

General Terms and Conditions

Change of address with forwarding

- 1 These General Terms and Conditions (GTC) together with the "Postal Services" GTC and associated "Forwarding Order" fact-sheet form, in each of their current versions, the basis for forwarding consignments to another address for customers (hereinafter referred to as the Customer) of Post CH Ltd (hereinafter referred to as Swiss Post). Orders apply for a maximum of 12 months and are subject to charge, unless only a change of address without an order for consignment forwarding from the previous address to the new address is requested. When ordering on the Internet, the "Customer Center Login" GTC also apply. If the order involves a P.O. Box, the GTC on the use of a P.O. Box apply as well.
- 2 In the case of orders with forwarding, consignments that were directed to the previous address are returned to the sender as undeliverable upon expiry of the maximum term of 12 months. In the case of pure changes of address, consignments are returned immediately after their arrival at the previous address. If the Customer wishes to extend the forwarding of mail beyond 12 months, he must place a new fee-based order with Swiss Post for the "Redirect mail" service, whereby the first forwarding day of the new order must not lie within the term of validity of the previous one. Further consecutive orders for the same address will not be accepted.
- 3 The Customer must provide Swiss Post with complete and accurate information. No simultaneous, geographically interlinked forwarding orders (chain constellations) may be placed. Private individuals and legal entities who/which have an identical domicile may be combined into one single order.
- 4 Mail intended for guests and residents of institutions such as hotels, hospitals and homes can only be forwarded to other addresses if a corresponding agreement exists between Swiss Post and the institution in question (obligation notice).
- 5 Orders that are not placed at least 4 working days (Monday to Saturday) before the initial day of forwarding are deemed to be express orders and are subject to a surcharge.
- 6 The forwarding of parcel consignments is generally subject to a charge. Excluded from forwarding are unaddressed consignments as well as orders with a poste restante or military address as their destination. For further details on each of the consignment categories, exceptions and facts, see the documents specified under section 1.
- 7 Consignments that are not forwarded to the new address in accordance with section 6 are deemed to be undeliverable and are returned by Swiss Post unrequested to the sender.
- 8 With the Customer's agreement the new postal address may be provided for at least 12 months to a third party already in possession of the old address at their request in order that they may update their files. Address updates following the order can only be blocked by submitting a blocking request in writing.
- 9 The prices are subject to the current Swiss Post publication.
- 10 All liability of Swiss Post for the non- or improper performance of "Change of address with forwarding" orders is excluded, unless it caused the damage with intent or gross negligence. Binding in all cases for the assessment of any compensation payments by Swiss Post is the transport order that was placed by the sender of the relevant consignment.
- 11 The Customer may cancel orders at any time. Swiss Post's processing term is a maximum of 5 working days. There is no claim to a discount or refund. Swiss Post reserves the right to the analogous cancellation of orders in the event of abuse, in particular if the Customer was not known at the previous address.
- 12 Swiss Post reserves the right to make subsequent amendments to the GTC at any time. These terms and conditions are subject exclusively to Swiss law. Berne is agreed to be the place of jurisdiction. These conditions are subject to any contrary and mandatory provisions of the law.
- 13 The way in which Swiss Post processes customer data and the rights to which customers are thereby entitled are described in the "Postal Services" GTC or "Customer Center Login" GTC (can be accessed at www.swisspost.ch/gtc). The data protection provisions contained within these GTC also apply to the present contractual relationship.
- 14 The current GTC, which constitute an integral part of the contract "Change of address with forwarding", can be consulted at www.swisspost.ch/gtc. In particular cases, Swiss Post can provide the Customer with a physical version of the GTC if requested. The Customer acknowledges that paper versions are only copies of the current and legally binding GTC published via electronic media and that paper versions of the GTC are legally binding only if they correspond fully to the electronic version.

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