

# Mail Forwarding – 13th month free promotion

## Promotion Terms and Conditions

1. The promotion is called Mail Forwarding 13th month free (the Promotion).
2. **By participating in the Promotion, you are agreeing to the general Terms and Conditions of the Mail Forwarding services specifically stated below.**
3. The Promotion will start July1, 2020 and end September 30 2020 ("Promotion period")
4. The Promotion is available only to those customers who purchase the 12 month Mail Forwarding service at a Canada Post retail location, or who upgraded the 4 month Mail Forwarding service to a 12 month service.
5. Upon purchase of the Mail Forwarding 12 month service, the retail point of sale system will issue the Canada Post customer a coupon for a free month of the Mail Forwarding service that must be redeemed by the Customer by accessing the webpage: [www.canadapost.ca/freemonth](http://www.canadapost.ca/freemonth) (the "Promotion Webpage").
6. The Promotion Webpage cannot be accessed at the Canada Post retail location and must be accessed by the customer via their personal internet services.
7. Once at the Promotion Webpage, the Canada Post customer can redeem the coupon and receive a free additional month of Mail Forwarding by entering their reference number provided on their receipt for the Mail Forwarding 12 month term service that they have purchased, along with their email address if they have not already submitted their email address at point of purchase of the Mail Forwarding 12 month service.
8. The coupon must be redeemed by October 15, 2020.
9. The free month of Mail Forwarding service Promotion can only be used immediately and consecutively following the first 12 month term Mail Forwarding service purchased by the Canada Post Customer.
10. No substitutions or changes to the Promotion are allowed.
11. By participating in this Promotion, you are not excluded from other promotions being offered by Canada Post, if applicable.
12. Canada Post is not responsible for any technical problems or traffic congestion on the Internet or at any website, or any combination thereof that affect the Canada Post customer's ability to participate in this Promotion.
13. Canada Post reserves the right to change or cancel this Promotion at any time without notice to you.
14. There is a limit of 1 free month of service per purchase of the Mail Forwarding 12 month service.

## Terms and Conditions – Mail Forwarding\*

### **SERVICE DELIVERY LIMITATIONS**

Canada Post cannot forward mail addressed to individuals who receive mail through:

- an institution, such as a business, hotel, motel, rooming house, retirement home, nursing home, hospital or school,
- a shared postal address, such as the same address used by several businesses, or privately administered mail boxes.

Parcels (for example: Priority™, Xpresspost™, Xpresspost™ Certified, Expedited Parcel™ and Regular Parcel) and prepaid envelopes, are not forwarded as part of this service. Should you expect any parcel deliveries, make sure to advise senders of your new address.

1. **Proof of identity:** Appropriate identification is collected to:
  - Prevent identity theft and other improper use of this service
  - Permit follow-up investigation if required for law enforcement and other legal purposes.
2. **Prices:** Visit your post office or go online for information on current [prices and payment](#) terms.
3. **Special offers:** Canada Post may send you, on its behalf or that of other organizations, special offers on products or services of interest to you. Your personal information will not be disclosed to these organizations.
4. **Mail recipients:** A maximum of four individuals, two businesses, or a combination of up to two individuals and two businesses can be included per purchase, provided that both the original and forwarding addresses are the same for each. When a business is included, the business price applies. Applicable proof of authority to act on behalf of another may be required.

5. **Extension and cancellation:** You can extend, modify or cancel the service, at any time, [online](#) or at any post office by presenting your original receipt. No refund is provided when the service is cancelled after the start date. A new service must be purchased to forward mail to addresses different than the one indicated on the original receipt. Canada Post reserves the right to not forward mail and end the service at any time.
6. **No liability:** Canada Post and its agents (including but not limited to authorized dealers) will not be responsible for any direct, indirect, general, special or consequential damages arising out of or in any way connected to this agreement, regardless of whether such damages are based on contract or tort.
7. **Privacy:** For more information about our privacy practices, please read our [Privacy statement for the Canada Post website](#).  
To opt-out:
  - For Mover Data service, sign in to the self-serve tool and modify your selection under Contact details; or contact us by telephone (1-800-267-1177).
  - To unsubscribe to Canada Post e-communications, visit [canadapost.ca/mailforwarding-optout](https://canadapost.ca/mailforwarding-optout).