

Services and prices for business customers

Valid from January 2022

This overview includes the most important services and prices for letter and parcel post for customers who have a billing relationship with Swiss Post or a franking licence for mailing parcels.

Prices in CHF. Prices for sending domestic parcels, express and value-added services excl. VAT.

Prices for domestic letter mail incl. VAT, unless otherwise indicated. International consignments are exclusive of VAT.

Domestic parcels*

	PostPac Priority ^{1,2}	PostPac Economy ²
Up to 2 kg	8.36	6.50
Up to 5 kg	9.90	8.36
Up to 10 kg	11.14	9.29
Up to 20 kg	16.71	13.93
Up to 30 kg	23.21	20.43
	Bulky goods Priority ^{1,2}	Bulky goods Economy ²
Up to 30 kg**	28.78	26.93

* A 10% discount is granted on parcel labels created via the "Domestic parcel labels" online service (www.swisspost.ch/parcel-labels) or at a My Post 24 terminal (PostPac Priority, PostPac Economy and bulky goods). Bulky goods cannot be posted at My Post 24 terminals.

This discount also applies to consignments with data delivery via DataTransfer, "Barcode" web service and Digital Commerce API.

**As of 1 April 2022, the following weight limits apply to bulky goods:

- Parcel length up to 200 cm: 30 kg
- Parcel length of 200-250 cm: 10 kg

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 250 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 0.47. Items returned as undeliverable are sent as PostPac Economy or Bulky goods Economy; this incurs a fee of CHF 0.47.

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 (until 31 March 2022):
 - Length 250 cm; 30 kg
 - Girth 400 cm (2 x height + 2 x width + longest side)
- Maximum dimensions (as of 1 April 2022):
 - Length up to 200 cm; 30 kg
 - Length of 200-250 cm; 10 kg
 - Girth 400 cm (2 x height + 2 x width + longest side)

For parcels and bulky consignments without value-added services 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 discount on parcel list prices

You will receive a discount of 1 percent on monthly revenue of CHF 250.00 or more.

Discounts apply to the revenue (excl. VAT) on PostPac Priority, PostPac Economy, Bulky goods Priority, Bulky goods Economy, Return shipments, Swiss Express "Moon", Swiss Express "Moon" bulky goods, as well as business reply labels.

Swiss-Express "Moon"

Acceptance

Branch by the evening^{3,4}

Delivery (to anywhere in Switzerland⁴)

Monday to Saturday by 9 a.m. the following day

³ Also available on Sundays at the following branches:

www.swisspost.ch/acceptance-moon-sundays

⁴ Detailed information is available at every branch or at: www.swisspost.ch/swiss-express

With regard to Swiss Express "Moon", Swiss Post is liable for claims resulting from damage, loss or incorrect delivery up to a maximum of CHF 1,000.00.

Swiss-Express "Moon"⁵

Up to 1 kg	14.86	Up to 10 kg	22.28
Up to 2 kg	16.71	Up to 20 kg	25.07
Up to 5 kg	18.57	Up to 30 kg	27.86

Bulky goods

Up to 30 kg** 34.35

⁵ Business reply labels incur a fee of CHF 0.47. Items returned as undeliverable are sent as PostPac Economy or Bulky goods Economy, depending on the format; this incurs a fee of CHF 0.47. Swiss-Express "Moon" letters returned as undeliverable are sent free of charge as A Mail items.

**As of 1 April 2022, the following weight limits apply to bulky goods:

- Parcel length up to 200 cm: 30 kg
- Parcel length of 200-250 cm: 10 kg

Value-added services

Signature

Delivery in exchange for confirmation of receipt (authorization for delivery or signature), increased liability

Surcharge for Signature 1.39

Liability for loss and damage up to CHF 1,500.00.

Assurance

Delivery in exchange for confirmation of receipt (authorization for delivery or signature), increased liability

Surcharge for Assurance 6.50

Liability for loss and damage up to CHF 5,000.00

Personal delivery

Handover of consignment to defined person with signature

Surcharge for personal delivery 5.57

Liability for loss and damage up to CHF 1,500.00

Electronic cash on delivery

Maximum debt collection: CHF 10,000.00.

Delivery in exchange for confirmation of receipt and payment of the full cash on delivery amount

Surcharge for electronic cash on delivery 13.93

Fragile

Surcharge for Fragile 6.96

Liability for loss and damage up to CHF 5,000.00

Time slot delivery

Delivery of the consignment (Monday to Friday) within a time slot

Surcharge	
9 a.m. – 12 noon ^{6,8}	6.30
11 a.m. – 2 p.m. ⁶	6.30
12 noon – 5 p.m. ⁷	5.30
4.30 p.m. – 9 p.m. ⁷	7.30
4.30 p.m. – 6 p.m. ⁷	12.30
5.30 p.m. – 7 p.m. ⁷	11.30
6.30 p.m. – 8 p.m. ⁷	10.30
7.30 p.m. – 9 p.m. ⁷	10.30

⁶ Service offered throughout Switzerland and the Principality of Liechtenstein

⁷ Service offered for the specified delivery areas

⁸ Also possible on Saturday in combination with the "Saturday delivery" value-added service

Saturday delivery

Delivery of parcels on Saturday

Surcharge Saturday delivery 3.50

Dispobox

Surcharge on the consignment price

Size 10	2.50
Size 11–33	3.50
Size 39	4.65

Manual processing

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

Surcharge for manual processing 3.71

Dangerous goods in the parcel channel

Please note the information indicated on the last page under "Miscellaneous".

Surcharge for Dangerous goods LQ 1.00

For more information on value-added services, visit www.swisspost.ch/additional-services-parcels. Practical delivery instructions are available at www.swisspost.ch/parcels-delivery-instructions

SWISS POST 

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 size for letters and cards for bulk mailings: 140 x 90 mm

(Smaller consignments are classed as special items that need to be sorted manually. Surcharge: CHF 0.25)

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 individual item
1–100 g	1.10	0.90

Domestic midi letter

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

	A Mail	B Mail individual item
101–250 g	1.40	1.15

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

	A Mail	B Mail individual item
	1.50	1.50

Standard international letter

up to B5 (250 × 176 mm), max. 5 mm thick, max. 100 g

Documents		
	Zone 1	Zone 2
1–20 g	1.80	2.30
21–50 g	2.90	4.10
51–100 g	4.00	5.30

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 mailing services, visit www.swisspost.ch/directmarketing-international

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

Surcharge	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 (permitted only in certain countries; cannot be used in conjunction with other value-added services; liability up to CHF 50.00)

Surcharge	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 individual item
1–500 g	2.10	1.85
501–1,000 g	4.10	3.65

International large letter

up to B4 (353 × 250 mm), max. 20 mm thick, max. 500 g

Documents		
	Zone 1	Zone 2
1–100 g	4.00	5.80
101–250 g	7.00	9.00
251–500 g	12.00	16.00

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 mailing services, visit www.swisspost.ch/directmarketing-international

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

Surcharge	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 (permitted only in certain countries; cannot be used in conjunction with other value-added services; liability up to CHF 50.00)

Surcharge	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 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, max. 1,000 g	4.20

Prices for ready-for-dispatch consignments with a barcode and correct franking.

Domestic letters with confirmation of receipt

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

Letters with confirmation of receipt are only handed over once signed for or upon presentation of a delivery authorization. This enables delivery to be verified at any time (www.swisspost.ch/track-consignments). For more information, visit www.swisspost.ch/registered.

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. For detailed conditions on consignment contents and content limits see GTC "Postal Services for Business Customers".

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 individual item
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.

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

Documents		
	Zone 1	Zone 2
1–500 g	13.00	16.00
501–1,000 g	18.00	28.00
1,001–2,000 g	24.00	33.00

Zone 1: Europe, Zone 2: other countries

Small goods		
	Zone 1	Zone 2
1–100 g	4.00	7.00
101–250 g	9.00	12.00
251–500 g	14.00	17.00
501–1,000 g	20.00	27.00
1,001–1,500 g	25.00	32.00
1,501–2,000 g	30.00	37.00

Zone 1: Europe, Zone 2: other countries

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 same value-added services are available as for standard and large letters. The price is reduced further for 500 or more consignments per order.

For more information on our bulk mailing services, visit www.swisspost.ch/directmarketing-international.

URGENT Business

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

URGENT Documents						
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
0.5 kg	53.90	63.40	70.80	83.50	83.50	102.50
1 kg	63.40	69.80	77.20	92.00	98.30	120.50
1.5 kg	71.90	77.20	85.60	100.40	114.20	140.60
2 kg	79.30	83.50	90.90	108.90	132.10	159.60
2.5 kg	94.10	103.60	114.20	130.00	158.60	195.50
3 kg	107.80	119.40	133.20	144.80	181.80	227.30
3.5 kg	116.30	133.20	146.90	155.40	200.80	250.50
4 kg	124.70	145.90	161.70	165.90	222.00	274.80
4.5 kg	133.20	154.30	169.10	177.60	243.10	303.40
5 kg	141.60	163.80	180.70	190.30	263.20	331.90

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	74.00	79.30	86.70	97.20	106.80	126.80
1 kg	81.40	84.60	93.00	108.90	121.60	149.00
1.5 kg	86.70	92.00	103.60	116.30	135.30	165.90
2 kg	92.00	101.50	111.00	122.60	146.90	181.80
2.5 kg	101.50	109.90	120.50	135.30	163.80	204.00
3 kg	107.80	119.40	133.20	144.80	181.80	227.30
3.5 kg	116.30	133.20	146.90	155.40	200.80	250.50
4 kg	124.70	145.90	161.70	165.90	222.00	274.80
4.5 kg	133.20	154.30	167.00	177.60	243.10	303.40
5 kg	141.60	163.80	180.70	190.30	263.20	331.90
6 kg	148.00	173.30	191.30	199.80	280.10	353.00
7 kg	154.30	182.90	200.80	210.30	300.20	376.30
8 kg	161.70	192.40	211.40	223.00	318.20	397.40
9 kg	168.10	200.80	222.00	232.50	336.10	420.70
10 kg	175.50	210.30	231.50	245.20	353.00	440.80
11 kg	186.00	224.10	246.30	262.10	378.40	475.70
12 kg	194.50	235.70	259.00	279.00	403.80	510.50
13 kg	204.00	248.40	273.80	296.00	428.10	544.40
14 kg	215.60	262.10	287.50	312.90	452.40	578.20
15 kg	224.10	274.80	303.40	331.90	476.70	612.00
16 kg	234.70	286.40	317.10	347.80	504.20	642.70
17 kg	244.20	302.30	333.00	364.70	531.70	674.40
18 kg	254.70	313.90	342.50	381.60	558.10	704.00
19 kg	265.30	326.60	360.40	399.50	585.60	734.60
20 kg	274.80	341.40	376.30	417.50	610.90	764.20

Prices for up to 500 kg can be found at: www.swisspost.ch/info-int

Liability limits for URGENT Business

For documents up to CHF 150.00; for goods up to CHF 500.00

URGENT Business value-added services

- Free collection by TNT Swiss Post GmbH (excl. peripheral regions)
- 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
- Manually prepared waybills Surcharge: CHF 5.00
- 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

Liability limits for PostPac International

PRIORITY and ECONOMY up to CHF 500.00

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 5.00 per consignment on top of the list prices.

Swiss Post GLS: goods consignments to the EU

Swiss Post GLS is the right partner when you want to send parcels within the EU area. The numerous services range from sending an individual parcel to company- or industry-specific logistics, customs clearance and transport solutions.

- Shipping of parcels up to 40 kg*
- Individual customs clearance solutions
- Expert advice on customs and taxation issues

Weights and prices for Swiss Post GLS parcels

Weight	Zone 1	Zone 2	Zone 3	Zone 4
Up to 2 kg	29.50	37.30	49.10	69.30
Up to 5 kg	31.30	39.00	50.90	87.60
Up to 10 kg	33.60	41.40	53.90	114.50
Up to 15 kg	36.60	45.00	58.10	143.50
Up to 20 kg	39.60	47.30	61.00	173.20
Up to 25 kg	45.50	50.90	65.80	200.60
Up to 30 kg	51.40	55.10	71.70	229.30
Up to 35 kg*	57.50	63.50	77.80	262.00
Up to 40 kg*	63.40	69.50	83.80	289.80

The latest information can be found online at: www.swisspost-gls.ch

*The maximum permitted weight for Swiss Post GLS parcels is limited to 31.5 kg until further notice.

Within Switzerland: delivery times

Letters: A Mail ¹

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 individual item

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 mailing with a volume of 350+ items

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

Letters with confirmation of receipt

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 250 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/acceptance-moon-sundays

International: price zones and delivery times⁴

Country	URGENT Business documents and international documents and small goods				URGENT Business goods and PostPac International				ISO code
	Price zone	URGENT	Price zone	PRIORITY PRIORITAIRE	Price zone	URGENT	PRIORITY PRIORITAIRE	ECONOMY ECONOMIQUE	
Australia	5	2-4	2	6-10	5	3-5	5-8 20 kg	9-15 20 kg	AU
Austria	1	1-3	1	2-4	1	1-3	5-8 30 kg	9-15 30 kg	AT
Brazil	5	2-4	2	10-20	5	3-5	5-8 30 kg	9-15 30 kg	BR
Canada	4	1-3	2	5-7	4	2-3	5-8 30 kg	8-12 30 kg	CA
China, People's Republic of	5	3-5	2	6-14	5	3-6	4-8 30 kg	15-25 30 kg	CN
France	1	1-2	1	2-4	1	1-2	2-3 30 kg	5-7 30 kg	FR
Germany	1	1	1	2-4	1	1	2-3 30 kg	4-7 30 kg	DE
Great Britain and Northern Ireland	1	1	1	2-4	1	1	3-5 30 kg	6-10 30 kg	GB
Italy, excluding San Marino	1	1	1	2-5	1	1	4-5 30 kg	8-15 30 kg	IT
Japan	5	2-4	2	3-6	5	3-4	4-6 30 kg	8-10 30 kg	JP
Netherlands	1	1	1	2-4	1	1-2	3 30 kg	5-8 20 kg	NL
Russian Federation	3	2-5	1	8-18	3	4-6	5-10 30 kg	15-25 20 kg	RU
Singapore	5	2-4	2	8-14	5	2-5	4-6 30 kg	8-12 30 kg	SG
South Africa	5	2-3	2	8-11	5	3-4	5-10 30 kg	15-25 30 kg	ZA
Spain	2	1-2	1	2-4	2	1-3	5 30 kg	7-10 30 kg	ES
Sweden	2	1-2	1	2-5	2	1-2	4-5 30 kg	6-12 20 kg	SE
Thailand	5	2-3	2	5-9	5	2-6	5-10 30 kg	12-15 30 kg	TH
Tunisia	5	2-4	2	6-11	5	2-6	5-10 30 kg	12-15 30 kg	TN
Turkey	3	1-3	1	3-7	3	2-6	5-10 30 kg	10-20 30 kg	TR
United Arab Emirates	5	2-3	2	8-12	5	3-5	5-8 30 kg	15-25 30 kg	AE
United States of America	4	1-3	2	3-7	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 GmbH

You can find more information on the aforementioned and other countries by calling Customer Service International on 0848 48 48 47 or contacting your local branch. The latest information can be found online at: www.swisspost.ch/info-int

Packaging and addressing

Letter mail

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 this type of consignment due to the increased processing requirements. More information on letter design in general and on special items at: www.swisspost.ch/layout-of-letters

Parcels

It is always worth getting packaging suited to the contents of your consignment to make sure it arrives on time and undamaged. Please note the "Sending Swiss-Express and parcel consignments" instructions at www.swisspost.ch/sending-instructions.

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/import-customs.

Letters, parcels (Swiss Post and Swiss Post GLS) and EMS import	Price
Basic customs clearance fee zone Neighbouring countries	11.50
Basic customs clearance fee zone World	16.00
Surcharge on the value of goods	3%

Prices in CHF excl. VAT

The maximum customs clearance fee (basic customs clearance fee and goods value surcharge) is CHF 70.00.

Countries of origin:

- Zone Neighbouring countries: Austria, France, Germany and Italy
- Zone World: other countries

Fees reflecting the outlay involved are charged for additional work in the customs clearance process.

More information: www.swisspost.ch

"pro clima"-Shipment

The CO₂ emissions for all Swiss Post mailing products will be offset at no extra charge for you.

Swiss Post is not only reducing CO₂ – for example through its use of electric vehicles – but also offsetting carbon emissions in its delivery of all letter mail, parcel consignments and newspapers by investing in high-quality climate protection projects. You can therefore have the «pro clima» label printed on all consignments. More information can be found at www.swisspost.ch/climate

Miscellaneous

Online services in the Swiss Post Customer Center

In the Customer Center, you can access your data, as well as numerous other online services, using just one login for seamless processing of letter mail, parcel post and express shipments. 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 dangerous goods specified by the legislator are accepted in the parcel/letter channel. All these dangerous goods require special labelling, correct packaging and payment of a surcharge. We are happy to transport dangerous goods prohibited in the parcel channel 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 0848 48 48 47.

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. These services and prices are valid for business customers who have a billing relationship or a franking licence for mailing parcels. They are also applicable to the Principality of Liechtenstein. We expressly reserve the right to make changes.

Post CH Ltd
Wankdorffallee 4
3030 Berne
Switzerland
www.swisspost.ch

Customer Service
Domestic Mail: 0848 888 888
International Mail:
– Letters and PostPac International: 0848 48 48 47
– URGENT Business consignments: 0800 45 45 45

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