

PRIORITY™ WORLDWIDE

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
January 16, 2012	Netherlands Antilles is now known as Dutch Caribbean.	section 11.2
June 20, 2011	Added information "On-Demand Pickup".	section 7.1
June 6, 2011	Added information to "Size and Weight" on returned parcels.	section 3

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1 WHAT IS *PRIORITY* WORLDWIDE?

Priority Worldwide is an international express service offered by Canada Post, as an agent for FedEx. This service offers an On-time Money-Back Guarantee and delivery by noon the next business day to most U.S.A. destinations and in two (2) or three (3) business days to most international destinations.

Canada Post's *Priority* Worldwide service is also available with an Agreement. Contract Customers must consult their *Customer Guide* to obtain detailed information about Canada Post's *Priority* Worldwide 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.

The service also includes these features at no additional cost:

- recipient's name and signature
 - electronic customs clearance
 - detailed tracking information, and
 - up to \$100 declared value for carriage*.
- * See the *Priority* Worldwide [Terms and Conditions](#) for details.

2 UNACCEPTABLE ITEMS

The following items are not acceptable for carriage to any international destination (additional restrictions may apply depending on the destination):

- foodstuffs and beverages (perishable or non-perishable)
- live insects, animals, birds, reptiles and plants, including cut flowers
- dead animals or animals that have been mounted
- live fish/seafood
- COD shipments
- human corpses, human organs or body parts, cremated or disinterred human remains
- drugs, prescriptions, except to certain countries
- explosives
- firearms, weaponry and parts thereof
- money (including coins, cash, currency or paper money)
- collectable coins and stamps
- negotiable stocks, bonds, bank drafts, cash letters, and other negotiable instruments equivalent to cash
- gambling devices
- lottery tickets
- liquor and alcoholic beverages except between licensed distributors (advance arrangements are required)
- tobacco, in certain countries only
- pornography

- furs and fur clothing
- hazardous waste, including, but not limited to, used hypodermic needles or syringes, or other medical waste
- personal effects where the importer is claiming duty-free entry
- shipments moving under a carnet (allows temporary import for display, etc. without duties)
- drawback claims (request for refund of import duties at time of export)
- shipments requiring Temporary Importation Bonds (TIBs allow temporary import for repairs, etc.)
- wet or dry ice
- any shipment which, in our judgement, could cause damage to, or delay of, equipment, personnel or other shipments
- any shipment which may require Canada Post/Fedex to obtain a license or permit for its transportation, importation or exportation
- any item whose carriage is prohibited by any applicable international treaty, law, government regulation, order or requirement of the country of origin or destination, or of any country through which the shipment may transit
- shipments that are wet, leaking or emit a foul odour
- fragile articles/orientation. Canada Post/FedEx assumes no liability for shipments of fragile articles (including, but not limited to, electronic and electrical devices and scientific testing equipment). Canada Post/FedEx does not provide special handling for packaging bearing "FRAGILE", "REFRIGERATION REQUIRED" or orientation markings.
- blood, urine and other liquid diagnostic specimens
- perishables
- all IATA (International Air Transportation Association) classes of dangerous goods.

Canada Post and FedEx will not be liable for any loss, damage, delay, mis-delivery, non-delivery, misinformation or any failure to provide information due to or in respect of any shipment containing a prohibited item.

2.1 Prescription Drugs to the U.S.A.

Senders and recipients must be aware it is completely at the discretion of the U.S. Food and Drug Administration (FDA) and U.S. Customs and Border Protection (CBP) whether or not to allow entry of drugs into the U.S.A. For this reason, **Canada Post shall have no liability for loss, delay or damage of cross-border shipments containing prescription drugs.**

The position of CBP is that in virtually all instances, individual citizens are prohibited from importing prescription drugs into the United States. When personal shipments of drugs and devices that appear violative are brought to the FDA's attention by CBP, FDA personnel will use their discretion to decide on a case by case basis whether to detain, refuse, or allow entry of the product. FDA may allow an individual entering the United States to import a three-month supply of an unopened drug if all of the following conditions are met:

1. The intended use (of the drug) is unapproved and for a serious condition for which effective treatment may not be available domestically either through commercial or clinical means.
2. There is no known commercialization or promotion to persons residing in the U.S. by those involved in the distribution of the product at issue.
3. The product is considered not to represent an unreasonable risk.

4. The individual seeking to import the product affirms in writing that it is for the patient's own use (generally not more than a three-month supply) and provides the name and address of the doctor licensed in the U.S. responsible for his or her treatment with the product **or provides evidence that the product is for the continuation of a treatment begun in a foreign country (outside the U.S.A.)**.

NOTE: The bolded portion of item number 4 may apply to Canadian citizens visiting the U.S. Thus, while not the only documentation, either a U.S. or foreign prescription, along with an affirmation of personal use, and proof of Canadian citizenship should be supplied as evidence that this factor exists.

Notwithstanding any product specification regarding liability coverage to the contrary, Canada Post shall have no liability whatsoever for loss, delay or damage of cross-border shipments containing drugs. Likewise, notwithstanding any provision in the Postal Guide to the contrary, no coverage for loss or damage may be purchased from Canada Post for cross-border shipments containing drugs.

Customers can visit www.fda.gov/ora/import/pipinfo.htm or <http://www.cbp.gov/xp/cgov/travel/clearing/restricted> for more information.

3 SIZE AND WEIGHT

Each *Priority Worldwide* item must meet the size and weight specifications shown in Table 1.

Table 1: Priority Worldwide Size and Weight

CATEGORY		LENGTH	WIDTH	HEIGHT	WEIGHT
Documents and Non-documents	max.	Length, width or thickness: 2 m Length + Girth: 3 m			Up to 30 kg
	min.	300 mm	220 mm	2 mm	–
Flat Rated Packages					
Envelope	max.	400 mm	254 mm	–	500 g
Pak	max.	394 mm	305 mm	–	1.5 kg

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](#) for the maximum weight accepted by each country.

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 *Priority Worldwide* items.

Table 2: Priority Worldwide Proofs of Payment

CONSUMER/VENTUREONE CUSTOMER
<ul style="list-style-type: none"> • postage stamp • postal indicia

5.2 Methods of Payment

Table 3 lists the acceptable methods of payment for *Priority Worldwide* items. Some restrictions or conditions may apply.

Table 3: Priority Worldwide 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

- * Credit card is available only to Customers who electronically transmit their order or purchase prepaid labels online. Some exceptions apply.

6 DELIVERY STANDARDS AT A GLANCE

Delivery standards are only available on the Canada Post website at canadapost.ca/tools/pg/manual/Pgservstdsp1-e.asp or by calling Canada Post Customer Service at 1.888.550.6333.

7 FEATURES

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

7.1 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.

7.2 On-time Money-Back Guarantee

For U.S. and Canada-based payors, Canada Post will, at its option and upon request, either refund or credit to the applicable invoice only the Customer’s transportation charges, if the Customer’s *Priority Worldwide* shipment is delivered more than 60 seconds after the applicable delivery commitment time. See the *Priority Worldwide Terms and Conditions* at canadapost.ca/generalterms for details regarding the *Priority Worldwide On-time Money-Back Guarantee*.

NOTE: An incomplete or illegible shipping label or other required documentation will void the On-time Money-Back Guarantee.

7.3 Delivery Confirmation

This feature provides confirmation that the item arrived at its destination. Upon delivery, or attempted delivery, the item ID (identification) number is scanned and the date captured. The information is usually available by noon the next business day following delivery via the Internet at canadapost.ca or via automated phone response system by calling 1.888.550.6333, or through the Electronic Shipping Tools (EST) software.

7.4 Tracking

This feature allows Customers to get detailed tracking of their item by visiting canadapost.ca or by calling 1.888.550.6333.

7.5 Declared Value and Limits of Liability

Priority Worldwide service includes up to \$100 Declared Value for Carriage for loss or damage. If the Customer declares a value for carriage higher than \$100, an additional charge will be assessed for each \$100 (or fraction thereof) by which the declared value for carriage exceeds \$100 or the Convention liability limit, whichever is applicable, up to the maximum amounts specified in the *Priority Worldwide Terms and Conditions*. Refer to the *Priority Worldwide Terms and Conditions* at canadapost.ca/generalterms.

NOTE: Certain exceptions apply. To determine the limit of coverage, see [International Shipping Chart](#).

7.6 Signature Copy

Following delivery, the name of the person who signed for the item and an image of the signature will be available on Canada Post’s “Track” webpage, usually by noon the next business day.

7.7 Return to Sender

Priority Worldwide items are generally not returned to the sender without the sender’s prior approval. FedEx may apply surcharges for returning the item to the sender.

7.8 Electronic Customs Clearance

Customers’ items may be cleared through Customs while in transit.

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 Delivery Updates

Delivery Updates is a free option that allows customers to request to receive email notifications whenever scan events occur on their barcoded items. Customers must select this option, enter a valid email address and select the event type in order to receive email notifications. This option is available to all customers using the following:

- canadapost.ca web page under “Track”
- EST - VCD desktop or online
- Third Party Shipping Systems
- Customer-developed Shipping Systems.

8.2 Additional Declared Value for Carriage

The maximum permitted Declared Value for Carriage:

- for a *Priority* Worldwide envelope or Pak is \$100
- for items of extraordinary value (e.g. jewellery, antiques, etc.) is \$500
- for all other shipments is \$1,000.

NOTE: Certain exceptions apply. To determine the limit of coverage, see [International Shipping Chart](#).

The maximum Declared Value for Carriage may also be further limited by regulatory limitations of the destination country. If the Customer declares a value for carriage higher than \$100, an additional charge will be assessed for each \$100 (or fraction thereof) by which the Declared Value for Carriage exceeds \$100 or the Convention liability limit, whichever is applicable, up to the maximum amounts specified in the *Priority* Worldwide Terms and Conditions. Refer to the *Priority* Worldwide Terms and Conditions at canadapost.ca/generalterms for specific details.

8.3 Hard Copy Signature

A hard copy signature of the person who signed for the delivered item is available. This option is for the Customer who requires a hard copy of the name and signature of the person who signed for the item. Exceptions and conditions apply.

9 LABELS AND DOCUMENTATION REQUIRED

All items must bear a *Priority* Worldwide shipping label (completed in English or with an English translation). It is the shipper's sole responsibility to complete all sections of the *Priority* Worldwide shipping label.

All items must have the weight recorded on the *Priority* Worldwide shipping label. All shipments are subject to reweighing when processed. If the weight is not recorded on the documentation, then the weight recorded when the item is reweighed at processing will be applied, and rates adjusted if applicable.

9.1 Non-document Requirements

All non-document shipments must have a properly completed Invoice Declaration/Commercial Invoice. Commercial shippers (business customers) may submit a Commercial Invoice Declaration on their company letterhead with three (3) copies attached. Depending upon the contents, certain shipments may require additional customs documentation.

Documentation for non-document shipments must have the total value of the shipment in (Canadian) dollars for Customs purposes and the total declared value for carriage in (Canadian) dollars. The total declared value for carriage must not exceed the customs declared value.

NOTE: Canada Post employees are prohibited from signing the *Priority* Worldwide shipping label, Invoice Declaration/Commercial Invoice on behalf of the Customer.

9.2 Customs Requirements

FedEx or Customs authorities may open and inspect any shipment and its contents at any time.

Customers are responsible for obtaining and properly completing all required customs documentation and attaching to the shipment.

Clearance through Customs is executed by FedEx and requires the presentation of the shipment and accompanying paperwork to customs inspectors in the foreign destination. Delivery of a shipment is subject to the Customs regulations of the destination country.

Various regulatory clearances in addition to Customs clearance may be required for certain commodities and may extend the transit time for final delivery.

9.2.1 DUTIES AND TAXES

All items entering a foreign country are subject to Customs inspection and the assessment of duties and taxes in accordance with that country's national laws. Customs duties and taxes are assessed, generally, if the merchandise is dutiable and the value of the item is above the threshold set by the country's laws. If duties and taxes are assessed on an item shipped via *Priority* Worldwide service, they may be collected from the recipient prior to, or upon, delivery.

In order to complete clearance of certain items through Customs, FedEx may be required to pay certain duties and taxes assessed by customs officials in advance. FedEx may contact the recipient before clearance is complete to confirm the arrangements for reimbursement. In addition, for some countries, there may be an administrative fee that is collected from the recipient to cover the costs of clearing the item through customs and collecting duties and taxes.

NOTE: Shipments may be delayed if FedEx is not able to reach the recipient to confirm that FedEx will be reimbursed for any amounts advanced. If a recipient refuses to pay the duties and taxes, the sender may be contacted to make alternative arrangements.

10 PACKAGING

Priority Worldwide items must be securely wrapped with sufficient cushioning and reinforcing material to prevent loss of or damage to the contents and injury to persons handling the items.

All *Priority* Worldwide items must be completely sealed. FedEx has the right to open and inspect any shipment to ensure it does not contain prohibited or dangerous goods.

Sturdy outside packaging constructed of corrugated fibreboard, wood, metal or plastic must be used. The outside packaging should be large enough to accommodate the shipping label within the plastic pouch affixed to the item.

11 ADDRESSING

The address information on the *Priority* Worldwide shipping label must have all fields completed in English or have an English translation. The *Priority* Worldwide On-time Money-Back Guarantee does not apply to shipments not properly addressed or that do not have a valid sender and recipient telephone number.

The item must meet the applicable requirements for addressing for U.S.A. and International destinations as specified in [Addressing Guidelines](#). If the item does not meet the requirements, the shipment will be held and may be returned to the sender.

11.1 Postal Code Requirements

The following international destinations require a complete Postal/ZIP Code. Failure to provide a complete address may void the On-time Money-Back Guarantee.

- Argentina
- Australia
- Austria
- Belgium
- Bermuda
- Brazil
- China
- Denmark
- Finland
- France
- Germany
- Greece
- India
- Indonesia
- Israel
- Italy
- Japan
- Korea
- Liechtenstein
- Luxembourg
- Malaysia
- Mexico
- Netherlands
- New Zealand
- Norway
- Philippines
- Poland
- Portugal
- Russian Federation
- Singapore
- South Africa
- Spain
- Sri Lanka
- Sweden
- Switzerland
- Taiwan
- Thailand
- United Kingdom (Great Britain)
- United States of America (U.S.A.)
- Vietnam

11.2 P.O. Box Addressing

Priority Worldwide shipments addressed to a P.O. Box in the countries listed in the table below are acceptable. However, the following conditions apply:

- FedEx does not deliver to P.O. Boxes. The shipment will be held at the FedEx location nearest the destination and the recipient will be contacted for pickup. If the recipient cannot be contacted or does not pick up the item, it will be returned at the sender's expense. A recipient phone number is mandatory on all shipments.
- Delays should be expected for *Priority* Worldwide shipments addressed to a P.O. Box. The On-time Money-Back Guarantee does not apply to these shipments.
- *Priority* Worldwide shipments addressed to a P.O. Box in the U.S.A. **are not acceptable**.

Priority Worldwide shipments addressed to a P.O. Box in the following countries are acceptable:

- Algeria
- Anguilla
- Antigua
- Argentina
- Aruba
- Bahamas
- Bahrain
- Bangladesh
- Belize
- Bhutan
- Bolivia
- Brazil
- Dominica
- Dominican Republic
- Dutch Caribbean
- Ecuador
- Egypt
- El Salvador
- Eritrea
- Ethiopia
- Fiji
- French Guiana
- French Polynesia
- Guadeloupe
- Lesotho
- Libya
- Malawi
- Malaysia
- Maldives
- Martinique
- Mauritius
- Mexico
- Mozambique
- Namibia
- Nepal
- Netherlands
- Saint Lucia
- Samoa
- Saudi Arabia
- South Africa
- Sri Lanka
- Suriname
- Swaziland
- Syria
- Tanzania
- Thailand
- Tonga
- Turks & Caicos Islands

- British Virgin Islands
- Brunei
- Burundi
- Cayman Islands
- Chile
- Colombia
- Cook Islands
- Costa Rica
- Guatemala
- Guyana
- Honduras
- Iraq
- Jamaica
- Jordan
- Kenya
- Lebanon
- Nicaragua
- Nigeria
- Oman
- Papua New Guinea
- Paraguay
- Portugal
- Qatar
- Rwanda
- Uganda
- Uruguay
- Vanuatu
- Venezuela
- Wallis and Futuna
- Yemen
- Zambia
- Zimbabwe

12 DEPOSIT OF *PRIORITY* WORLDWIDE ITEMS

Customers can deposit *Priority* Worldwide items at any one of the following locations:

- Post Office: during advertised hours of acceptance.

It is unacceptable to deposit *Priority* Worldwide items in street letter boxes, Fedex deposit boxes, parcel receptacles or other such mail receptacles. The On-time Money-Back Guarantee shall not apply to *Priority* Worldwide items that are deposited in such receptacles and the item may be returned to sender.

13 CLAIMS FOR LOSS, DAMAGE OR SERVICE FAILURE

13.1 Claims for On-time Money-Back Guarantee (Service Failure)

Canada Post offers a refund or the credit of shipping charges (transportation charges), if the Customer's *Priority* Worldwide shipment is not delivered on time, in selected destinations, as measured against the applicable published delivery standards for *Priority* Worldwide. Some restrictions apply. See the [Priority Worldwide Terms and Conditions](#) for details. Customers may call Canada Post at 1.888.550.6333 to make a claim.

13.2 Claims for Loss or Damage

Written notice of a claim due to loss or damage must be submitted within strict time limits. See the [Priority Worldwide Terms and Conditions](#) for details. Customers must call Canada Post at 1.888.550.6333 to report a claim and must also provide written notice upon request.