

# General Terms and Conditions

## PickPost and My Post 24

### 1 Area of validity

These General Terms and Conditions for PickPost and My Post 24 (hereinafter referred to as "the GTC") govern the business relationships between the customers (hereinafter referred to as "the Customer") and Post CH Ltd (Wankdorffallee 4, 3030 Bern, Switzerland; hereinafter referred to as "Swiss Post") in connection with the use of the PickPost and My Post 24 services. The General Terms and Conditions "Postal Services for Private Customers" as well as "Postal Services for Business Customers" and the General Terms and Conditions "My Post" customer portal and the contents of the websites specified in the GTC apply. In the event of any inconsistencies, the GTC take precedence.

References to persons apply to individuals of all gender identities, as well as to more than one person. The GTC shall be deemed as accepted no later than with the use of the service.

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 the contract.

### 2 Service description

The PickPost and My Post 24 services are described at [www.swisspost.ch/pickpost](http://www.swisspost.ch/pickpost) and [www.swisspost.ch/mypost24](http://www.swisspost.ch/mypost24) and form an integral component of the agreement with Swiss Post.

### 3 Subscriber and usage requirements

Use of this service as an alternative delivery address requires registration in the "My Post" customer portal (see section 10), a domicile check (see section 10.1) 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 Customer can be notified via SMS and/or e-mail when a consignment addressed directly to them is ready for collection.

### 4 Costs

The PickPost and My Post 24 services are free of charge. This excludes the prices for mailing/posting at staffed access points offering the PickPost service and My Post 24 terminals, and locker rentals.

### 5 Locations and addressing

#### 5.1 Location directory

The current location directory of all Swiss Post access points offering the PickPost services and My Post 24 can be found at [www.swisspost.ch/locations](http://www.swisspost.ch/locations) under "Locations and opening hours".

#### 5.2 Addressing

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

The PickPost/My Post 24 address is a direct address and consists of four elements:

- First name and last name
- Keyword and User ID
- My Post 24- or PickPost address
- Postcode and town

The address elements must be listed in the correct order. The address elements must be recorded in the correct fields when using online shops. If there is an "Additional address information/company/c/o" field, the keyword and User ID must be entered here.

If only three address lines are available, the first name and last name must be entered in the "First name" field and the keyword and User ID must be entered in the "Last name" field (see also the [factsheet](#)).

Example of an access point with PickPost service (My Post Service point): Zürich HB, Sihlquai Migros  
First name Last name: Hans Muster  
PickPost and User ID: PickPost PT123456  
Street and number of the collection point: Passage Sihlquai  
Postcode/Town or city of the PickPost point: 8004 Zürich

Example of an access point with My Post 24 service (My Post 24 terminal): My Post 24 Zürich Sihlpost  
First name Last name: Hans Muster  
MyPost24 and User ID: MyPost24 PT123456  
Street and number/building name of the terminal: MP Sihlpost  
Postcode/Town or city of the My Post 24 terminal: 8004 Zürich

Please ensure that the keyword and personal User ID are written without spaces, e.g. PickPost PT123456/MyPost24 PT123456.

### 6 Receiving mail with the PickPost or My Post 24 services

At Swiss Post access points such as branches and My Post Service points, the PickPost service is available for the collection of directly addressed consignments. The My Post 24 service is available for the collection of directly addressed consignments at My Post terminals. For details, see: [www.swisspost.ch/access-points](http://www.swisspost.ch/access-points).

#### 6.1 Definition of a directly addressed PickPost and My Post 24 consignment

All parcels up to 30 kg with a consignment number and registered letters (R letters), trackable small goods and international consignments can be addressed to an access point offering the PickPost or My Post 24 services and collected from there. Courier and Express consignments (with the exception of Swiss-Express "Moon"), SameDay consignments and debt collection and court documents are not permitted PickPost and My Post 24 consignments.

Letter mail consignments that are not permitted (such as personal delivery/RMP, letters with contract signing or proof of identity, R letters with the value-added services "Personal delivery" or "Return receipt", Dispomail consignments, letter mail consignments without a barcode that do not contain goods and unregistered letter mail) will be forwarded to the domicile address. Consignments incorrectly addressed to PickPost and My Post 24 are returned to the sender's address without informing the customer, at the expense of the sender. Bulky goods and Dispoboxes (DX value-added service) cannot be delivered to or posted at My Post 24 terminals.

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



- 6.2 **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 (not a provisional license), valid residency permit (foreigners' residence permit)). For Swiss Post access points (such as its own branches or those operated with partners) offering the PickPost service 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 that 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 My Post Service access points (access points with partners as external collection points).

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

- 6.3 **My Post 24: collecting a consignment**  
For each consignment to be collected, the Customer is notified by SMS and optionally also by e-mail. With the collection code (QR code) or collection link (depending on the type of terminal) contained in this, the consignment (parcel) can be released from the terminal within the specified time limit (10 days). For trackable letters (R letters or small goods consignments etc.), the collection period is seven days and for international consignments (parcels and letters) it is normally 15 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/link received is not accessible to third parties.

The customer confirms receipt of directly addressed, registered letters (R letters) and parcels with the "Signature" value-added service by signing on the display of the My Post 24 terminal or via the Post-App.

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

In special cases, a notification for collection sent to the domicile address may specify that the consignment is to be collected at a My Post 24 terminal rather than a Swiss Post branch. This collection note may be sent in paper format or electronically. The details and identification features are stated on the collection note or via the Post-App. Registration in the "My Post" customer portal is only necessary for electronic use. Registering in the "My Post" customer portal provides access to a wide range of online services related to consignment management.

The "My consignments" GTC and the "My Post" customer portal GTC also apply to consignments that are permanently or individually forwarded.

After the specified collection period or in the event that acceptance is refused, the relevant provisions of the GTC "Postal Services" for [Private Customers](#) and [Business Customers](#) apply.

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

Completed registration in the "My Post" customer portal is always required for the use of My Post 24 terminals or services relating to the terminals or the My Post 24 service.

## 7 **Sending mail to a Swiss Post access point offering the PickPost or My Post 24 services**

You can find details of range of services offered at branches, My Post Service points and terminals at [www.swisspost.ch/access-points](http://www.swisspost.ch/access-points).

At My Post Service access 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) or franking options requiring payment (PostPac Economy only) can be posted in the same way as the services offered at My Post 24 terminals.

The available shipment services for My Post 24 are based on the services shown on the My Post 24 terminals or what is displayed in the Post-App. 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 terminals, not at Swiss Post branches. The purchase of labels is also possible if there are no lockers available at the terminal.

Not all types of My Post 24 terminal offer a label purchase function.

## 8 **Additional My Post 24 services**

### 8.1 **Lockers**

The locker function is available to registered users at certain My Post 24 locations. The Customer can rent a locker for a maximum of seven 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 them 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.

Not all types of My Post 24 terminal offer a locker function.

### 8.2 **Local services in cooperation with third party partners**

Additional services may be offered at selected locations. The third party services available can be found on the screen of the My Post 24 terminal.

## 9 **Paying at a Swiss Post access point offering the PickPost or My Post 24 services**

At certain branches operated by Swiss Post or with partners, payment can be made with cash or card money. At My Post Service access points (access point with partner as an external collection point) operated by partner companies on behalf of Swiss Post, payment is made with the payment methods accepted by the partner.

Payment of charges at a My Post 24 terminal or location is exclusively possible with card money or via the Post-App (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.

## 10 Registration for PickPost and My Post 24 ("My Post" customer portal)

### 10.1 Registration directly with Swiss Post

In order to be able to use the PickPost and My Post 24 services extensively, it is necessary to register in the "My Post" customer portal with the details of the domicile address. Registration is possible at [www.swisspost.ch/my-post](http://www.swisspost.ch/my-post) (in the "My Swiss Post" customer portal, under "Address and receiving mail" → "PickPost and My Post 24"). With the registration, the Customer will receive their PickPost and My Post 24 User ID within a short time (identical ID for both services) and is therefore authorized to use the service. PickPost can then be used 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 at [www.swisspost.ch/my-post](http://www.swisspost.ch/my-post). The Customer acknowledges that Swiss Post will provide the affiliated distance selling partners operating an online shop with the necessary shipping data as part of order processing (web service).

10.2 Registration via distance selling partners with online shops  
Certain distance selling partners/online shops offer their private recipient customers the option to register for the PickPost and My Post 24 services as part of their order process (checkout). By registering 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 10.1) is performed by Swiss Post after registration before the Customer can collect parcels from terminals.

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

### 11 Forwarding and retention of mail

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

### 12 Guarantee

The Customer guarantees the correctness of their personal details (name, address etc.) when registering (in the "My Post" customer portal and/or via an online shop) for the PickPost and/or My Post 24 services.

### 13 Liability

Swiss Post shall be liable for consignments in accordance with the General Terms and Conditions "Postal Services for Private Customers" and "Postal Services for Business Customers", and in accordance with the General Terms and Conditions "My Post" customer portal.

Furthermore, it is not liable for damages 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 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 sent to the mobile provider for forwarding if it could not be delivered to the Customer.

With respect to the additional services set out in section 8, Swiss Post excludes any liability to the extent permitted by law.

## 14 Data protection

The general data protection provisions of the GTC "Postal Services for Private Customers" / GTC "Postal Services for Business Customers" apply. The privacy policies at [www.post.ch/data-protection](http://www.post.ch/data-protection) provide information about data processing at Swiss Post.

## 15 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.

## 16 Cancellation

Swiss Post has the option of cancelling the PickPost or My Post 24 service for the Customer in writing within 30 days to the month-end. Swiss Post is further authorized to block the selected service at any time with immediate effect, if it is suspected that the range of services have been misused.

## 17 Amendments to the Terms and Conditions

Swiss Post can amend the GTC at any time and can modify or stop the service. Except in the case of urgency, the amendments shall be announced in a suitable manner beforehand. Changes will be deemed to have been accepted if the Customer uses the service despite these changes or if they do not object in writing within 30 days. Any objection shall automatically result in the immediate termination of the contract.

## 18 Severability clause

Should individual provisions of these GTC be invalid, incomplete or unlawful or prove impossible to implement, this shall not adversely affect the effectiveness of the other parts of the contract. In this case, the parties shall undertake to immediately replace the clause in question by an admissible, effective clause which in terms of content comes closest to the original intention, unless this conflicts with consumer protection provisions.

## 19 Applicable law and place of jurisdiction

The contract is governed by Swiss law. The place of jurisdiction is Bern. This is subject to the proviso of a partially or fully mandatory place of jurisdiction (cf. in particular Articles 32 and 35 of the Swiss Civil Procedure Code for consumers).

## 20 Conciliation office

Before resorting to the competent court, the Customers have the opportunity to resort to the PostCom conciliation body for resolution of the dispute. Contact information can be found at [www.ombud-postcom.ch](http://www.ombud-postcom.ch).

## 21 Legal form of publication

The legally binding GTC which constitute an integral part of the contract are published electronically and can be viewed at [www.swisspost.ch/gtc](http://www.swisspost.ch/gtc). In individual cases, Swiss Post may issue a hard copy of the GTC at a customer's request. The Customer acknowledges that paper versions of the GTC are only copies of the current, legally binding GTC published via electronic media, and that paper versions of the GTC are legally binding only if they correspond fully with the electronic version.

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