

PARCEL SERVICES SHIPPING TO THE U.S.A. AND TO INTERNATIONAL DESTINATIONS

IMPORTANT UPDATES		
EFFECTIVE	DESCRIPTION	LOCATION
January 11, 2021	Updated One-Time On Demand pickup.	Section 7.1.9
	Updated Postal Presentation.	Section 7.1.12
	Updated Labels and Documentation required.	Section 8
	Updated Packaging.	Section 9
November 16, 2020	Added notification that delivery standards are subject to change without notice.	Section 6

1	What Is Parcel Services Shipping to the U.S.A. and to International Destinations?	2
2	Unacceptable Items	2
3	Size and Weight	3
3.1	Size and weight - U.S.A.	3
3.2	Size and weight - International	3
3.2.1	Size and weight - Prepaid products	4
4	Pricing Information	4
5	Payment Options	4
6	Delivery Standards at a Glance	5
6.1	Priority Worldwide destination list.	5
7	Features and Options	5
7.1	Features and options definitions	7
7.1.1	On-time Delivery Guarantee.	7
7.1.2	Tracking and Delivery Confirmation	7
7.1.3	Delivery Updates	7
7.1.4	Delivery to a Post Office Box	8
7.1.5	Liability Coverage	8
7.1.6	Additional Liability Coverage	8
7.1.7	Signature	8
7.1.8	Recurring (Scheduled) Pickup	9
7.1.9	One-time On-Demand Pickup	9
7.1.10	One-time Third-Party On-Demand Pickup	9
7.1.11	Return to Sender	9
7.1.12	Postal Presentation	10
7.1.13	Commercial Clearance	10
8	Labels and Documentation Required	10
8.1	Indicia and other markings	11
9	Packaging	11
10	Addressing	11
10.1	Priority Worldwide - specific addressing requirements	12
10.2	Xpresspost – International destination list	12
10.3	Tracked Packet – International destination list	12
11	Depositing	12
12	Delivering	12
13	Commercial order acceptance - What to look for	12

1 WHAT IS PARCEL SERVICES SHIPPING TO THE U.S.A. AND TO INTERNATIONAL DESTINATIONS?

Parcel Services Shipping to the U.S.A. and to International Destinations is for documents, packets and parcels and are subject to the size and weight restrictions ([Section 3](#)).

PRODUCT	U.S.A.	INTERNATIONAL
Priority™ Worldwide	is an international express delivery service for time-sensitive items.	
Xpresspost™ – USA	is a fast and cost-effective delivery service.	–
Expedited Parcel™ – USA	is an affordable ground delivery service.	–
Tracked Packet™ – USA	is a reliable shipping service for sending small and lightweight items.	–
Xpresspost™ – International	–	is a fast and cost-effective delivery service.
Tracked Packet™ – International	–	is a reliable shipping service for sending small and lightweight items.
International Parcel™ (air)	–	is a cost-effective shipping service to send larger parcels.
International Parcel™ (surface)	–	is the most economical shipping service to send larger parcels.
Small Packet™ (air)	is an cost-effective shipping service for sending small and lightweight items.	
Small Packet™ (surface)	–	is the most economical shipping service for sending small and lightweight items.

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

Canada Post's Parcel Services are also available with an Agreement. Contract customers must consult their *Parcel Services Customer Guide* to obtain detailed information. 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 1-877-683-5895 for general information.

2 UNACCEPTABLE ITEMS

Any item is considered unacceptable if:

- it is or contains any dangerous substance or article prohibited by law or defined as a dangerous good it does not meet the size and weight specifications for this service
- it emits an odour of any kind
- 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 prepared or insecurely packed or wrapped.

Canada Post will not deliver:

- offensive articles that contain sexually explicit material
- any information relating to bookmakers, pool-setting, betting or wagering or unlawful schemes, or
- any item related to schemes to defraud the public.

The customer has the responsibility of ensuring that the contents meet all current applicable requirements and the item(s) can be shipped under Canadian legislation, including but not limited to the:

RESOURCE	LINKS
Criminal Code	http://laws-lois.justice.gc.ca/eng/acts/C-46/
Canada Post Corporation Act	http://laws-lois.justice.gc.ca/eng/acts/C-10/index.html
Non-Mailable Matter Regulations	http://laws-lois.justice.gc.ca/eng/regulations/SOR-90-10/page-1.html
Tobacco and Vaping Products Act	http://laws-lois.justice.gc.ca/eng/acts/T-11.5/
Transportation of Dangerous Goods Act	https://laws-lois.justice.gc.ca/eng/regulations/SOR-2001-286/
General Terms and Conditions	canadapost.ca/generalterms
Canada Postal Guide	canadapost.ca/postalguide

Prohibitions or restrictions on the acceptance of certain articles for mailing may apply (refer to [Non-mailable Matter](#), [International Destination Listing](#), and [Customs Requirements](#) of the *Canada Postal Guide*).

3 SIZE AND WEIGHT

Each item must meet the size and weight specifications.

3.1 Size and weight - U.S.A.

Table 1: Size and weight - U.S.A.

		LENGTH	WIDTH	HEIGHT	WEIGHT
Priority Worldwide	min.	300 mm	220 mm	2 mm;	–
	max.	Length, width or height: 2 m Length + Girth*: 3 m			30 kg
Xpresspost – USA ⁺	min.	210 mm	140 mm	1 mm;	–
	max.	No dimension may exceed: 1.52 m Length + Girth*: 2.74 m			30 kg
Expedited Parcel – USA ⁺	min.	210 mm	140 mm	5 mm;	–
	max.	Length, width or height: 2 m Length + Girth*: 2.74 m			30 kg
Tracked Packet – USA	min.	140 mm	90 mm	1 mm;	–
	max.	900 mm (length + width + height) The greatest dimension is less than 600 mm			2 kg
Small Packet	min.	140 mm	90 mm	1 mm;	–
	max.	900 mm (length + width + height) The greatest dimension is less than 600 mm			2 kg
Mailing Tube	min.	210 mm x 45 mm x 45 mm. (A surcharge will be applied to mailing tubes that are cylindrical in shape, excluding when shipping via Priority Worldwide, Small Packet and Tracked Packet services.)			

* Girth = (height x 2) + (width x 2)

3.2 Size and weight - International

Table 2: Size and weight - International

		LENGTH	WIDTH	HEIGHT	WEIGHT	
Priority Worldwide	min.	300 mm	220 mm	2 mm;	–	
	max.	Length, width or height: 2 m Length + Girth*: 3 m			up to 30 kg	
Xpresspost – International ⁺ (to destinations accepting OS)	min.	210 mm	140 mm	1 mm;	–	
	max.	No dimension may exceed: 1.5 m Length + Girth: 3 m			up to 30 kg	
	(to destinations not accepting OS)	min.	210 mm	140 mm	1 mm;	–
		max.	No dimension may exceed: 1 m Length + Girth: 2 m			up to 30 kg

		LENGTH	WIDTH	HEIGHT	WEIGHT
International Parcel⁺ (to destinations accepting O/S)	min.	210 mm	140 mm	1 mm;	–
	max.	Length, width or height: 1.5 m Length + Girth*: 3 m			up to 30 kg
(to destinations not accepting O/S)	min.	210 mm	140 mm	1 mm;	–
	max.	Length, width or height: 1 m Length + Girth*: 2 m			up to 30 kg
Tracked Packet – International	min.	140 mm	90 mm	1 mm;	–
	max.	900 mm (length + width + height) The greatest dimension is less than 600 mm			2 kg
Small Packet	min.	140 mm	90 mm	1 mm;	–
	max.	900 mm (length + width + height) The greatest dimension is less than 600 mm			2 kg
Mailing Tube	min.	210 mm x 45 mm x 45 mm (A surcharge will be applied to mailing tubes that are cylindrical in shape, excluding when shipping via Priority Worldwide, Small Packet and Tracked Packet services.)			

* Girth = (height x 2) + (width x 2)

For the maximum weight accepted by each country, refer to the “[International Destination Listing](#)” or “[International Shipping Chart](#)” in the Postal Services Information section of the Canada Post website.

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.

For an odd-shaped non-rectangular item, measurements are taken at the widest points. Weight and measurement are governed by the *Weights and Measures Act and Regulations* and its Terms and Conditions. Visit www.mc.ic.gc.ca for details.

+ Out of spec surcharge

An item is considered out of spec if it exceeds our maximum size or weight specifications (see [Table 1](#) and [Table 2](#)).

A surcharge will be applied to an out of spec item that comes into the possession of Canada Post. At any point in time, the item may be refused or returned to the shipper. The item may be delivered at the sole discretion of Canada Post and additional fees may be applied.

3.2.1 SIZE AND WEIGHT - PREPAID PRODUCTS

PRIORITY WORLDWIDE		ENVELOPE	PAKS
Flat Rated Packages	max.	Length = 400 mm; Width = 254 mm; Weight = 500 g	Length = 394 mm; Width = 314 mm; Weight = 1.5 kg

4 PRICING INFORMATION

To obtain information on pricing*:

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

* Volumetric equivalent of actual weight may apply. See [Section 4 Shipping Charges and Weight of ABCs of Mailing](#) for more information.

5 PAYMENT OPTIONS

Acceptable proofs of payment and methods of payment for consumers and Solutions for Small Business customers. Some restrictions or conditions may apply.

PROOFS OF PAYMENT	METHODS OF PAYMENT	
<ul style="list-style-type: none"> • meter impression • postage stamp • postal indicia 	<ul style="list-style-type: none"> • cash • certified cheque • credit card (where available) 	<ul style="list-style-type: none"> • debit card (where available) • money order

For more information, see [Paying For Your Mailing](#).

6 DELIVERY STANDARDS AT A GLANCE

An overview of the Parcel Services Shipping to the U.S.A. and to International Destinations:

SERVICE	U.S.A.	INTERNATIONAL
Priority Worldwide (see Section 6.1)	next business day (certain destinations by 10:30 a.m.*)	2 to 3 business days
Xpresspost – USA	2 and 3 business days	–
Expedited Parcel – USA	4 to 7 business days	–
Tracked Packet – USA	4 to 7 business days	–
Xpresspost – International	–	4 to 7 business days (for most destinations)
Tracked Packet – International	–	6 to 10 business days
International Parcel (air)	–	6 to 10 business days
International Parcel (surface)	–	4 to 12 weeks
Small Packet (air)	5 to 8 business days	6 to 12 business days
Small Packet (surface)	–	4 to 12 weeks

* Delivery by 10:30am applies to business addresses, 12:00pm for residential addresses.

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, and exclude the day of mailing, weekends, statutory holidays, and time in customs. Delivery standards are based on normal delivery conditions and available transportation; they are therefore subject to change without notice.

The on-time delivery guarantee may be modified during a peak period 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.

NOTE: Business days and observed holidays may vary for U.S.A. and International destinations. Depending on availability in the U.S.A. or select destination, items may be delivered on a Saturday. Saturday does not count as a business day for delivery standards.

For more information, visit [Section 5](#) Parcel Services of Delivery Standards of the *Canada Postal Guide*.

6.1 Priority Worldwide destination list

Canada Post Priority Worldwide On-time Money-Back Guarantee on shipments to specific destinations only. Delivery standards and the list of guaranteed destinations are only available on the Canada Post website at <http://www.canadapost.ca/tools/pg/manual/PGservstdsp1-e.asp> or by calling Canada Post Customer Service at 1-888-550-6333.

7 FEATURES AND OPTIONS

A **feature** is provided automatically as part of the basic service. For certain features, there may be a fee. An option is a service enhancement that is not included automatically as part of the basic service.

All **options** must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Options may be selected when using Canada Post's Electronic Shipping Tools (EST), Snap Ship (Priority Worldwide is not available in Snap Ship) or by affixing an additional label or sticker on the shipping label. Most options are available for an additional fee.

For a full definition of any of the Features and Options listed, see [section 7.1](#).

Table 3: Features and Options for Parcel Services - USA

FEATURES AND OPTIONS	PRIORITY WORLDWIDE	XPRESSPOST – USA	EXPEDITED PARCEL – USA	TRACKED PACKET – USA	SMALL PACKET (AIR)
On-time Delivery Guarantee	✓	✓	–	–	–
TRACKING EVENTS AND SERVICES					
Tracking and Delivery Confirmation	✓	✓	✓	✓	–
Delivery Updates	✓	✓	✓	✓	–

FEATURES AND OPTIONS	PRIORITY WORLDWIDE	XPRESSPOST – USA	EXPEDITED PARCEL – USA	TRACKED PACKET – USA	SMALL PACKET (AIR)
Delivery to a Post Office Box (where available)	–	✓	✓	✓	✓
COVERAGE OPTIONS					
Liability Coverage (up to \$100)	✓	✓	✓	✓	–
Additional Liability Coverage (up to \$1,000)	\$	\$	\$	–	–
SIGNATURE					
Signature	✓	✓	–	–	–
PICKUP SERVICES					
Recurring (Scheduled) Pickup	\$	\$	\$	\$	\$
One-time On-Demand Pickup	✓	\$	\$	\$	\$
One-time Third-Party On-Demand Pickup	✓	\$	\$	\$	\$
RETURNS					
Return to Sender	\$	\$	\$	\$	\$
CUSTOMS CLEARANCE					
Postal Presentation	–	✓	✓	✓	✓
Commercial Clearance	✓	–	–	–	–

Table 4: Features and Options for Parcel Services - International

FEATURES AND OPTIONS	PRIORITY WORLDWIDE	XPRESSPOST – INTERNATIONAL	INTERNATIONAL PARCEL	TRACKED PACKET – INTERNATIONAL	SMALL PACKET (AIR AND SURFACE)
On-time Delivery Guarantee	✓	Available to certain destinations. See Section 10.2	–	–	–
TRACKING EVENTS AND SERVICES					
Tracking and Delivery Confirmation	✓	✓	–	✓	–
Delivery Updates	✓	✓	–	✓	–
Delivery to a Post Office Box (in destination country, where offered)	✓	✓	✓	✓	✓
COVERAGE OPTIONS					
Liability Coverage (up to \$100)	✓	✓	✓	✓	–
Additional Liability Coverage (up to \$1,000)	\$	\$	\$	–	–
SIGNATURE					
Signature	✓	✓ (only the signatory name is available)	–	–	–
PICKUP SERVICES					
Recurring (Scheduled) Pickup	\$	\$	\$	\$	\$
One-time On-Demand Pickup	✓	\$	\$	\$	\$
One-time Third-Party On-Demand Pickup	✓	\$	\$	\$	\$
RETURNS					
Return to Sender	\$	\$	\$	\$	\$
CUSTOMS CLEARANCE					
Postal Presentation	–	✓	✓	✓	✓

FEATURES AND OPTIONS	PRIORITY WORLDWIDE	XPRESSPOST – INTERNATIONAL	INTERNATIONAL PARCEL	TRACKED PACKET – INTERNATIONAL	SMALL PACKET (AIR AND SURFACE)
Commercial Clearance	✓	–	–	–	–

7.1 Features and options definitions

7.1.1 ON-TIME DELIVERY GUARANTEE

Canada Post offers replacement service or credit equivalent to the shipping charges, if the sender's shipment is not delivered on time, as measured against the published delivery standards, in accordance with the Terms and Conditions. See the applicable Terms and Conditions at canadapost.ca/generalterms for more information.

It is the customer's responsibility to ensure that the address information is complete, accurate and legible. This includes but not limited to origin and destination, valid Postal Code^{OM}, sender name and/or company name, recipient name and/or recipient company name and recipient telephone number.

- 1: The On-time Delivery Guarantee feature does not apply to Xpresspost - USA or Xpresspost - International when the shipping label is incomplete or illegible. Failure to comply may result in the item being returned to sender for proper completion or could result in delays, non-delivery, voided delivery guarantees, if applicable, fines and/or customs seizure at the international destination.
- 2: The On-time Delivery Guarantee feature does not apply to a post office box address, food items, or to items mailed to U.S. territories and possessions, United States Army Post Offices (APOs) or military installations.
- 3: The On-time Delivery Guarantee does not apply in the case of delay or non-delivery caused by an event beyond the control of Canada Post, including but not limited to, inclement weather, acts of God, pandemics, acts of terrorism, acts of war, flight delays or cancellations, riots, strikes, or delay caused by customs or other regulatory authorities, or by the act or default of the Customer.
- 4: Priority Worldwide items with an incomplete or illegible shipping label will void the On-time Money Back Guarantee. See the Priority Worldwide Terms and Conditions at canadapost.ca/tools/pg/terms/PriorityWorldwide-e.pdf for more information.

TRACKING EVENTS AND SERVICES

7.1.2 TRACKING AND DELIVERY CONFIRMATION

Canada Post has deployed systems and capabilities throughout the delivery network to scan barcodes and track items at various stages:

- when a shipping *Order* is created electronically when using Canada Post's Electronic Shipping Tools (EST), Ship Online or Snap Ship
- when the item is first accepted by Canada Post via an Automated Post Office, Postal Facility, One-time On-Demand Pickup or One-Time Third-party On-demand Pickup
- when the item prepared is sorted and prepared for dispatch to the postal administration or designated operator.

Tracking of items by a postal administration or designated operator is available:

1. When the item reaches the destination.
2. If the item goes through the detailed customs inspection process.
3. When the item reaches the final stages of the delivery process i.e. attempted delivery or successful delivery.

NOTE: Canada Post will provide tracking information for Delivery Confirmation upon delivery or attempted delivery from the postal administration or designated operator. This provides positive information that the item arrived at its destination. The item number (ID) is scanned and the date captured. The information is usually available by noon the next business day following delivery, via an automated phone response system by calling 1-888-550-6333 or online at canadapost.ca. Delivery Confirmation is not available for items mailed to American Military post offices or US territory addresses.

7.1.3 DELIVERY UPDATES

By email - Delivery Updates is a free option that allows customers to receive email notifications of item-tracking events as they occur. This option is available to all customers creating parcel *Orders* with Canada Post's Electronic Shipping Tools (EST), Snap Ship or if "Track" is used at canadapost.ca. The customer may enter a total of four email addresses per shipment.

Delivery Updates tracking-event types include:

- **Ship** - Indicates that the shipment *Order* has been created and that the item has been given to Canada Post for delivery (only available when using EST or Snap Ship).
- **Exception** - Notifies you of any unforeseen delivery interruptions (e.g. items that are returned to the sender or refused, items delayed due to circumstances beyond Canada Post's control, addressing errors, transportation errors, etc.).
- **Delivery** - Notifies you when the item is out for delivery, when the item is ready for pickup at a post office or when delivery (to a residence, community mailbox or parcel locker) is confirmed.

Online - Canada Post commits to providing a delivery scan event for every barcoded item that is successfully delivered or determined to be undeliverable and returned to the sender. This provides electronic confirmation of the delivery status. Upon delivery, or attempted delivery, the tracking number is scanned and the date and time are captured. This information is usually available immediately after delivery and no later than noon the next business day following delivery at canadapost.ca/track.

By phone - Through an automated phone response system by calling 1-866-607-6301.

7.1.4 DELIVERY TO A POST OFFICE BOX

Items will be delivered to a post office box in a country where this type of delivery is available. The On-time Delivery Guarantee or the Money-Back Guarantee does not apply to items addressed to a post office box.

NOTE: Priority Worldwide items destined for the U.S.A. cannot be addressed to a post office box. Priority Worldwide shipments addressed to a post office box are accepted for delivery to specific destinations, as listed in [Section 10.1](#).

COVERAGE OPTION

7.1.5 LIABILITY COVERAGE

Up to \$100CDN is included in the fee (excluding Small Packet). The declared value of the item must be entered on the shipping label and other documentation if applicable. Coverage is not available for documents or for shipments containing food products. Exceptions and conditions apply. See Limitation of Liability and Guarantee at canadapost.ca/generalterms for more information.

7.1.6 ADDITIONAL LIABILITY COVERAGE

Additional Liability Coverage is available up to \$1,000CDN for shipments, for a fee. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Certain exceptions apply. The covered value of the item must be declared on the shipping documentation. See [General Terms and Conditions](#) for more information.

NOTE: Refer to "[International Destination Listing](#)" or "[International Shipping Chart](#)" in the Postal Services Information section of the Canada Post website to determine if coverage is available.

SIGNATURE

7.1.7 SIGNATURE

Signature ensures that a personal hand-off of the item occurs at delivery and provides proof of this activity. The name of the signatory can be obtained by contacting Customer Service at canadapost.ca/support (exceptions may apply in some areas).

Signature is automatically included in the service at no additional charge and is provided when available for Priority Worldwide, Xpresspost - International and Xpresspost – USA.

PICKUP SERVICES

7.1.8 RECURRING (SCHEDULED) PICKUP

The Recurring (Scheduled) Pickup service is suited to more frequent shippers. Recurring (Scheduled) Pickup is available on business days and may be arranged at a mutually agreed time, ensuring efficient deposit of your items into Canada Post's delivery network.

Recurring (Scheduled) Pickup fees are based on the customer's total annual parcel shipping purchases per pickup location. A weekly fee makes it easier to plan and budget, particularly if shipment volumes fluctuate from week to week. There are three Recurring (Scheduled) Pickup fee levels:

ANNUAL PARCEL SHIPPING PURCHASES*	RECURRING (SCHEDULED) PICKUP FEES
\$15,000 or more	No fee
Between \$2,500 and \$14,999	Available for a weekly fee
Less than \$2,500	Recurring (Scheduled) Pickup is not available

* Annual (12 months) parcel shipping purchases include parcel shipping and associated option fees, but exclude pickup fees and taxes.

Canada Post will review each customer's parcel shipping purchases per pickup location to determine the customer's pickup service availability and associated fees. Recurring (Scheduled) Pickup is available to customers with a "Standing Offer Agreement" (paying by Account or by credit card) and to Solutions for Small Business cardholders (paying by credit card). Shipping purchases of U.S.A. and international Parcel Services can be consolidated with shipping purchases of Canadian parcel services to determine the customer's weekly fee

7.1.9 ONE-TIME ON-DEMAND PICKUP

Use this service to arrange a one-time pickup at a time that is convenient for your business. A pickup fee per stop will apply unless shipping using either the Priority or Priority Worldwide service. Pickups can be arranged up to 90 calendar days in advance using an account number or a credit card saved in their profile as a method of payment (five business days in advance without a credit card saved in their profile), or on the same business day, provided the request is made before the local call-in cut-off times.

7.1.10 ONE-TIME THIRD-PARTY ON-DEMAND PICKUP

One-Time Third-Party On-Demand Pickup allows customers to authorize a Canada Post pickup at a third-party location or at an alternate address. Customers can arrange for the third-party pickup themselves or provide their Canada Post account number to a third party to arrange for the One-Time On-Demand Pickup. If you want to authorize a third party to use your account number for a One-Time Third-Party On-Demand Pickup, contact your sales representative.

To arrange a One-Time On-Demand Pickup, confirm pickup availability or check call-in cut-off times for your area, visit canadapost.ca/pickup at any time or call Customer Service at 1-866-607-6301 during business hours.

Returns

7.1.11 RETURN TO SENDER

Items that cannot be delivered 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. The return of an item is dependent upon the regulations for return of mail in the specific destination.

Items are returned to the sender when:

- the item is refused or unclaimed by the addressee
- the delivery address is incomplete or does not exist
- the addressee is no longer at the address and no forwarding address is available
- an improper shipping label has been applied
- the item's dimensions or weight exceeds the allowed maximum
- the item's customs and content information is incomplete or illegible
- the item is bearing a tracking number that was used on a previous shipment which will result in the item being returned to sender.
- the item has been refused entry by the destination country.

The customer is responsible for the Return to Sender service fee regardless of the reason for the return. Returned items refused by the customer (shipper in Canada) are treated as undeliverable and disposed of or recycled pursuant to Canada Post's policy on undeliverable items at the customer's expense (i.e., disposal, shipping and all other applicable charges).

NOTE: Liability Coverage against loss or damage of up to \$100 is included for Priority Worldwide, Xpresspost - USA, Xpresspost - International, Expedited Parcel USA, Tracked Packet USA, Tracked Packet International and International Parcel - Air and Surface. Additional Liability Coverage is not available.

CUSTOMS CLEARANCE

7.1.12 POSTAL PRESENTATION

Postal presentation and handling is available for U.S.A. and international services, except the Priority Worldwide service.

Canada Post tenders the shipped item to the receiving country's designated postal operator. The receiving postal administration or designated operator presents the item for clearance and assessment of duties and taxes.

Customers may visit canadapost.ca/customs to enter complete customs and package electronic content information. The Customs form will generate a barcode that can be printed or sent to any mobile device. The barcode will be scanned at the post office to facilitate depositing the item at a post office.

Customers using the Canada Post's Electronic Shipping Tools (EST), Snap Ship, a third-party shipping system or a custom developed shipping system are required to input mandatory customs and item content information in order to process a shipment. Failure to do so may result in the item being returned to the sender for proper completion or could result in delays, non-delivery, voided delivery guarantees, if applicable, fines and/or customs seizure at the international destination.

7.1.13 COMMERCIAL CLEARANCE

Commercial Clearance is applicable to Priority Worldwide service only.

A customs broker is used when items are shipped using Priority Worldwide service. An electronic file containing details on the contents of each item is sent to the customs broker. The customs broker presents the items and the content information to customs officials of the destination country for clearance and assessment of duties and taxes. In either case, customs officials decide which items require inspection and whether they meet applicable requirements. Any taxes, duties and processing fees are payable by the receiver.

8 LABELS AND DOCUMENTATION REQUIRED

Every item must have the following:

- bear a shipping label which must be visible and affixed flat and wrinkle-free to the largest side of the item; avoid wrapping the label around the edges of the item or applying it in a manner that makes it difficult to scan the barcode. (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)
- a complete address, including but not limited to origin and destination, valid Postal Code, sender name and/or company name, recipient name and/or recipient company name and recipient telephone number
- an acceptable proof of payment
- accurately completed for each item in the electronic *Customs Declaration* portion of the shipping label the item content information including the reason for export, the non-delivery instructions, the quantity, the description, the unit value and the weight information
- be accompanied by any document (invoice, licence, certificate, permit, etc.) required by the destination.

All items must have the declared value indicated in the electronic Customs Declaration portion of the shipping label.

- NOTE 1:** It is the customer's responsibility to ensure that all electronic customs documentation and item content information and certificates for the goods being shipped are provided and are complete, accurate and legible. Failure to do so may result in the item being returned to sender at the customer's expense, or could result in delays, non-delivery, voided guarantee, if applicable, fines and /or customs seizure in the international destination. Customs and item content information must be captured in English or French and can be translated into the language of the destination country. Shipping documentation may be transmitted to or shared with domestic or international customs and postal administrations or designated postal operators. The information will be used to facilitate customs formalities in respect of, or for the delivery of, postal items. For more information about Canada Post's personal information practices; please go online to canadapost.ca/privacy.
- 2:** For information concerning tariffs, taxes and other import charges and any requirements for certificates of origin, the customer should contact the appropriate local bureau of the Department of Foreign Affairs and International Trade. Permits and certificates may be accessed from the Trade Documentation website at <http://www.cbsa-asfc.gc.ca/menu-eng.html>. See also [Customs Requirements](#) for information.
- 3:** Business Reply Mail™ addresses must not be used for Parcel services.

8.1 Indicia and other markings

With the exception of those markings required by Canada Post for the mailing of an item no other indicia or markings may appear on the item unless they are approved by Canada Post.

Application of the Canada Post authorized indicia and other markings must comply with the requirements as set out in the Postal Services Information section of the Canada Post website.

NOTE: All International Parcel or Small Packet items intended for transmission by air mail shall bear on the address side in the upper left-hand corner, under the sender's name and address, the words "**PAR AVION**" in bold capital letters in black or blue ink or in bold capital letters in white on a blue or black label. The words "**AIR MAIL**" may be added to the parcel in a similar manner.

9 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 that are improperly packaged, or labelled, are missing or showing illegible customs or item content information on the shipping label, are misdeclared or that lack proper electronic documentation may be subject to delay or may be refused and returned to the sender at the customer's expense. The customer may be required to pick up the item if shipping can damage the item further.

Oversize and unpackaged items (i.e. pails, tires, etc.) are available for shipping by customers who must pay a surcharge.

- NOTE 1:** The Oversize Surcharge and Unpackaged Items Surcharge are never combined. If a customer pays the Unpackaged Items Surcharge, then the Oversize Surcharge is waived and vice versa.
- 2:** 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.

10 ADDRESSING

The address information on the shipping label must be complete as specified in the "[Addressing Guidelines](#)" of the *Canada Postal Guide*.

The address information must be legible and completed correctly, including but not limited to the recipient name and/or recipient company name and recipient telephone number. If any addressing deficiency causes a delay in delivery of an item, the service guarantee will not apply.

- NOTE 1:** U.S.A. ZIP Code is mandatory for all U.S.A. destinations.
- 2:** Customers are responsible for signing all documentation where applicable. Employees are prohibited from signing the shipping label or the *Invoice Declaration/Commercial Invoice* on the sender's behalf.

10.1 Priority Worldwide - specific addressing requirements

The address information on the Priority Worldwide shipping label must have all fields completed in English or have an English translation. Postal Code^{OM} is mandatory for all countries that have a Postal Code^{OM} system. Addressing the item to a PO Box is acceptable to certain destinations (see the “[International Shipping Chart](#)”), however 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. Shipments not properly addressed or that do not have a valid sender and recipient telephone number are excluded from the On-time Money-Back Guarantee.

10.2 Xpresspost – International destination list

For a list of selected destinations, whether it is acceptable to address the item to a PO Box and where Signature is available, see the “[International Shipping Chart](#)”.

10.3 Tracked Packet – International destination list

For a list of selected destinations, see the “[International Shipping Chart](#)”.

11 DEPOSITING

Canada Post provides the following options for the deposit of items:

- **Post Office:** during advertised hours of acceptance
- **Street Letter Box:** items processed with the online version of Canada Post’s Electronic Shipping Tools may be deposited into a street letter box if size permits and the item does not need to be accompanied by a *Manifest*.

NOTE: 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.

12 DELIVERING

All items will be delivered in accordance with the procedures of the destination.

13 COMMERCIAL ORDER ACCEPTANCE - WHAT TO LOOK FOR

BEFORE ACCEPTING THE MAILING, MAKE SURE THAT...	
<input type="checkbox"/>	A completed <i>Manifest</i> may be submitted with a shipment containing more than one parcel. If so, each parcel must have a unique shipping label affixed to it and must be listed on the <i>Manifest</i> .
<input type="checkbox"/>	A <i>Bill of Lading</i> form acts as a combination <i>Manifest</i> /shipping label for a single item.
<input type="checkbox"/>	Items must bear a full and complete “to” address and a Canadian return address.
<input type="checkbox"/>	Item weight cannot exceed 30 kg (Canada). This may be less for parcels to international destinations (by destination country).
<input type="checkbox"/>	Each item’s shipping label delivery options, dimensions and weight must match the <i>Order</i> documents.
<input type="checkbox"/>	Each item must have an official Canada Post barcode that is intact, legible (not covered up), flat (not folded, crinkled or creased), and ideally placed lengthwise on the item.
<input type="checkbox"/>	Barcodes must not be folded around or over the side of the item.