

SERVICES AND PRICES FOR BUSINESS CUSTOMERS

VALID FROM JANUARY 2018

This summary contains the most important services and prices for sending letters and parcels for customers with a billing relationship with Swiss Post or with a franking licence for sending parcels.

Prices in CHF and incl. VAT unless indicated otherwise. International consignments are exclusive of VAT.

Domestic parcels

	PostPac Priority ^{1,2}	PostPac Economy ²
Up to 2 kg	9.00	7.00
Up to 5 kg	11.00	9.00
Up to 10 kg	12.00	10.00
Up to 20 kg	18.00	15.00
Up to 30 kg	25.00	22.00
	Bulky goods Priority ^{1,2}	Bulky goods Economy ²
Up to 30 kg	31.00	29.00

¹ Posting times for PostPac Priority and Bulky goods Priority: Direct delivery to defined distribution base or collection by Swiss Post by late afternoon. Consignments can be accepted until 4 p.m. at more than 200 branches. Other branches: collection deadline in the morning, by 12 noon. For more information, visit www.swisspost.ch/bases.

² Business reply labels incur a fee of CHF 0.50. Items returned as undeliverable are sent as PostPac Economy or Bulky goods Economy; this incurs a fee of CHF 0.50.

The following applies to standard consignments:

- Minimum dimensions (recommended): 1 x 10.5 x 14.8 cm; 100 g
- Maximum dimensions 60 x 60 x 100 cm; 30 kg

Bulky goods include:

- Consignments over 100 cm in length or two dimensions greater than 60 cm
- Consignments with tags
- Unpackaged consignments
- Maximum dimensions: Length 250 cm, girth 400 cm (2 x height + 2 x width + longest side); 30 kg

For parcels and bulky consignments without value-added services, e.g. Signature, Swiss Post is liable for claims resulting from damage, loss or incorrect delivery up to a maximum of CHF 500.00. Forwarded and returned shipments are classed as re-consignments.

Sales discounts on parcel prices

Monthly turnover (CHF) ³	Discount
1,250.00 to 3,000.00	4%
3,000.00 to 4,000.00	6%
Over 4,000.00	8%

³ A discount is available for PostPac Priority, PostPac Economy, Bulky goods Priority, Bulky goods Economy as well as business reply label (GAS) consignments.

Swiss-Express "Moon"

Every branch accepts your Swiss-Express "Moon" until the evening. The consignment is delivered by 9 a.m. the following day, even on Saturdays.

Acceptance

Branch	by the evening ^{4,5}
Delivery (to anywhere in Switzerland ⁵)	
Monday to Saturday	by 9 a.m. the following day

⁴ Also available on Sundays at the following branches: www.swisspost.ch/annahme-mond-sonntag

⁵ Detailed information is available at every branch or at: www.swisspost.ch/swiss-express

Swiss-Express "Moon"⁶

Up to 1 kg	16.00	Up to 10 kg	24.00
Up to 2 kg	18.00	Up to 20 kg	27.00
Up to 5 kg	20.00	Up to 30 kg	30.00

Bulky goods

Up to 30 kg	37.00
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⁶ Business reply labels incur a fee of CHF 0.50. Items returned as undeliverable are sent as PostPac Economy or Bulky goods Economy, depending on the format; this incurs a fee of CHF 0.50. Swiss-Express "Moon" letters returned as undeliverable are sent free of charge as A Mail items.

SameDay afternoon/evening

Consignments posted at selected acceptance points will reach the recipient by 5 p.m. (SameDay afternoon) or 8 p.m. (SameDay evening) the same day. Acceptance deadlines between 10 a.m. and 1 p.m. depending on the acceptance point.

Acceptance

At approx. 80 selected counters for business customers and branches ⁷	Acceptance deadline between 10 a.m. and 1 p.m. ⁷
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Delivery along the main Swiss business routes⁸

SameDay afternoon	Mon–Fri, 2–5 p.m.
SameDay evening	Mon–Fri, 5–8 p.m.

⁷ Acceptance points and deadlines at www.swisspost.ch/acceptance-sameday

⁸ You can get detailed information from any branch or at: www.swisspost.ch/sameday

SameDay afternoon/evening

up to 30 kg incl. bulky goods	49.00 ^{9,10}
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⁹ A volume discount is available from 250 consignments per year (contact your customer advisor).

¹⁰ Business reply labels incur a fee of CHF 0.50.

Value-added services

Signature

Signed-for delivery and increased liability

Surcharge	1.50
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Liability for loss and damage up to CHF 1,500.00; exception: B securities (Postal Services for Business Customers GTC).

Assurance

Signed-for delivery and increased liability

Surcharge	7.00
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Liability for loss and damage up to CHF 5,000.00

Personal delivery

Posting to the intended recipient against signature

Surcharge	6.00
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Liability for loss and damage up to CHF 1,500.00

Electronic cash on delivery

Signed-for delivery and increased liability

Surcharge	15.00
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Fragile

Surcharge	7.50
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Liability for loss and damage up to CHF 5,000.00

Time slot delivery

Receipt of consignments within a time slot

9 a.m.–12 noon / 11 a.m.–2 p.m.	5.39
1–4 p.m. / 3–6 p.m.	6.46

Saturday and evening delivery

Delivery of parcels to the recipient in the evening or on a Saturday.

Saturday delivery	4.85
Evening delivery	11.85

Dispobox

Surcharge on the consignment price

Size 10	2.69
Size 11–33	3.77
Size 39	5.01

Manual processing

Surcharge	4.00
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Despite having standard dimensions, certain consignments are unable to be sorted by machine.

For more information on value-added services, visit www.swisspost.ch/additional-services-parcels.

Domestic standard formats

Standard formats up to B5		Standard formats up to B4	
A6	148 × 105 mm	A4	297 × 210 mm
C6	162 × 114 mm	C4	324 × 229 mm
C6/5	229 × 114 mm	B4	353 × 250 mm
A5	210 × 148 mm		
C5	229 × 162 mm		
B5	250 × 176 mm		

Minimum sizes for letters and cards: 140 × 90 mm
(Smaller consignments are classed as special items that need to be sorted manually. Surcharge: CHF 0.15)

Minimum (recommended) size for parcels: A6 (148 × 105 mm), 10 mm thickness

B5 format

B4 format

Standard domestic letter

up to B5 (250 × 176 mm), max. 20 mm thick, max. 100 g

	A Mail	B Mail
1–100 g	1.00	0.85

Domestic midi letter

up to B5 (250 × 176 mm), max. 20 mm thick, max. 250 g

	A Mail	B Mail
101–250 g	1.30	1.10

Surcharge for standard and midi letters **over 20 mm** max. 50 mm thick (individual items)

	1.50	1.50
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Standard international letter

up to B5 (250 × 176 mm), max. 20 mm thick, max. 100 g

	PRIORITY		ECONOMY	
	Zone 1	Zone 2	Zone 1	Zone 2
1–20 g	1.50	2.00	1.40	1.70
21–50 g	2.60	3.80	2.20	2.80
51–100 g	3.70	5.00	2.90	3.60

Zone 1: Europe, **Zone 2:** other countries

The price is reduced further for 500 or more consignments per order. For more information on our bulk letter mailing services, visit <http://www.swisspost.ch/directmarketing-international>

International registered mail (R) (liability up to CHF 150.00)

Surcharge for PRIORITY letter	6.00
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International return receipt (AR)

Surcharge for registered mail (R)	5.30
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International personal delivery (RMP) (only available for delivery to certain countries or only in combination with a return receipt [AR])

Surcharge for registered mail (R)	6.00
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PRIORITY Plus (only available for delivery to certain countries; cannot be combined with other value-added services)

Surcharge for PRIORITY letter	5.00
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Domestic large letter

up to B4 (353 × 250 mm), max. 20 mm thick, max. 1,000 g

	A Mail	B Mail
1–500 g	2.00	1.80
501–1,000 g	4.00	3.60

International large letter

up to B4 (353 × 250 mm), max. 20 mm thick, max. 1,000 g

	PRIORITY		ECONOMY	
	Zone 1	Zone 2	Zone 1	Zone 2
1–100 g	4.30	5.80	3.80	4.20
101–250 g	7.00	9.00	4.90	6.00
251–500 g	12.00	16.00	8.00	9.00
501–1,000 g	17.00	25.00	10.00	15.00

Zone 1: Europe, **Zone 2:** other countries

The price is reduced further for 500 or more consignments per order. For more information on our bulk letter mailing services, visit <http://www.swisspost.ch/directmarketing-international>

International registered mail (R) (liability up to CHF 150.00)

Surcharge for PRIORITY letter	6.00
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International return receipt (AR)

Surcharge for registered mail (R)	5.30
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International personal delivery (RMP) (only available for delivery to certain countries or only in combination with a return receipt [AR])

Surcharge for registered mail (R)	6.00
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PRIORITY Plus (only available for delivery to certain countries; cannot be combined with other value-added services)

Surcharge for PRIORITY letter	5.00
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Domestic A Mail Plus (A+)

A Mail Plus (A+) enables you to be in control of A Mail items with important documents or valuable contents throughout the entire shipping process with Track & Trace. For more information, visit www.swisspost.ch/a-post-plus.

Up to B5 format (250 × 176 mm), max. 20 mm thick, max. 250 g	2.40
Up to B4 format (353 × 250 mm), max. 20 mm thick, 1 to max. 1,000 g	4.20

Prices for ready-for-dispatch consignments with a barcode and correct franking. Liability of max. CHF 100.00 for claims resulting from damage, loss or incorrect delivery.

Domestic letters with proof of delivery

It is best to send consignments with important or valuable content as **Registered (R)**.

Letters with proof of delivery are only delivered to the recipient or authorized person against signature or delivery approval. This enables delivery to be verified at any time (www.swisspost.ch/track-consignments).

All formats up to B4 (353 × 250 mm), max. 20 mm thick, max. 1,000 g	5.30
All formats up to B5 (250 × 176 mm), max. 50 mm thick, max. 250 g	5.30
Without barcode and/or with incorrect franking	6.30

Registered mail is covered for established claims resulting from damage, loss or incorrect delivery up to CHF 500.00. Please consult the GTC "Postal Services" for business customers for detailed provisions on mail item contents and content limits (paras. 2.6 and 3.1.2).

Value-added services for domestic letters

Electronic cash on delivery (BLN)

Maximum amount: CHF 10,000.00

Surcharge for electronic cash on delivery (BLN)	15.00
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(regardless of the amount to be collected on delivery)

Personal delivery (RMP) / return receipt (AR)

Surcharge for personal delivery	6.00
Surcharge for return receipt	5.30

Value-added services	Products		
	Registered mail (R)	A Mail	B Mail
Electronic cash on delivery (BLN)	Yes	Yes	Yes
Personal delivery (RMP)	Yes	No	No
Return receipt (AR)	Yes	No	No

For information on value-added services, visit: www.swisspost.ch/additional-services-letters → Value-added services for domestic letters.

Please note that the images of the formats in any printed material are not depicted in their real-life sizes.

International maxi letter

Weight: max. 2 kg, length + width + height = max. 90 cm, no dimension to exceed 60 cm. Tubes: length + twice diameter = max. 104 cm, length not to exceed 90 cm.

The price is reduced further for 500 or more consignments per order. For more information on our bulk letter mailing services, visit www.swisspost.ch/directmarketing-international.

	PRIORITY		ECONOMY	
	Zone 1	Zone 2	Zone 1	Zone 2
1–500 g	13.00	18.00	9.00	11.00
501–1,000 g	18.00	30.00	12.00	17.00
1,001–2,000 g	30.00	42.00	23.00	31.00

Zone 1: Europe, **Zone 2:** other countries

International registered mail (R) (liability up to CHF 150.00)

Surcharge for PRIORITY letter	6.00
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International return receipt (AR)

Surcharge for registered mail (R)	5.30
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International personal delivery (RMP) (only available for delivery to certain countries or only in combination with a return receipt [AR])

Surcharge for registered mail (R)	6.00
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PRIORITY Plus (only available for delivery to certain countries; cannot be combined with other value-added services)

Surcharge for PRIORITY letter	5.00
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URGENT Business

URGENT Business, TNT Swiss Post's global courier service, delivers documents and goods very quickly to over 200 countries.

URGENT Business prices

URGENT	Documents					
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
0.5 kg	51.00	60.00	67.00	79.00	79.00	97.00
1 kg	60.00	66.00	73.00	87.00	93.00	114.00
1.5 kg	68.00	73.00	81.00	95.00	108.00	133.00
2 kg	75.00	79.00	86.00	103.00	125.00	151.00
2.5 kg	89.00	98.00	108.00	123.00	150.00	185.00
3 kg	102.00	113.00	126.00	137.00	172.00	215.00
3.5 kg	110.00	126.00	139.00	147.00	190.00	237.00
4 kg	118.00	138.00	153.00	157.00	210.00	260.00
4.5 kg	126.00	146.00	160.00	168.00	230.00	287.00
5 kg	134.00	155.00	171.00	180.00	249.00	314.00

The goods price applies to documents weighing over 5 kg.

URGENT	Goods					
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
0.5 kg	70.00	75.00	82.00	92.00	101.00	120.00
1 kg	77.00	80.00	88.00	103.00	115.00	141.00
1.5 kg	82.00	87.00	98.00	110.00	128.00	157.00
2 kg	87.00	96.00	105.00	116.00	139.00	172.00
2.5 kg	96.00	104.00	114.00	128.00	155.00	193.00
3 kg	102.00	113.00	126.00	137.00	172.00	215.00
3.5 kg	110.00	126.00	139.00	147.00	190.00	237.00
4 kg	118.00	138.00	153.00	157.00	210.00	260.00
4.5 kg	126.00	146.00	158.00	168.00	230.00	287.00
5 kg	134.00	155.00	171.00	180.00	249.00	314.00
6 kg	140.00	164.00	181.00	189.00	265.00	334.00
7 kg	146.00	173.00	190.00	199.00	284.00	356.00
8 kg	153.00	182.00	200.00	211.00	301.00	376.00
9 kg	159.00	190.00	210.00	220.00	318.00	398.00
10 kg	166.00	199.00	219.00	232.00	334.00	417.00
11 kg	176.00	212.00	233.00	248.00	358.00	450.00
12 kg	184.00	223.00	245.00	264.00	382.00	483.00
13 kg	193.00	235.00	259.00	280.00	405.00	515.00
14 kg	204.00	248.00	272.00	296.00	428.00	547.00
15 kg	212.00	260.00	287.00	314.00	451.00	579.00
16 kg	222.00	271.00	300.00	329.00	477.00	608.00
17 kg	231.00	286.00	315.00	345.00	503.00	638.00
18 kg	241.00	297.00	324.00	361.00	528.00	666.00
19 kg	251.00	309.00	341.00	378.00	554.00	695.00
20 kg	260.00	323.00	356.00	395.00	578.00	723.00
21 kg	269.00	336.00	371.00	410.00	601.00	753.00
22 kg	279.00	350.00	385.00	427.00	624.00	782.00
23 kg	289.00	363.00	400.00	442.00	645.00	812.00
24 kg	298.00	376.00	414.00	459.00	668.00	842.00
25 kg	307.00	390.00	430.00	475.00	691.00	869.00
26 kg	318.00	402.00	442.00	488.00	720.00	903.00
27 kg	328.00	415.00	456.00	502.00	750.00	935.00
28 kg	338.00	428.00	471.00	515.00	780.00	967.00
29 kg	347.00	441.00	486.00	528.00	810.00	998.00
30 kg	358.00	454.00	501.00	542.00	840.00	1,028.00
For every additional kg	9.15	11.45	12.60	15.00	21.20	27.45

Surcharge for manually created waybills

Surcharge of CHF 3.00 per consignment on top of the list prices.

Automatic URGENT Business liability cover

For documents up to CHF 150.00; for goods up to CHF 1,000.00

URGENT Business value-added services

- Free collection by TNT Swiss Post AG
- Additional insurance for goods (liability up to CHF 3,000.00) Surcharge: CHF 15.00
- Delivery guarantee for documents and goods¹:
 - by 9 a.m. Surcharge: CHF 30.00
 - by 12 noon Surcharge: CHF 10.00
- Incoterm DDP (Delivery Duty Paid) Surcharge: CHF 35.00
- MPS (Multiple Parcel Shipment) or cargo up to 500 kg
- EU clearance
- URGENT Import

¹ Not available to all destinations. For more information on destinations with a delivery guarantee, call URGENT Customer Service free on 0800 45 45 45. For more information, visit www.swisspost.ch/urgent.

PostPac International

	PRIORITY PRIORITAIRE					
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
2 kg	38.00	43.00	48.00	53.00	58.00	70.00
5 kg	48.00	54.00	64.00	76.00	88.00	108.00
10 kg	56.00	65.00	77.00	104.00	130.00	164.00
15 kg	67.00	81.00	94.00	138.00	182.00	227.00
20 kg	72.00	89.00	106.00	169.00	231.00	303.00
25 kg	78.00	101.00	126.00	197.00	268.00	367.00
30 kg	83.00	109.00	138.00	217.00	296.00	416.00

	ECONOMY ECONOMIQUE					
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
2 kg	34.00	37.00	41.00	44.00	48.00	53.00
5 kg	42.00	47.00	53.00	57.00	62.00	77.00
10 kg	46.00	55.00	65.00	76.00	89.00	113.00
15 kg	51.00	63.00	75.00	97.00	120.00	155.00
20 kg	56.00	72.00	87.00	119.00	151.00	186.00
25 kg	61.00	79.00	97.00	137.00	177.00	217.00
30 kg	66.00	87.00	107.00	154.00	201.00	253.00

Automatic liability cover for PostPac International

PRIORITY and ECONOMY up to CHF 1,000.00

Additional insurance for PostPac International

Liability of up to CHF 3,000.00 Surcharge: CHF 15.00

Bulky goods surcharge for PostPac International

for bulky, misshapen and unpackaged consignments Surcharge: CHF 15.00

Surcharge for manually created waybills

Surcharge of CHF 3.00 per consignment on top of the list prices.

Swiss Post GLS

You can send goods consignments to the EU with Swiss Post GLS. This service offers everything from sending an individual parcel to company- or industry-specific logistics, customs clearance and transport solutions. For more information, visit www.swisspost-gls.ch or contact GLS Customer Service by calling 0848 458 458.

Within Switzerland: delivery times

Letters: A Mail¹

Next-day delivery (excluding Sundays and federal, cantonal and regional holidays):

Monday	→ Tuesday
Tuesday	→ Wednesday
Wednesday	→ Thursday
Thursday	→ Friday
Friday	→ Saturday
Saturday	→ Monday
Sunday	→ Monday

¹ Hand-in by 6:30 p.m. (excluding urgent counter) or earlier regular counter closing time, or posted in a letter box before the last collection for A Mail. Hand-in by the stated deadline for A Mail items at branches with extended evening opening hours.

Letters: B Mail

Delivery by the third working day after posting (excluding Saturdays):

Monday	→ by Thursday
Tuesday	→ by Friday
Wednesday	→ by Monday
Thursday	→ by Tuesday
Friday	→ by Wednesday
Saturday	→ by Wednesday
Sunday	→ by Wednesday

Letters: B Mail bulk mailings with a volume of 350+ items

Delivery by the sixth working day after posting (excluding Saturdays)

Letters with proof of delivery

Next working day delivery (excluding Saturdays):

Monday	→ Tuesday
Tuesday	→ Wednesday
Wednesday	→ Thursday
Thursday	→ Friday
Friday	→ Monday (Saturday for P.O. Box addresses ²)
Saturday	→ Monday

² Consignments are delivered only if the P.O. Box is emptied on Saturdays.

Parcels: PostPac Priority / Bulky goods Priority

More than 200 branches accept PostPac Priority until 4 p.m. Otherwise, branches accept consignments in the mornings until 12 noon at the latest. Next working day delivery (excluding Saturdays):

Monday	→ Tuesday
Tuesday	→ Wednesday
Wednesday	→ Thursday
Thursday	→ Friday
Friday	→ Monday
Saturday	→ Tuesday

Parcels: PostPac Economy / Bulky goods Economy

Delivery within two working days (excluding Saturdays):

Monday	→ Wednesday
Tuesday	→ Thursday
Wednesday	→ Friday
Thursday	→ Monday
Friday	→ Tuesday
Saturday	→ Wednesday

Swiss-Express "Moon" / Bulky goods "Moon"

Delivery on the next working day by 9 a.m. at the latest:

Monday	→ Tuesday
Tuesday	→ Wednesday
Wednesday	→ Thursday
Thursday	→ Friday
Friday	→ Saturday
Saturday	→ Monday
Sunday ³	→ Monday

³ At selected branches, for more information visit www.swisspost.ch/annahme-mond-sonntag

International: price zones and delivery times⁴

Country	URGENT Business documents and international letters					URGENT Business goods and PostPac International					ISO code
	Price zone	URGENT	Price zone	PRIORITY PRIORITAIRE	ECONOMY ECONOMIQUE	Price zone	URGENT	PRIORITY PRIORITAIRE	ECONOMY ECONOMIQUE		
Australia	5	2-4	2	5-6	7-15	5	3-5	5-8 20 kg	9-15 20 kg	AU	
Austria	1	1-3	1	2-3	4-7	1	1-3	2-5 30 kg	5-8 30 kg	AT	
Brazil	5	2-4	2	7-11	15-20	5	3-5	5-10 30 kg	16-25 30 kg	BR	
Canada	4	1-3	2	5-7	8-15	4	2-3	5-8 30 kg	8-12 30 kg	CA	
China, People's Republic of	5	3-5	2	5-8	10-20	5	3-6	4-8 30 kg	15-25 30 kg	CN	
France	1	1-2	1	2-3	4-8	1	1-2	2-3 30 kg	5-7 30 kg	FR	
Germany	1	1	1	2-3	4-8	1	1	2-3 30 kg	4-7 30 kg	DE	
Great Britain and Northern Ireland	1	1	1	2-3	5-9	1	1	3-5 30 kg	6-10 30 kg	GB	
Italy, excluding San Marino	1	1	1	2-4	6-12	1	1	4-5 30 kg	8-15 30 kg	IT	
Japan	5	2-4	2	3-5	7-15	5	3-4	4-6 30 kg	8-10 30 kg	JP	
Netherlands	1	1	1	2-3	4-9	1	1-2	3 30 kg	5-8 20 kg	NL	
Russian Federation	3	2-5	1	3-7	10-20	3	4-6	5-10 20 kg	15-25 20 kg	RU	
Singapore	5	2-4	2	4-6	7-15	5	2-5	4-6 30 kg	8-12 30 kg	SG	
South Africa	5	2-3	2	3-7	10-20	5	3-4	5-10 30 kg	15-25 30 kg	ZA	
Spain	2	1-2	1	2-3	6-12	2	1-3	4-5 30 kg	7-10 30 kg	ES	
Sweden	2	1-2	1	2-3	5-9	2	1-2	4-5 30 kg	6-12 30 kg	SE	
Thailand	5	2-3	2	5-8	10-20	5	2-6	5-10 30 kg	12-15 30 kg	TH	
Tunisia	5	2-4	2	5-8	7-15	5	2-6	5-10 30 kg	12-15 30 kg	TN	
Turkey	3	1-3	1	3-6	7-12	3	2-6	5-10 30 kg	10-20 30 kg	TR	
United Arab Emirates	5	2-3	2	4-6	15-25	5	3-5	5-8 30 kg	15-25 30 kg	AE	
United States of America	4	1-3	2	3-7	7-15	4	2-3	4-8 30 kg	11-15 30 kg	US	

⁴ Average transport times in working days (Monday to Friday); the day of posting is not included.

URGENT Business

The transport times indicated are for conurbations and business centers, and on condition that the consignment can leave Switzerland on the day of posting (for more information, call 0800 45 45 45).

Maximum weight:

- Europe: up to a maximum of 70 kg per parcel or max. 500 kg as a Multiple Parcel Shipment (MPS) or as cargo
- Rest of the world: up to a maximum of 30 kg per parcel or max. 500 kg as a Multiple Parcel Shipment (MPS) or as cargo
- Consignments over 30 kg can only be collected by TNT Swiss Post AG

You can find out more information on the aforementioned and other countries by calling Customer Service on 0800 888 100 or contacting your local branch. For the latest information, please visit www.swisspost.ch/info-int

Carbon-neutral shipping

Swiss Post sends all domestic letters carbon neutrally and covers the “pro clima” surcharges for offsetting CO₂ emissions.

Parcel consignments can also be posted or collected using carbon-neutral methods. With “pro clima” – Shipment, you pay a low surcharge on top of the basic service price when posting or for your customized shipping solution. Contact your customer advisor for more information on how you can send your consignments carbon neutrally. For more information and prices, visit www.swisspost.ch/carbon-neutral.

Packaging and addressing

Letter mail

Please note the information on addressing and designing letters at www.swisspost.ch/layout-of-letters.

Parcels

Please note the “Sending Swiss-Express and parcel consignments” instructions at www.swisspost.ch/verpackung.

Dispobox

Dispobox – the economical and environmentally friendly packaging for sending goods. Swiss Post supplies, delivers, cleans and stores the Dispoboxes. They just need to be filled. Dispobox simplifies the packing, picking and sending process. For more information, visit www.swisspost.ch/dispobox.

PostPac

PostPac packaging ensures that your shipment arrives safely and the recipient will give it their undivided attention. You can purchase PostPac from www.postshop.ch or at your local branch.

Import customs clearance

When importing goods to Switzerland, Swiss Post will do the customs clearance for you. In this process, Swiss Post charges and invoices for taxes, duties and fees on behalf of the Federal Customs Administration and in accordance with the applicable legislation. For more information, visit www.swisspost.ch/customs.

Letters, parcels (Swiss Post and GLS) and EMS import	Price
Basic customs clearance fee zone 1	11.50
Basic customs clearance fee zone 2	16.00
Surcharge on the value of goods	3%
Maximum customs clearance price	70.00

Prices in CHF excl. VAT

Countries of origin: Zone 1: Austria, France, Germany and Italy
Zone 2: other countries

Fees reflecting the labour involved are charged for additional work in the customs clearance process for GLS parcels.

Special items

A unique letter mail design pays off if mail items need to stand out. Varying the external appearance and adding inserts to the consignment are two great ways to surprise the recipient. Special conditions apply to these consignments due to the increased processing requirements. The surcharge for each unsorted consignment is 15 centimes. For more information, visit www.swisspost.ch/layout-of-letters → Striking mail items (special items).

Miscellaneous

Online services in the Swiss Post Customer Center

In the Customer Center, you have a unique login to access your data and several online services that enable the smooth handling of letter, parcel, express and SameDay consignments. You can also find the online services to create the necessary dispatch documents for domestic and international shipping here. For more information, visit www.swisspost.ch/online-services.

Well-addressed items arrive safely

Swiss Post offers an entire service package for updating and cleaning your address database. This helps you to save on costs. For more information, visit www.swisspost.ch/address-maintenance.

Dangerous goods

Consignments containing dangerous items are subject to strict legal restraints. Swiss Post can deliver your dangerous goods safely and quickly nationwide. However as the sender, you must comply with the statutory provisions.

Only certain dangerous goods in volumes clearly defined by the legislator are allowed in parcel or letter mail (limited quantities, LQ). No surcharge is levied for LQ if it is correctly labelled. We are happy to transport larger volumes as small consignments.

We are available to give you advice:

dangerous.goods@swisspost.ch, tel. +41 848 888 888.

For more information, visit www.swisspost.ch/dangerousgoods.

For international consignments, more information is available in the “Dangerous goods in international mail” factsheet. Alternatively, you can e-mail Customer Service International at international@swisspost.ch or call on 0800 888 100.

More information: www.swisspost.ch

The current General Terms and Conditions of Swiss Post, which constitute an integral part of the agreement, can be viewed at www.swisspost.ch/gtc. In particular cases, Swiss Post can provide customers with a physical version of the GTC on request. The products and services offered by Swiss Post are also described in Swiss Post's most recent published communication material as well as online. The services and prices apply to business customers who maintain a billing relationship or a franking licence for sending parcels. They are also applicable to the Principality of Liechtenstein. We expressly reserve the right to make changes.

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Customer Service
Domestic Mail: 0848 888 888
International Mail:
– Letters and PostPac International: 0800 888 100
– URGENT Business consignments: 0800 45 45 45

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