

General Terms and Conditions for PickPost and My Post 24

1. Area of validity and description of service

1.1 Acceptance of the General Terms and Conditions for PickPost and My Post 24

The General Terms and Conditions for PickPost and My Post 24 (hereinafter "GTC") shall be deemed as accepted no later than with the use of the service by the Customer.

1.2 Scope of application and contract components

These GTC regulate the options for use of the PickPost and My Post 24 services provided by Post CH Ltd (hereinafter referred to as Swiss Post) by the customers (hereinafter referred to as the Customer).

For the services offered by third party partners (see section 6.2), their terms and conditions apply. The provision of these services by third party partners does not fall within the scope of My Post 24.

1.3 Service description

The PickPost and My Post 24 services are described at www.swisspost.ch/pickpost and www.swisspost.ch/mypost24 and forms an integral component of the agreement with Swiss Post.

1.4 Supplementary provisions

Also applicable are the relevant General Terms and Conditions "Postal Services for Private Customers", "Postal Services for Business Customers" and "Login Customer Center", available at www.swisspost.ch/gtc, as well as the content of the websites specified in the GTC.

2. Stakeholders and costs

Use of this service as an alternative delivery address requires registration in Login Customer Center (see section 8), a domicile check (see section 8.1) and a mobile phone number registered in Switzerland. The PickPost and My Post 24 services are exclusively available to persons with their place of residence in Switzerland. Each use of the services must be able to be assigned to a natural person.

The mailing of consignments is also open to non-registered customers (see section 5).

The Customer can be notified via SMS/MMS and e-mail when a consignment is ready for collection from a PickPost point or a My Post 24 terminal. For My Post 24 consignments, the mobile phone must support MMS.

The PickPost and My Post 24 services are free of charge, except for the prices for sending/posting.

3. Locations and addressing

3.1 Location directory

The current location directory of all PickPost and My Post 24 points is available on the Internet at www.swisspost.ch/locations.

3.2 Addressing

Each consignment to be delivered via a PickPost or My Post 24 point must be addressed as specified in the current location directory.

Example for PickPost point: SBB Railway Station Zurich HB:

First name Last name:	Hans Muster
PickPost and User-ID:	PickPost HANS1234
Street + number of the PickPost point:	Museumstrasse 1
Postcode/Location of the PickPost point:	8001 Zürich

Example for My Post 24 point: Vernier Blandonnet:

First name Last name:	Hans Muster
MyPost24 and User-ID:	MyPost24 HANS1234
Street + number / building name of My Post 24:	Route de Meyrin 171
Postcode/Location of the My Post 24:	1214 Vernier

Please ensure that the keywords PickPost and MyPost24 are written in the address without spaces (important for automatic address recognition).

3.3 Selecting a location

The Customer has the option of freely selecting his PickPost or My Post 24 point at any time, without notifying Swiss Post in advance. The PickPost or My Post 24 address on the consignment is relevant for the delivery.

4. Receiving at a PickPost or My Post 24 point

4.1 Definition of a PickPost and My Post 24 consignment

All parcels up to 30 kg with a consignment number and registered letters (R letters) can be addressed to a PickPost or My Post 24 point and collected from there. Exceptions include courier and express consignments (only Swiss-Express "Moon" is allowed), as well as debt collection documents and legal documents. Unauthorized letters (including unregistered letters) are forwarded to the domicile address, unauthorized parcels and incorrectly addressed consignments to PickPost and My Post 24 are returned to the sender at his own expense without informing the Customer.

This service is offered by Swiss Post. Consignments from other postal companies cannot currently be delivered to or posted at a PickPost or My Post 24 point.

4.2 PickPost: Collecting a consignment

For each consignment to be collected, the Customer is notified by e-mail and/or SMS. When collecting the consignment, the Customer must present the consignment number and a valid form of ID (passport, identity card, Swiss driver's licence (without provisional license), valid residency permit (foreigners' residence permit). For PickPost post offices that have access to Swiss Post's electronic power of attorney directory, registered authorized representatives can collect the consignment on behalf of the recipient. Family members with the same last name are also permitted to collect items, provided that they show a valid official identification document. Exceptions are instructions from the sender, which prohibit release to third parties (e.g. consignments with the value-added service "Personal delivery"). The Customer cannot be represented by a third party at any other PickPost point.

It is the responsibility of the Customer to ensure that the consignment information for collection of a consignment is not accessible to third parties.

4.3 My Post 24: Collecting a consignment

For each consignment to be collected, the Customer is notified by MMS, and optionally also by e-mail. With the collection code contained in this, the consignment can be released from the terminal within the specified time limit (10 days). For registered letters (R letters), the collection period is 7 days.

No other identification features are required for the receipt of a consignment. It is the responsibility of the Customer to ensure that the collection code received is not accessible to third parties.

The notified Customer confirms receipt of registered letters (R letters) by signing on the My Post 24 screen.

In the event of unavailable locker sizes or faults on the terminal, the consignment will be forwarded to the next PickPost post office. A delivery to the requested My Post 24 location cannot be guaranteed.

In special cases, Swiss Post can deliver the Customer a collection note with a collection period of 7 days in paper form for consignments sent to a My Post 24 terminal. The identification features are stated on the collection note. It is not necessary to register in Login Customer Center.

After the specified collection period or in the event that acceptance is refused, the relevant provisions of the GTC governing postal services for private customers / business customers apply.

The legal effects of a delivery are assessed regardless of the postal service, in accordance with legal provisions. Swiss Post disclaims all liability regarding the start date or compliance with legal time limits.

5. Sending mail to a PickPost or My Post 24 point

At PickPost points operated by partner companies on behalf of Swiss Post, returns (business reply labels, mail order returns) and consignments which have been franked with other prepayments such as selected WebStamp or prepaid offers can be posted in the same way as the services offered for My Post 24.

The available shipment services for My Post 24 are based on the service shown on the My Post 24 screen. Labels purchased at terminals (including franking) for the mailing of parcels or registered letters are valid for 30 days from the date of purchase, may not be copied or cut and may only be posted at My Post 24 points, not at post offices. The purchase of labels is also possible if there are no lockers available at the terminal.

It is not necessary to register in Login Customer Center for these services.

6. Additional My Post 24 services

6.1 Lockers

The locker function is available to registered users at all My Post 24 locations. The Customer can rent a locker for a maximum of 7 days. To remove goods, the Customer receives two collection codes by e-mail and/or SMS. The Customer undertakes to fully indemnify Swiss Post for damage caused by him or by the stored goods to Swiss Post and/or third parties. Swiss Post is entitled to return goods at the Customer's expense after the maximum period.

6.2 Local services in cooperation with third party partners

Additional services are offered at selected locations, such as dry cleaning, SpeedyShop etc. The third party services available can be found on the My Post 24 screen.

7. Paying at a PickPost or My Post 24 point

At PickPost post offices, payment can be made with cash or card money. At PickPost points operated by partner companies on behalf of Swiss Post, payment is made with the payment methods accepted by the partner.

Payment at the terminal is exclusively possible with card money (no cash payment). The COD amounts or charges for consignments sent to a My Post 24 terminal cannot be deferred; they must be settled directly on collection.

8. Registration for PickPost and My Post 24 ("Login Customer Center")

8.1 Registration directly with Swiss Post

In order to be able to use the PickPost & My Post 24 services extensively, it is necessary to register in Login Customer Center with the details of the domicile address. Registration is possible at www.swisspost.ch/customer-center. With the registration, the Customer will receive his PickPost and My Post 24 User-ID within a short time (identical ID for both services) and is therefore authorized to use the service. The use of PickPost can take place immediately. For security reasons, a domicile check is performed for My Post 24 via a confirmation code sent by post. The individual steps of the registration process are described in detail at www.swisspost.ch/customer-center. The Customer acknowledges that Swiss Post will provide the affiliated distance selling partners with the necessary shipping data as part of order processing (web service).

8.2 Registration via distance selling partners

Certain distance selling partners offer registration for the PickPost/My Post 24 service as part of their order process (web service). With his registration for the relevant service, the Customer authorizes the distance seller to verify the registration data with Swiss Post. For My Post 24, a domicile check (as set out in section 8.1) is performed by Swiss Post after registration before the Customer can collect parcels from terminals.

8.3 Members of the same household

If several members of the same household etc. would like to use the PickPost service or My Post 24, registration must take place separately for each member.

9. Forwarding and retention of mail

The "Temporary forwarding" and "Retain mail" services are not available for PickPost and My Post 24 consignments.

10. Guarantee

The Customer guarantees the correctness of his personal details (name, address etc.) with the Login Customer Center registration for the PickPost and/or My Post 24 services.

11. Liability

Swiss Post shall be liable for consignments in accordance with section 3 et seq. of the General Terms and Conditions "Postal Services" and in accordance with section V III of the General Terms and Conditions "Login Customer Center". It is not liable for damage resulting from incorrect details from the Customer or under the control of a third party. Swiss Post in particular accepts no liability for undeliverable SMS messages, MMS messages or e-mails as a result of an incorrect mobile phone number or e-mail address. Customers are not informed about undeliverable notifications. Swiss Post assumes no liability for the SMS/MMS sent to the mobile provider for forwarding if it could not be delivered to the Customer by the mobile provider.

With respect to the additional services set out in section 6, Swiss Post excludes any liability to the extent permitted by law.

My Post 24 accepts no liability for the services provided by third party partners.

Swiss Post is, in particular, not liable for force majeure, consequential damage and lost earnings.

12. Information to third parties

Swiss Post can provide third parties with the Customer's name and domicile address, provided said party can prove a legitimate interest therein.

13. Cancellation

Swiss Post has the option of cancelling the PickPost service or My Post 24 for the Customer in writing within 30 days to the month-end, subject to the provisions of section X of the General Terms and Conditions for "Login Customer Center". Swiss Post is authorized to block the selected service at any time with immediate effect, if it is suspected that the range of services have been misused.

14. Amendments to the Terms and Conditions

Swiss Post can revise these Terms and Conditions at any time. The revisions will be communicated to the Customer in writing or in another appropriate form. Changes will be deemed to have been accepted if the Customer uses the service despite these changes or if he does not object in writing within one month.

15. Applicable law and place of jurisdiction

The legal relationships between the Customer using the PickPost service as well as My Post 24 and Post CH Ltd are exclusively governed by Swiss law. The place of jurisdiction is Berne.

16. Legal form of publication

The sole legally binding versions of the GTC which also form an integral part of the contract are those which are published electronically and made available at www.swisspost.ch/gtc.

In particular cases, Swiss Post can provide Customers with a paper version of the GTC. 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.

17. Contact

Post CH Ltd
Customer Service
PickPost / My Post 24
Wankdorfallee 4
3030 Berne
Switzerland

Tel. +41 (0)0 800 888 099

E-mail mypost24@swisspost.ch
pickpost@swisspost.ch

Internet www.swisspost.ch/mypost24
www.swisspost.ch/pickpost