General Terms and Conditions “Postal Services” for Business Customers

1 Area of validity
These General Terms and Conditions “Postal Services” for Business Customers (hereinafter referred to as the “GTC”) govern the business relationships between the Customers and Post CH Ltd (Wankdorfallee 4, 3030 Bern, Switzerland; hereinafter referred to as “Swiss Post”) for the use of postal services in the national (domestic) and international spheres. The service is essentially geared towards customers in Switzerland and is not actively offered in Europe. The use of specific services shall be governed by additional Terms and Conditions. The products and services offered by Swiss Post are listed in its current published communication media and may be consulted at www.swisspost.ch. References to persons apply to individuals of all gender identities and to more than one person.

2 General provisions

2.1 Addressing and packaging
The sender is required to protect the goods with suitable packaging. The specific applicable requirements for each Swiss Post service regarding addressing and packaging must be observed (parcel: www.swisspost.ch/sending-instructions; letter: www.swisspost.ch/layout-of-letters; print media: www.swisspost.ch/printmedia). For dangerous goods, special packaging regulations and quantity restrictions apply (www.swisspost.ch/dangerousgoods). Swiss Post must be clearly marked on the consignments as the postal service provider used. For consignments that cause additional processing Swiss Post may impose a surcharge. If the currently valid organizational regulations are not adhered to and if the consignment cannot be properly processed as a result of these defects, liability shall be excluded.

2.2 Collection, dispatch and receipt
The consignments can be handed in or collected in accordance with the Swiss Post service. Delivery of the consignments shall be expressly subject to the recipients’ instructions in accordance with the Swiss Post range of services. The recipients’ instructions shall similarly be expressly subject to contrary orders of the senders. Any details must be agreed directly between the sender and recipient.

2.3 Relevant data and availability of acknowledgements of receipt
If during the electronic recording of addresses and barcodes on the consignments Swiss Post reads data (including digital images) which are different from those provided by the Customer to Swiss Post in electronic or any other form, then the Swiss Post data shall have precedence for the purposes of further processing. The data recorded by Swiss Post shall have precedence also in the case of mail which is returned to the sender. If only Swiss Post has the relevant data, the Customers shall acknowledge them as appropriate. Acknowledgements of receipt for letter and parcel consignments are available for three years.

2.4 Prices and payment terms

2.4.1 Prices
Swiss Post determines the form in which prices for the conveyance of mail shall be published. The prices indicated in the current published communication media shall apply (www.swisspost.ch/prices).

2.4.2 Payment
In principle, the prices are to be paid by the sender when the item is handed over to Swiss Post unless other payment arrangements have been agreed upon.

2.4.3 Invoicing
If the sender mails consignments regularly at Swiss Post, the latter will issue periodic invoices on the basis of the data provided in electronic or physical form by the sender. If the sender’s data differ from those entered by Swiss Post, the authoritative data shall be established in accordance with section 2.3. Invoices are payable within 30 days. The Customer shall be charged 20 francs per reminder for any reminders relating to non-payment, along with any additional collection charges. If the Customer is in arrears with the payment, default interest of 5 percent per year shall be charged. Swiss Post reserves the right to assign unpaid invoice amounts to a firm charged with collection in the event that the reminder is not acted upon. In justified cases, Swiss Post shall have the right to demand cash payments from senders or to shorten the payment term.

2.4.4 Payment discrepancies
If the senders have paid too much for the conveyance of an item, they are entitled to reimbursement of the difference. If senders have paid too little for the conveyance of an item, Swiss Post is entitled to demand from them payment of the difference between the amount paid and the amount owed, plus a processing surcharge. If the sender is unknown, the shortfall shall be collected from the recipient.

2.4.5 Collateral
Swiss Post is entitled to demand reasonable collateral at any time, particularly if:
- the Customers have or move their place of residence or business abroad;
- the Customers’ solvency is in doubt;
- the Customers do not observe payment deadlines;
- Swiss Post has already suffered a loss attributable to the Customers.

2.4.6 Cancellation of franking license
In justified cases, in particular if the Customers fail to duly fulfill their payment obligation, Swiss Post may cancel the franking license. The Customers are no longer permitted to use any barcodes that still exist and are obliged to surrender these immediately to Swiss Post upon first request.

2.5 Delivery

2.5.1 Time and place of delivery
Items are regarded as delivered if Swiss Post has handed them to the recipient or deposited them in another place specified for this purpose (e.g. letter box, mailbox or a lockable parcel box or post office box [P.O. Box] [the latter only for letters]). Should an item be addressed to both a residence or place of business and to a P.O. Box (double addressing), Swiss Post will deliver generally as follows:
- Letters and newspapers: to the P.O. Box,
- Parcels and express items: to the place of domicile.

The Customers shall acknowledge the Swiss Post electronic recording of delivery as proof of successful delivery. For registered letters or parcels and express deliveries with the additional service of signature, insurance, personal delivery or electronic cash on delivery, the recipient shall confirm receipt of the consignment by signing on the devices used by Swiss Post. If the recipient refuses to sign, the delivery shall be returned to the sender with the note “acceptance refused”. If delivery is not made in person by registered letter or parcel and express delivery with the additional service of signature or assurance by listed delivery, the recipient shall confirm receipt of the delivery by signing this list, which shall be submitted on the same day to Swiss Post. Any discrepancies ascertained shall be reported on the same day.

In the event that the recipient has granted delivery authorization to Swiss Post for registered letters or parcels and express deliveries with the additional service of signature or insurance, the item shall be deemed to have been delivered at the time it was deposited as agreed.
2.5 Exceptions regarding place of delivery
Consignments that are too large for the letter box, mailbox or lockable parcel box or require the mail carrier’s notification on delivery, and registered letters or parcels and express items with the additional service of signature, insurance, personal delivery or electronic cash on delivery will be handed over at the entrance to the property in line with Swiss Post’s offering. The foregoing is subject to any agreements to the contrary with the sender or recipient (e.g. authorization for delivery or deposit order for parcels) or the deposit of parcels at a weather-protected and secure location. In justified cases such as for holiday homes or weekend homes, or for residences outside the delivery area, the agreed place of delivery and, in the case of a dispute, the location specified by Swiss Post shall be deemed to be the place of delivery.

2.5.3 Sundays and public holidays
If the time of delivery (= performance) falls on a Sunday or another official public holiday or customary holiday at the place of performance, performance will be deemed to take place on the next working day. This provision shall be subject to an order by the sender or recipient allowing delivery to be made on such days.

2.5.4 Letter box and letter box system
The letter box or the letter box system is to be set up and labelled in accordance with the relevant provisions of the Postal Services Ordinance (PostO). The letter box must be emptied at regular intervals, so as to prevent any overfilling. If letter consignments cannot be placed in a letter box because it is overfull, unregistered letter consignments that arrive are stored subject to a fee for a maximum of four weeks and invoiced. Unclaimed consignments are then returned to the sender.

2.5.5 Authorized recipients
In addition to the addressee, all persons encountered at the same residence or place of business shall be entitled to receive items of mail. If the recipient or other persons entitled to receive the items of mail are absent, parcel, courier and express items may also be delivered to a neighbour. This condition shall apply subject to statutory limitations or unless otherwise stipulated by the sender or recipient in accordance with the services provided by Swiss Post.

2.5.6 Deputization
The Customers may designate a third party to represent them in dealings with Swiss Post. Swiss Post reserves the right to demand a written authorization. Signatures must be notarized if request ed by Swiss Post. An authorization, once issued, shall not lapse either upon the principal’s death or loss of capacity, or upon the bankruptcy of either the principal or the agent unless agreed otherwise (www.swisspost.ch/authorization-factsheet).

2.5.7 Mail collection note
a. Principle
Swiss Post will leave a mail collection note if the sender has selected such a service or if, due to its size, the item is to be delivered personally to the recipient or other persons entitled to receive mail, but no one is at the address.

b. Deadlines
The holder of a collection note is entitled to call for the items indicated on the note within a period of seven days, or 15 days for parcels from abroad. Swiss Post reserves the right to hand over signed-for items only to the person indicated on the collection note. The legal effects of a delivery are assessed regardless of the postal service, in accordance with the statutory provisions.

c. Reservation regarding alternative agreements
The foregoing is without prejudice to any alternative agreements with the sender or recipient in accordance with the offers of Swiss Post.

2.5.8 Refusal of acceptance
a. Letters and newspapers
Acceptance of addressed letters and newspapers can be refused by including a comment to this effect on the item.

b. Parcels and express consignments
Refusal to accept parcels and express consignments is possible only when these items are handed over in person.

2.5.9 Forwarding and return of parcels and express consignments
For parcels and express consignments that the recipient requests be forwarded to another address, the recipient must pay the forwarding costs of the items upon delivery. If the recipient returns the parcel or express consignment to the sender, the recipient must pay the forwarding costs when handing the parcel over for return shipment.

2.6 Returns and return shipments
2.6.1 Returns (letters and newspapers) or return shipments (parcels) include mail for which the recipient cannot be determined, refuses to accept the item, does not collect the item within the specified time period, does not pay the requisite price or cash-on-delivery charge.

2.6.2 Swiss Post reserves the right to open returns / return shipments in order to identify the sender. If the sender cannot be identified, the parcel or newspaper may be disposed of as if it was unclaimed.

2.6.3 Parcels and express items that cannot be delivered shall be returned to the sender at the sender’s expense. The sender is not entitled to reimbursement of the amounts paid when the items were mailed and the sender may charge the cost of transportation for the return shipment to the sender’s monthly invoice. If the sender is known but refuses to take back the item, Swiss Post may dispose of it freely. The sender shall bear any costs involved in disposing of the items.

2.6.4 Swiss Post reserves the right to charge the sender for the postage for returns (letters and newspapers) to the sender (see in this regard www.swisspost.ch/returns).

2.6.5 If returns (letters and newspapers) mailed via Swiss Post that have been franked in Switzerland but bear only a foreign address for the sender will be kept for one month. If the sender does not collect the items, Swiss Post may dispose of them at its discretion. The sender will bear any costs involved in disposing of the items. The same shall apply for return shipments (parcels) that have been handed over to Swiss Post but only bear a foreign address for the sender.

2.6.6 Returns (letters and newspapers) mailed via Swiss Post that have been franked in Switzerland but bear only a foreign address for the sender will be kept for one month. If the sender does not collect the items, Swiss Post may dispose of them at its discretion. The sender will bear any costs involved in disposing of the items. The same shall apply for return shipments (parcels) that have been handed over to Swiss Post but only bear a foreign address for the sender.

2.7 Items which may not be sent by mail
Items may not be sent by mail if they – contain dangerous goods above the legally permissible amount (see in this regard www.swisspost.ch/dangerousgoods), – contain contents which it is illegal to transport, or – may cause injury or damage to people or property or may considerably impair operations.

2.8 Definitions
In line with the terminology used in the transport insurance sector, Swiss Post distinguishes between the following contents:

2.8.1 “A” securities
These include shares (share certificates), bonds, mortgage notes, coupons, crossed cheques and bills of lading.

2.8.2 “B” securities
These include bank notes, convertible coins (excluding numismatic coins), watches, precious metals, precious stones, jewelry, presentation and sample collections and electronic chronometers.

2.8.3 Other goods
All goods not mentioned in sections 2.8.1 to 2.8.3 (including, amongst others; numismatic coins of (non-)precious metal).

2.9 Changes to authority to direct / entitlement
Swiss Post will not be liable for loss or damage arising from changes in the Customers’ legal circumstances which are not notified to Swiss Post in time and in writing.

2.10 Enquiries
As a rule, Swiss Post conducts enquiries only upon request in writing and upon production of the proof of mailing or the consign ment number for the affected item. Enquiry requests are to be submitted via self-operated branches (not branches with partners) or at www.swisspost.ch/help-and-contact-sending-mail. No enquiries will be initiated for unmailed consignments and content or for domestic consignments that were posted more than three years ago.

3 Liability provisions for domestic services
3.1 Basic principle
3.1.1 Unless stated otherwise in the following, Swiss Post’s liability shall comply with the Swiss Code of Obligations governing contracts of carriage. Swiss Post is liable only for the amount up to that of the substantiated damage, i.e. at most up to the purchase price of the contents, excl. VAT. Unless otherwise provided below for specific products, it is not liable in the event of force majeure for consequential damage, spoil or soiled goods, damaged packaging, and lost earnings or further loss or damage that has not been caused by gross negligence or wilful intent. If the Customers do not use the appropriate service in accordance with the requirements of Swiss Post to transport the item or if they send goods that may not be delivered by mail, Swiss Post shall not be liable.

3.1.2 Liability is also excluded if the items are handed over or deposited at the request of the sender or recipient in a manner that is different from regular delivery as per sections 2.5.1 and 2.5.2.
3.1.3 Swiss Post is only liable if the contents are suitably packaged and the packaging meets the recommendations in Swiss Post’s shipping instructions (parcel: www.swisspost.ch/sendings-instructions; letter: www.swisspost.ch/layout-of-letters; print media: www.swisspost.ch/printmedia).

3.1.4 In the event of damages or losses requiring compensation, Swiss Post can pay the compensation to either the sender or recipient with discharging effect.

3.1.5 The sender shall be liable for all damages and losses incurred by Swiss Post or third parties as a result of items which may not be sent by mail or the failure to observe shipping conditions.

3.2 Letters

3.2.1 With regard to letters, Swiss Post is liable for claims resulting from damage, loss or incorrect delivery as follows:

<table>
<thead>
<tr>
<th>Services offered</th>
<th>Liability limit</th>
<th>Maximum value of the contents per consignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered mail</td>
<td>CHF 0</td>
<td>Not specified</td>
</tr>
<tr>
<td>Letter with ID check</td>
<td>CHF 500</td>
<td>“A” securities CHF 1,000,000 “B” securities CHF 2,000 Other goods CHF 40,000</td>
</tr>
<tr>
<td>Court document</td>
<td>CHF 500</td>
<td>Not specified</td>
</tr>
<tr>
<td>A Mail Plus</td>
<td>CHF 100</td>
<td>“A” securities CHF 300,000 “B” securities CHF 300 Other goods CHF 10,000</td>
</tr>
</tbody>
</table>

1 Should the limits for the entire contents of the consignment be exceeded, liability shall be excluded.

3.2.2 In the event of delayed delivery of registered mail, only the cost of transport will be refunded. In the event of delayed delivery of consignments without acknowledgement of receipt, Disposmail and A Mail Plus, Swiss Post shall not be liable.

3.2.3 A Mail Plus letters will be returned via the standard returns channel. The maximum liability of 100 francs in the event of damage, loss or incorrect delivery does not apply to returns to the sender.

3.3 Parcels

3.3.1 With regard to parcels, Swiss Post is liable for claims resulting from damage, loss or incorrect delivery as follows:

<table>
<thead>
<tr>
<th>Basic service</th>
<th>Additional service</th>
<th>Liability limit</th>
<th>Maximum value of the contents per consignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parcels None</td>
<td>CHF 500</td>
<td>“A” securities Excluded from</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>“B” securities Excluded from</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Watches/jewellery Excluded from</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other goods Excluded from</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHF 40,000</td>
<td></td>
</tr>
<tr>
<td>Parcels</td>
<td>CHF 1,500</td>
<td>“A” securities CHF 1,000,000 “B” securities CHF 25,000 Other goods CHF 40,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CHF 500</td>
<td>“B” securities CHF 1,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Watches/jewellery</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other goods</td>
<td></td>
</tr>
</tbody>
</table>

1 Should the limits for the entire contents of the consignment be exceeded, liability shall be excluded.

3.4 Express, SameDay and courier consignments

3.4.1 With regard to express, SameDay and courier consignments, Swiss Post is liable for claims resulting from damage, loss or incorrect delivery of a consignment as follows:

<table>
<thead>
<tr>
<th>Basic service</th>
<th>Additional service</th>
<th>Liability limit</th>
<th>Maximum value of the contents per consignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swiss-Express</td>
<td>“Moon”</td>
<td>CHF 5,000</td>
<td>“A” securities Excluded from</td>
</tr>
<tr>
<td>SameDay</td>
<td>afternoon/evening</td>
<td>CHF 1,500</td>
<td>“B” securities Excluded from</td>
</tr>
<tr>
<td>Swiss Courier</td>
<td>Permanent</td>
<td>CHF 1,000</td>
<td>Watches/jewellery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other goods</td>
<td></td>
</tr>
</tbody>
</table>

1 Should the limits for the entire contents of the consignment be exceeded, liability shall be excluded.

3.4.2 If Swiss-Express “Moon” and SameDay consignments are delivered late, only the cost of transport will be reimbursed. Weather conditions, traffic disturbances or other causes for which Swiss Post bears no fault, are reserved. Swiss Post must be informed in writing of the delay within 30 days of the date when the delivery should have taken place.

3.5 COD amounts

3.5.1 Swiss Post shall be liable up to the amount of cash on delivery due (max. 10,000 francs) for:
- amounts collected, until they have been credited as required to the account specified by the recipient of the cash on delivery amount, or
- items handed over without payment of the cash due on delivery or on payment of an amount lower than specified, subject to section 3.5.3

3.5.2 Swiss Post shall not be liable for cash on delivery if:
- non-collection is attributable to an error or negligence on the part of the sender, in particular in the event of the failure to furnish data or the provision of late or incorrect data by the sender, delays occur in collecting and transferring the amounts payable, or the item is excluded from conveyance under section 2.7.

3.5.3 Swiss Post shall not be liable for a COD amount that was not collected if the basic service involved is a letter without acknowledgement of receipt.

3.6 Forfeiture of liability claims

All claims against Swiss Post shall lapse from the time the goods are accepted without reservation, except in cases of deliberate deception and gross negligence. Swiss Post shall remain liable for externally non-recognizable damage to the consignment, provided this is brought to its attention in writing within eight days of delivery.
3.7 Limitation in respect of compensation claims
Compensation claims against Swiss Post will expire after one year.
– in the case of loss or delay, this period will run from the date on
which delivery should have taken place.
– in the case of damage, it will run from the date on which
the mail was handed over to the addressee.
This provision does not apply in the event of fraudulent intent or gross negligence.

3.8 Potential reclaiming of the compensation
3.8.1 Should a lost item, or part thereof, be found after payment of
compensation, the sender or recipient shall be notified that the
item may be reclaimed on repayment of the compensation
amount within three months. If no such repayment is made, the
offer will be made to the other party. If the item was delivered to
the recipient after payment of compensation, the sender or recipi-
ent – or, in the case of a written assignment of the sender’s
claims, the third party – is obliged to repay the compensation.
3.8.2 If the item is not claimed by either sender or recipient, it will
become the property of Swiss Post.
3.8.3 The foregoing shall apply save as otherwise agreed between the
sender and Swiss Post.

4 Special provisions for foreign mail (www.swisspost.ch/info-int)
4.1 Provisions governing customs clearance, imports, exports and
data exchange
In addition to the requirements set out in section 2.1, mail must be
delivered for customs clearance before it is handed over to
Swiss Post.
The sender shall comply with the export and import regulations and the
customs regulations of the country of departure and destina-
The sender must fill out the necessary accompanying
documents (forward documents, commercial invoices, approvals, etc.)
completely and truthfully and enclose them with the con-
signments. By entering data or posting, the Customer agrees that
Swiss Post may exchange consignment data available to Swiss
Post in electronic or physical form with the responsible domestic
and foreign postal, customs authorities or authorities responsible
under local law in electronic form for the purposes of providing
services, tracking consignments and customs clearance. The data
protection policies of the country concerned shall apply.

4.2 Delivery
4.2.1 Export
Handling and delivery in the destination country shall be accord-
ing to the international and national provisions of that country. If the recipient of a Swiss Post GLS parcel refuses or is unable to pay
for any customs clearance charges or import fees (VAT, customs fees,
storage costs at a bonded warehouse, etc.), the sender must pay for them. In addition, a return debit charge and any collection costs will be invoiced.

4.2.2 Import
An item from abroad will be handed to recipients only if they pay
any customs costs and import fees (VAT, customs fees, etc.) ac-
cording to the payment terms of Swiss Post. If the recipient refus-
es to do this, it will be returned to the sender at the latter’s ex-
 pense. Recipients who receive invoices may opt to have the costs deli-
tered with the next invoice. By accepting an item without res-
vation, the recipient undertakes to settle any customs or import charges
(VAT, customs fees, etc.) on time.

4.3 Items which may not be sent by mail
In addition to the items listed under section 2.7, mail will not be
carried if it contains objects which are excluded by Swiss Post
from transportation in the selected category (e.g. cash, weapons,
weapon accessories and ammunition) or which may not be im-
ported into or circulated within the destination country. As a rule,
if the sender is not prepared to obtain information about import and
export options from the relevant authorities in the destination
country or from the relevant diplomatic representations. Swiss
Post assumes no responsibility in this respect.

4.4 Liability
4.4.1 Principle
Except in the cases provided for in section 4.4.6, Swiss Post shall
be liable in the event of loss, theft or damage to registered interna-
tional letters, PRIORITY Plus, PostPac International and Swiss
Post GLS parcels. Swiss Post shall be liable only for the amount of
damage provided (not exceeding the declared value of the contents
on the customs documents at the time of posting and up to the
maximum amounts set out in section 4.4.2). Unless otherwise pro-
vided below for specific products, it shall not be liable in the
event of force majeure for consequential loss, delay, spoiled or
soiled goods, damaged packaging and loss of profit or other loss or
damage (in particular, customs duty) which has not been caused by
gross negligence or willful intent. No liability will be incurred if the
Customer sends goods that are not eligible for mailing.

4.4.2 Transport of securities, watches, jewellery and other goods
For international shipments the following liability limits and maxi-
mum compensation apply to the transport of securities, watches
and jewellery in accordance with section 2.8 and to other goods
(see exceptions to the liability rule in section 4.4.6):

| Services offered | Standard liability limit | Heightened liability limit at extra charge | Maximum value of the contents per consignment
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PostPac International</td>
<td>CHF 250</td>
<td>CHF 3,000</td>
<td></td>
</tr>
<tr>
<td>PRIORITY/ECONOMY</td>
<td>CHF 1,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Watches/jewellery</td>
<td>CHF 25,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other goods</td>
<td>CHF 40,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registered international letters</td>
<td>CHF 150</td>
<td>Not available</td>
<td></td>
</tr>
<tr>
<td>Watches/jewellery</td>
<td>CHF 1,000,000</td>
<td>Excluded from conveyance</td>
<td></td>
</tr>
<tr>
<td>Other goods</td>
<td>CHF 25,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Swiss Post GLS parcels</td>
<td>EUR 750</td>
<td>EUR 5,000</td>
<td></td>
</tr>
<tr>
<td>A securities</td>
<td>CHF 1,000,000</td>
<td>Excluded from conveyance</td>
<td></td>
</tr>
<tr>
<td>B securities</td>
<td>CHF 25,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other goods</td>
<td>EUR 5,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Compensation shall be to the amount of the average cost price (excl. VAT) of similar goods at the place and time of mailing. If agreement is not reached, compensation shall be calculated in line with the usual value of the goods
estimated on the same basis. For Swiss Post GLS, compensation shall be to the value of the goods declared in the commercial invoice.
2 Should these limits be exceeded for the entire contents of the consignment, liability shall be excluded.
3 For parcels being imported maximum liability limit of 250 francs applies. For parcels being exported, the maximum liability limit is 5,000 francs.
4 Supplementary insurance will be taken out for the extra charge.

4.3 Price refunds
The obligation to compensate for loss, comprehensive theft or
decomprehensive damage entitles the Customer to also claim a
refund of the party – invoice price paid, except the premium for supple-
mentary insurance for Swiss Post GLS parcels. This applies to
Swiss Post GLS parcels only if the carriage fee is stated explicitly
on the commercial invoice.

4.4.4 Claim entitlement
As a rule, if a registered international letter, a PRIORITY Plus con-
signment, parcel or valuable consignment is stolen, damaged or
lost, the sender is entitled to compensation. The sender reserves
the right to assign claims in writing to the recipient. In this case,
the liability provisions of the postal organization providing com-
ensation apply. Written assignment of the claims is not required if
the sender and recipient are identical. The sender or recipient
may authorize a third party to accept compensation, provided
this is permitted by law.

4.4.5 Liability for delivered items
Swiss Post shall not be liable for registered mail, registered interna-
tional letters, PRIORITY Plus, PostPac International, Swiss Post
GLS parcels or parcels from other international parcel networks
which it has delivered. However, Swiss Post shall be liable where consignments are suitably packaged if:
- the theft or damage is found to have occurred before or during
delivery of the item,
- the recipients or, in the case of a returned item, the senders
register an objection when accepting an item which has been
subjected to damage or theft.
- the recipients or, in the event of a return shipment, the senders
provide the self-operated branch (not branches with partners
with the complete consignment (i.e. specifically including pack-
aging) within eight days of receipt for generating a damage re-
port. In this event they must furnish proof that the item was sub-
jected to theft or damaged before delivery.

Deviating provisions of the country of destination may apply to
consignments sent abroad.

4.4.6 Exceptions to the liability rule
Swiss Post shall not be liable:
- a. in the event of force majeure
- b. if Swiss Post cannot furnish proof of the whereabouts of the mail
because the official papers were destroyed by force majeure, and liability
cannot be proved by any other means,
- c. if the damage is not to the fault or negligence of the sender or
to the type of the contents of the consignment,
- d. if the consignment is excluded from transport in accordance
with sections 2.7 and 4.3 or confiscated or destroyed by the
relevant authority,
- e. if the consignment contains stamps not valid for postage, numis-
matic coins and bank notes, vouchers, devices or components from
the IT, telephony and consumer electronic fields,
4.4.7 Statute of limitations
The right to compensation from Swiss Post lapses as follows:
- in the case of loss, one year from the day on which the items should have been delivered,
- in the case of damage, one year from the day on which the items were delivered to the recipient.
The above shall not apply to cases of fraudulent intent or gross negligence.

4.4.8 Decisions made by customs authorities
Swiss Post shall accept no liability for customs declarations or decisions made by domestic or foreign customs authorities on inspecting mail items. Unless otherwise provided by law, objections to decisions relating to customs clearance can be made in writing no later than 60 days after the date of customs clearance.

4.4.9 Liability of the sender
a. Should a lost item, or part thereof, be found after payment of the compensation amount within three months. If no such repayment is made, the offer will be made to the other person involved. If the item was delivered to the recipient after payment of compensation, the sender or recipient – or, in the case of a written assignment of the sender’s claims, a third party – is obliged to repay the compensation.
b. If the item is not claimed by either sender or recipient, it will become the property of Swiss Post.

5 Other provisions
5.1 Data protection and handling address data
Swiss Post observes the provisions of Swiss data protection legislation and the Postal Services Act when recording and processing personal data. Swiss Post processes and stores data which is necessary and required for business transactions. It safeguards customer data with suitable measures and treats it confidentially. In order to provide services, data may be passed on to third parties. These may be domiciled abroad. In individual cases for previously notified processing purposes. The legal obligation to exchange data with other postal service providers as part of forwarding, retention and redirecting orders as well as disclosure in other legally prescribed cases remains reserved.

Post CH Ltd
Wankdorfallee 4
3030 Bern
Switzerland

0848 888 888
contactcenter@swisspost.ch

Post CH Ltd, June 2021