

General Terms and Conditions

Redirect mail

- 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 for temporarily redirecting mail are subject to charge. When ordering on the Internet, the "My Post customer portal" 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 If the Customer wishes to extend the forwarding of mail beyond the expiry date of an order, 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 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 "Redirect mail" order. Private individuals and legal entities who/ which have an identical domicile may be combined into one single order.
- 4 No simultaneous, geographically interlinked orders (chain constellations) may be placed. The same applies to orders for which the redirect period is longer than the period in which the consignments are to be delivered to the original address.
- 5 Mail intended for guests and residents of institutions such as hotels, hospitals and homes can only be redirected to other addresses if a corresponding agreement exists between Swiss Post and the institution in question (obligation notice).
- 6 Orders that are not placed at least 4 working days (Monday to Saturday) before the initial day of redirection are deemed to be express orders and are subject to a surcharge.
- 7 Parcels and express items are handled in accordance with the order placed by each Customer and the applicable principles. Transport costs arising from the redirection of individual consignments shall be borne by the Customer.
- 8 Excluded from redirection 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.
- 9 Consignments that are not redirected to the new address according to sections 7 and 8 are deemed to be undeliverable and are returned by Swiss Post to the sender, without being requested to do so.
- 10 Neither the Customer's absence nor the 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 poor performance of 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.
- 13 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.
- 14 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.
- 15 The way in which Swiss Post processes customer data and the rights to which customers are thereby entitled is described in the "Postal Services" GTC or "My Post customer portal" GTC (can be accessed at www.swisspost.ch/gtc). The data protection provisions contained within these GTC also apply to the present contractual relationship.
- 16 The current GTC, which constitute an integral part of the contract "Redirect mail", can be consulted at www.swisspost.ch/gtc. In particular cases, Swiss Post can provide the Customers 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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