

2.1 Parcel Services: Canada

Shipping options

Next-day delivery* with signature

Priority™

Our fastest service for time-sensitive documents and parcels. Delivery times are guaranteed, and you can confirm delivery of your items online. Signature collection and One-Time On-Demand Pickup are available at no extra charge.

Next-day and 2-day delivery*

Xpresspost™

Our fast and cost-effective delivery service for documents and parcels within Canada. All items are tracked, delivery times are guaranteed, and delivery status can be checked online.

Next-day and 2-day delivery* with signature for documents

Xpresspost Certified

Our document-shipping service that captures the recipient's signature on delivery of the item. This product is ideal for sending important notices or legal or court documents. If the receiver refuses to sign for the item, the item will be sent back to the original shipper (Return to Sender). Refer to section 4.4 for more details.

Next day for local delivery, up to 3 days for regional delivery and up to 7 days for national delivery*

Expedited Parcel™

Our cost-effective ground service for items shipped within Canada. All items are tracked, delivery times are guaranteed and delivery status can be checked online.

2 days for local delivery, up to 5 days for regional delivery and up to 9 days for national delivery*

Regular Parcel™

Our economical ground delivery service for items shipped within Canada. A tracking number is provided and delivery status can be checked online.

* Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are in business days, not calendar days.

Delivery standards are based on normal delivery conditions and are subject to change without notice. The on-time delivery guarantee may be modified during a peak period (see canadapost.ca/notice) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume. Find the delivery standard from your postal code to a Canadian destination at canadapost.ca/deliverytool.

2.2 Features, options and other value-added services: Shipping within Canada

Parcel Services: Canada					
Features and options	Priority™	Xpresspost™	Expedited Parcel™	Regular Parcel™	
Tracking and delivery					More information
On-Time Delivery Guarantee	✓	✓	✓		p. 9
Tracking and Delivery Confirmation	✓	✓	✓	✓	p. 9
Delivery Updates	✓	✓	✓	✓	p. 9
Reference Number Tracking	✓	✓	✓	✓	p. 10
Coverage and COD options					More information
Liability Coverage (up to \$100)	✓	✓	✓	\$	p. 10
Additional Liability Coverage (up to \$5,000) ¹	\$	\$	\$	\$	p. 10
Collect on Delivery (COD) up to \$5,000 (up to 1,000 cash) ²	\$	\$	\$	\$	p. 10
Signature and identity services					More information
Signature	■	\$	\$	\$	p. 11
Signature Hard Copy ³	\$	\$	\$	\$	p. 11
Proof of Age ⁴	\$	\$	\$	\$	p. 11
Proof of Identity ^{4,5}	\$	\$			p. 12
Flexible delivery options					More information
Leave at Door (Do Not Card) ⁴	✓	✓	✓	✓	p. 12
Do Not Safe Drop ⁴	✓	✓	✓	✓	p. 12
Card (Hold) for Pickup ⁴	✓	✓	✓	✓	p. 12
Deliver to Post Office ⁴		✓	✓		p. 12
Pickup Services					More information
Recurring (Scheduled) Pickup ⁶	\$	\$	\$	\$	p. 13
One-Time On-Demand Pickup ⁷	■	\$	\$	\$	p. 13
Third-Party Recurring (Scheduled) Pickup ⁶	\$	\$	\$	\$	p. 13
One-Time Third-Party On-Demand Pickup ⁷	■	\$	\$	\$	p. 13
Returns					More information
Parcel returns labels ⁴	\$	\$	\$	\$	p. 14
Return to Sender ⁸	\$	\$	\$	\$	p. 14
Redirection Service					More information
Package Redirection	\$	\$	\$	\$	p. 14

Legend

✓ Feature included in the service (no additional charge).

\$ Available for a fee.

■ Available as a no-charge option for the Priority service.

1. The purchase of the Signature option is mandatory for additional Liability Coverage.

2. Some exceptions apply to acceptable methods of payments. For more details, see section 2.3.4.3.

3. The signature image is available at no additional charge.

4. Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

5. Customers must sign up for this option. Contact your Canada Post sales representative for details.

6. Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location.

Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.

7. One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.

8. All associated Return to Sender shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.

Note: All options must be selected at time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.