

INTERNATIONAL PARCEL (EXCLUDING U.S.A.)

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
June 20, 2011	Added information "On-Demand Pickup".	section 8.1
June 6, 2011	Added information to "Size and Weight" on returned parcels.	section 3

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1 WHAT IS INTERNATIONAL PARCEL?

International Parcel service is an economical means of shipping packages of goods, merchandise and other articles by Air or Surface, from Canada to international destinations, excluding U.S.A.

Canada Post's International Parcel service is also available with an Agreement. Contract Customers must consult their *Customer Guide* to obtain detailed information about Canada Post's International Parcel service. Contract Customers may also visit canadapost.ca/postalservices under Parcel Services for a list of support documents or call a Commercial Service Network Representative at 1.866.757.5480 for general information on Canada Post's products and services.

International Air Parcel service is available only to destinations not served by Xpresspost-International service. To determine the availability of the service to the country of destination, see [International Shipping Chart](#). All items must bear an International Parcel shipping label and must be posted for delivery in a foreign destination.

NOTE: Products and services are subject to the terms and conditions outlined in the [General Terms and Conditions](#).

2 UNACCEPTABLE ITEMS

Any International Parcel item is considered unacceptable if:

- it is or contains any dangerous substance or article prohibited by law or defined as a dangerous good (see [Non-mailable Matter](#), or refer to the [Non-mailable Matter Regulations](#) and to the [Transportation of Dangerous Goods Act](#))
- it does not meet the size and weight specifications for this service (see Table 1 for more information)
- it may soil, taint or damage mail or mail equipment, expose a person to danger or emit offensive odours
- it contains food perishables or live animals that do not meet applicable shipping requirements
- it is improperly or insecurely packed or wrapped
- it is in contravention of applicable Universal Postal Union prohibitions or Customs Regulations of the destination country (for more information on individual country restrictions and prohibitions, see [International Destination Listing](#)).

3 SIZE AND WEIGHT

Each International Parcel item must meet the size and weight specifications shown in Table 1.

Table 1: International Parcel Size and Weight

CATEGORY		LENGTH	WIDTH	HEIGHT	WEIGHT
All countries	min.	210 mm	140 mm	1 mm	–
Countries accepting oversize	max.	Length: 1.5 m Length + Girth: 3 m			10-30 kg*
Countries not accepting oversize	max.	Length: 1 m Length + Girth: 2 m			

If the dimensions and weight of any returned parcel cannot be determined, Canada Post reserves the right to charge based on a default weight of 1 kg for Domestic Parcel Services and 750 g for prepaid envelopes and labels.

- * See [International Shipping Chart](#) to find the maximum weight allowed in the destination country as well as which countries accept oversize.

NOTE 1: An oversize charge applies if an item exceeds 1 m in any dimension (length, width or height).

2: The minimum size for a mailing tube is: 210 mm x 45 mm x 45 mm. A surcharge will be applied to mailing tubes that are cylindrical in shape.

4 PRICING INFORMATION

To obtain information on pricing*:

- see [Counter Prices](#)
- see [Business Prices](#).

- * Volumetric weight may apply. See [section 3.4 Weigh and Measure the Item of ABCs of Mailing - Personal](#) for more information.

5 PAYMENT OPTIONS

5.1 Proofs of Payment

Table 2 lists the acceptable proofs of payment for International Parcel. Some restrictions or conditions may apply.

Table 2: International Parcel Proofs of Payment

CONSUMER/VENTUREONE CUSTOMER
<ul style="list-style-type: none"> meter impression postage stamp

5.2 Methods of Payment

Table 3 lists the acceptable methods of payment for International Parcel. Some conditions may apply.

Table 3: International Parcel Methods of Payment

CONSUMER/VENTUREONE CUSTOMER
<ul style="list-style-type: none"> cash certified cheque credit card (where available) debit card (where available) money order traveller's cheque

6 DELIVERY STANDARDS AT A GLANCE

Delivery standards are estimates of how long it will take for the mail to be delivered. These delivery standards are not guaranteed.

Table 4: International Parcel Delivery Standards

CATEGORY	DELIVERY STANDARD
International Air Parcel	6 to 10 business days
International Surface Parcel	4 to 6 weeks

7 FEATURES

A feature is something that is provided as part of the basic service. The available features are described below.

7.1 Coverage for Loss or Damage

Coverage of up to \$100CDN is included in the fee for International Parcel Air/Surface. Certain exceptions apply.

7.2 Return to Sender

International Parcel items that cannot be delivered or redirected will be returned to the sender for a fee, payable by the sender. Where the item bears postage stamp(s) or meter impression denoting the original amount of postage, the item will be returned for an amount equal to the original postage, less any option fee, using the postage due process. Where the Customer Number is located on the item, the item will be returned and the Customer will be invoiced an amount equal to the original fee paid, less any option fee. The return of International Parcel is dependent upon the regulations for return of mail in the destination country.

7.3 Customs Clearance

Canada Post will provide a presentation of all items to the exchange office in the destination country. Issues related to duties and admissions will be the responsibility of the addressee (importer of record).

8 OPTIONS

An option is a service enhancement which is not included automatically as part of the basic service. Most options are available for an additional fee. The available options are described below.

8.1 On-Demand Pickup

On-Demand Pickup services are available to all Canada Post Customers with a “Standing Offer Agreement” (paying by Account or by credit card) and to VentureOne cardholders (paying by credit card).

There is no minimum volume requirement when arranging a Canada Post On-Demand Pickup. A pickup fee per stop will apply unless shipping using either *Priority*[™] Next A.M. or *Priority*[™] Worldwide. Pickups can be arranged up to one month in advance for “ACCOUNT” Customers, 5 Business Days in advance for Customers paying by credit card or on the same Business Day, provided the request is made before the local call-in cut-off time.

Third-Party On-Demand Pickup allows Customers to authorize a Canada Post pickup at a third party location or alternate address. “ACCOUNT” Customers can arrange for the additional pickup locations themselves or provide their seven-digit Canada Post Customer Number to their third-party, authorizing the third-party to arrange for On-Demand Pickup service. It is also acceptable for the authorized third-party to pay for the pickup by credit card.

To arrange an On-Demand Pickup, Customers may contact Customer Service at 1.888.550.6333. Visit canadapost.ca/pickup for areas where Canada Post offers pick-up services and for call-in cut-off times.

8.2 Additional Coverage for Loss or Damage

Additional Coverage is available up to \$1,000CDN for International Parcel shipments, for a fee. Certain exceptions apply.

Canada Post’s liability is limited to the lesser of:

- the maximum coverage allowed in the country of destination
- \$500CDN (shipments containing coins, jewellery, manufactured and non-manufactured precious metals, precious stones, gold bullion, gold dust, cancelled or uncanceled postage stamps, gift certificates); or
- \$100CDN (shipments containing phone cards).

To determine the limit of coverage, see [International Shipping Chart](#).

Canada Post shall have no liability for loss, damage or rifling of items containing bank notes, stocks, bonds or other securities negotiable by the bearer, lottery tickets, travellers' cheques or non-mailable matter, as well as any article prohibited by law in Canada or in the destination country. See General Terms and Conditions at canadapost.ca/generalterms for more information.

NOTE: Basic Parcel indemnity in accordance with the requirements of the Universal Postal Union (UPU) being approximately \$70 per item plus \$7.50 per kilo is included in the base price. Additional insurance is available at an additional charge. Some exceptions and condition apply.

9 LABELS AND DOCUMENTATION REQUIRED

Every International Parcel item must have all of the following information:

- a bar-coded International Parcel Air/Surface CP72 Customs label or a customs label produced by the Electronic Shipping Tools (EST) or by a third-party shipping system. Only Canada Post-approved bar-coded shipping labels are acceptable for shipment. Shipping labels can be ordered by visiting canadapost.ca/cpo/mc/business/tools/est.jsf or by calling Customer Service at 1.888.550.6333.
- the names and addresses should include telephone numbers of the sender and the addressee clearly printed on a label affixed to the item
- acceptable proof of payment (postage stamps, postal indicia, or meter impression)
- the **Customs Declaration** portion accurately completed on the International Parcel shipping label (see [Customs Requirements](#) for more information)
- any document (invoice, licence, certificate, permit, etc.) required by the International Customs regulations.

All items must have the weight listed on the **Customs Declaration** portion of the shipping label.

International Air parcels must have an air mail sticker and must be endorsed "AIR MAIL" on at least two sides.

10 PACKAGING

All items must be securely packaged with sufficient cushioning and reinforcing material to prevent loss of or damage to the items, damage to postal equipment or other mail and injury to persons handling the items. Items must not consist of dangerous or prohibited articles.

NOTE: Oversize items can be shipped, where permitted by the destination, for a fee.

11 ADDRESSING

Addresses must be legible, complete and include the name of the country of destination in English or French. See [Addressing Guidelines](#) for more information.

12 DEPOSIT OF INTERNATIONAL PARCEL

The Customer can deposit International Parcel items at any one of the following locations:

- at a post office
- at a street letter box (items processed by a Canada Post online shipping system only).

NOTE: Scheduled pickup is available for contract Customers only.

Items deposited after the last collection time specified on the street letter box are considered as being deposited on the next business day.

13 DELIVERY OF INTERNATIONAL PARCEL

Canada Post transports International Parcel items to transfer points for delivery by the postal administration of the destination country.