

Swiss-Courier "Turbo", "Rapid" and "Standard"

The fastest possible service from door to door

If urgent consignments – be it letters, parcels or non-packaged bulk goods – need to reach the recipient on the same day within the shortest possible time and be good value for money, a fast and uncomplicated service is required.

The solution: Swiss-Courier

With Swiss-Courier, your urgent mail to anywhere in Switzerland and the Principality of Liechtenstein are collected and brought to the recipient within the shortest possible time. Within a specific conurbation, Swiss-Courier will transport your mail items as "Turbo", "Rapid" or "Standard" in 30, 60 or 120 minutes, depending on the urgency.

Ordering

Fast and simple over the Internet at swisspost.ch/order-courier-privatecustomers or by calling free on 0800 88 88 88.

Collection times

Home collection from Monday to Friday between 7:00 a.m. and 7:00 p.m. anywhere in Switzerland and the Principality of Liechtenstein.

Delivery

Delivery from Monday to Friday between 7:00 a.m. and 8:00 p.m. directly to the recipient's domicile. The precise delivery time is based on the distance and will be specified when you place your order.

Your benefits

Reliable

Swiss-Courier will deliver your consignments on the same day, nationwide by 8 p.m. Personal collection from the customer and delivery to the recipient against signature ensure reliable processing of your courier order.

Flexible

Within a specific conurbation, you have the choice between three delivery speeds:

30 minutes	Swiss-Courier "Turbo"
60 minutes	Swiss-Courier "Rapid"
120 minutes	Swiss-Courier "Standard"

Practical

You can combine various additional services for your consignments and conveniently pay for your courier order by invoice or with accepted debit cards and credit cards.

Ecological

Through the optimum combination of bike, rail and road, Swiss-Courier reaches the fastest point-to-point connection with the lowest possible environmental pollution. Another plus: the "pro clima" service enables you to send carbon-neutral consignments for a small additional charge of no more than a few cents.

Track and trace

By entering the consignment number at swisspost.ch/trackandtrace, you can obtain information about the progress of your consignment and its current status.

The advantages of Swiss-Courier

- ▶ Nationwide courier service throughout Switzerland and the Principality of Liechtenstein
- ▶ Easy order placement and price calculation on the Internet at swisspost.ch/courier-order-privatecustomers or by calling free on 0800 88 88 88
- ▶ Delivery speed within specific conurbations can be chosen as desired
- ▶ Deliveries are always signed for
- ▶ Second delivery attempt free of charge
- ▶ If there is a delay, the mailing price is refunded
- ▶ Track & trace
- ▶ Recipient notified in advance by SMS or e-mail about the arrival of the courier consignment and notification sent to the ordering customer after successful delivery
- ▶ Fastest point-to-point connection with the lowest possible environmental pollution through the optimum combination of bike, rail and road
- ▶ Cashless payment
- ▶ Liability for loss or damage of up to CHF 5,000

Additional services

Swiss-Courier "Turbo", "Rapid" and "Standard" can be flexibly combined with the following additional services:

- ▶ Pro clima
- ▶ Just-in-time deliveries and regular courier journeys are possible

You can find further information about the individual additional services at: swisspost.ch/courier-privatecustomers

Things to bear in mind for your consignments

- ▶ Consignments should be temporarily packaged and sufficiently protected from damage. Consignments that lose their contents due to insufficient packaging (e.g. sand, liquids, etc.) will be rejected
- ▶ Special regulations apply when sending live animals: swisspost.ch/animals

For Swiss-Courier "Standard", the following applies:

- ▶ All consignments up to 30 kg (higher weights upon request)
- ▶ Consignments with a maximum length of 250 cm or a maximum girth dimension of 400 cm
(2 × height + 2 × width + longest side)

For Swiss-Courier "Turbo" and "Rapid", the following applies:

- ▶ All consignments up to 5 kg (higher weights upon request)
- ▶ Maximum dimensions:
Length / width / height: 50 cm / 35 cm / 15 cm

Prices

Swiss-Courier prices are calculated on the basis of the distance between the collection and delivery locations. All available courier services and their prices can be quickly and easily calculated online: swisspost.ch/order-courier-privatecustomers

For additional questions, please contact Customer Service by calling free on 0800 88 88 88.

Order acceptance, collection and delivery

Order acceptance

Monday – Friday 7 a.m. – 7 p.m.

Collection

Monday – Friday 7 a.m. – 7 p.m.

Delivery

Monday – Friday 7 a.m. – 8 p.m.

(Orders outside the specified time window upon request)

Further information can be found at swisspost.ch/courier-privatecustomers

Post CH Ltd
Post Offices and Sales
Wankdorffallee 4
3030 Berne

Phone 0848 88 88 88
customercare@post.ch
swisspost.ch/sending

SWISS POST 
Yellow in motion.