



Modifications to delivery guarantees and surcharges during peak season

Effective October 30, 2023

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

Delivery Guarantee Modification

For items mailed between **Monday, October 30, 2023**, and **Sunday, January 14, 2024**, Canada Post will only honour delivery guarantee claims for late delivery if an item is delivered **two or more business days after the delivery standard**. This adjustment will apply to Priority™, Xpresspost™ and Expedited Parcel™ services mailed within Canada.

Oversize, Unpackaged and Out-of-spec Items

To meet the needs of all our customers for prompt and secure delivery during the holiday season, Canada Post is adjusting three existing surcharges for the peak season.

Between **Monday, October 30, 2023**, and **Sunday, January 14, 2024**, the surcharge for Oversize and Unpackaged items will increase to \$30 from \$21 and the surcharge for Out-of-spec items will increase to \$400 from \$300. The additional fees cover the extra handling required for these bulkier, larger items during our busiest period and are standard in the parcel delivery industry. For details on our parcel specifications, please see the *Parcel Services Customer Guide* at canadapost.ca/parcelservices.

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

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