

### **CHANGE TO CLAIM ELIGIBILITY FOR ALL DOMESTIC PARCEL SERVICES GUARANTEE DURING PEAK SEASON EFFECTIVE NOVEMBER 20, 2017**

This overview is a Notice of the changes which affect the services you or an authorized user of your Agreement with Canada Post use.

For items mailed between **Monday November 20, 2017 and Friday January 5, 2018**, Canada Post will only honour service guarantee claims for late delivery if an item is delivered **two or more business days** after the delivery standard. This adjustment will apply to Expedited Parcel, Xpresspost, and Priority services mailed within Canada.

For additional details on these changes, please refer to the *2016 Parcel Services Customer Guide, Amendment* at [canadapost.ca/customerguides](http://canadapost.ca/customerguides).

**Please share this information with the appropriate representative within your organization.**