continue to be liable if Swiss Post accepts such an item.

d. The sender will not be liable for gross negligence on the part of Swiss Post or the transport company.

e. The sender will be liable for all government duties/fees related to the consignment.

4.4.10 Return of compensation payment

a. Should a lost item, or part thereof, be found after payment of compensation, the sender or recipient shall be notified that the item may be reclaimed on repayment of the compensation amount within three months. If no such repayment is made, the offer will be made to the other party. If the item was delivered to the recipient after payment of compensation, the sender is obliged to pay back the compensation.

b. If the item is not reclaimed by either sender or recipient, it will become the property of Swiss Post.

5. Other provisions

5.1 Data protection

Unless otherwise instructed, Swiss Post is entitled to give the Customer's name and address to third parties.

5.2 Involvement of third parties

Swiss Post may at any time engage third parties to provide its services.

5.3 Amendments to the General Terms and Conditions

Swiss Post reserves the right to amend the General Terms and Conditions at any time.

5.4 Court of jurisdiction

The place of jurisdiction is Berne. For disputes arising from consumer agreements, the court at the place of residence or registered office of one of the parties is responsible for claims brought by the customer, and the court at the place of residence of the defendant is responsible for claims brought by Swiss Post. Consumer agreements are agreements concerning services to be used by the customer or his family.

In the case of customers domiciled abroad, Berne will be the place of debt collection and sole place of jurisdiction for all proceedings.

5.5 Applicable law

In all other cases, the contractual relationship shall be subject to Swiss law.

5.6 Original text

The General Terms and Conditions of Swiss Post are published in German, French, Italian and English.

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