

## General Terms and Conditions Temporary Forwarding Order

- 1 These General Terms and Conditions (GT&Cs) together with the GT&Cs Postal Services and the associated Holiday Guide and Temporary Forwarding Order Product Description brochures in their relevant applicable version represent the basis for the temporary forwarding of consignments to another address of the customer (hereinafter referred to as Customer) of Swiss Post (hereinafter referred to as Swiss Post). Temporary forwarding orders are payable. When ordering on the internet, the GT&Cs of Login Swiss Post apply in addition. If the order refers to a P.O. box, the GT&Cs on the use of a P.O. box apply as well.
- 2 If the Customer requests extended forwarding on expiry of an order, he must place with Swiss Post a new payable order of the "temporary forwarding order" service, whereby the first forwarding day of the new order must not lie within the period of the previous one. For orders without time limit the new order may be placed at any time until the original is cancelled.
- 3 The Customer must provide Swiss Post with complete and accurate information. A separate order must be placed for every temporary forwarding order. Private individuals and legal entities, which are domiciled at the same address, may be combined into one single order.
- 4 No simultaneous, geographically interlinked forwarding orders (chain constellations) must be placed. The same applies to orders for which the period of forwarding is longer than the period in which the consignments are to be delivered to the original address.
- 5 Consignments to guests and residents of institutions, such as hotels, hospitals or homes, cannot be forwarded to another address.
- 6 Orders that are placed until and including 3 working days (Monday to Saturday) before the initial day of forwarding are deemed to be express orders and are subject to a surcharge.
- 7 Parcel and express consignments within Switzerland and to Liechtenstein are forwarded only if the Customer has expressly placed the corresponding order and accepts the transport costs of the individual consignment. If no forwarding of parcel and express consignments has been requested, they will be retained for a maximum of 2 months and then either delivered to the domicile or, if the order lasts longer than 2 months, returned to the sender.
- 8 Excluded from forwarding are unaddressed consignments as well as orders with a poste restant or military address as their destination. For details on the relevant consignment categories, exceptions and facts, see the documents specified under Item 1.
- 9 Consignments that are not forwarded to the new address according to Items 7 - 8 are deemed to be undeliverable and are returned by Swiss Post unrequested to the sender.
- 10 Neither the customer's absence nor its duration nor the temporary address will be disclosed to third parties, unless they can prove a legitimate interest.
- 11 The prices are subject to the current Swiss Post publication.
- 12 All liability of Swiss Post for the non- or improper performance of forwarding orders is excluded, unless it caused the damage with intent or gross negligence. Binding for the assessment of any compensation payments by Swiss Post is the transport order that was placed by the sender of the affected consignment.
- 13 The Customer may cancel orders at any time subject to a processing term of a maximum of 5 days. There is no claim to a discount or refund. The Swiss Post reserves the right to the analogue cancellation of the order in the event of abuse, in particular if the Customer was not known at the previous address.
- 14 This agreement is subject to subsequent amendments to the GT&Cs, and to contradicting mandatory legal requirements. Berne is agreed to be the place of jurisdiction.