

# Postal Boxes

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# 1. Overview

Postal Boxes – often known as post office boxes or PO Boxes – are locked compartments in a post office for receiving mail and deliveries. You are only to use Postal Boxes to receive mail items sent to you through Canada Post approved services and not as a storage or security compartment. The use of the Postal Box is not transferable.

You must sign and agree to the [Postal Box terms and conditions](#) to rent a Postal Box from us.

We offer 3 types of Postal Box services:

## Prime Mode Postal Box

A Prime Mode Postal Box is provided at no charge when we've designated the mode of mail delivery for the applicable civic or physical address as a Prime Mode Postal Box.

**Please note:** You may rent a Convenience Postal Box in place of – or in addition to – your Prime mode of delivery (for a fee).

## Convenience Postal Box

A Convenience Postal Box is a secure and affordable means for you to receive mail at an address other than your primary address. You can choose the appropriate size for the volume or amount of mail you typically receive. Also, you can select a rental term (3, 6, or 12 months) that best suits you and renew the rental indefinitely.

## General Delivery

We use General Delivery when you can't receive mail through any other available free mode of delivery. For example, if we don't otherwise have a free mode of delivery available in your area. General Delivery is also offered to the travelling public for a period of up to 4 months.

**Please note:** In Canada, we use the term "GENERAL DELIVERY" in English and "POSTE RESTANTE" in French. The international term, however, is always "POSTE RESTANTE".



*Please note:*

We reserve the right to terminate or re-assign Postal Boxes at any time.

## 2. Getting started

Before you rent a Postal Box, you'll need:

- Government-issued photo ID
- Payment for the rental and key deposit
- A letter of authorization if you want to rent a Postal Box on behalf of someone else or pick up their mail

## 3. Renting a Postal Box

1. Visit your nearest post office to rent a Postal Box.
2. Choose your rental period and sign the Postal Box rental agreement that details the terms and conditions.
3. Receive 2 keys for your box, and a security key for the Postal Box lobby (if applicable).
4. Begin receiving mail through your Postal Box address and pick it up when you like.



*Please note:*

If you're a commercial customer, you can contact your sales representative or customer service (1-866-757-5480) for help opening a new Postal Box and charging the rental fees through your commercial account.

## 4. Pricing and options

Choose from [5 box sizes](#) including small for letters and up to xx-large for parcels and online purchases. Prices\* vary depending on the size of the Postal Box, the location (for example: urban centre or rural area) and length of rental (3, 6 or 12 months). [Terms and conditions apply](#).

- [See Postal Box prices](#)

## 5. Acceptable methods of payment

The following methods of payment are acceptable for the Postal Boxes service:

- Cheque
- Cash
- Money order
- Credit card (where available)
- Debit card (where available)



***Please note:***

Commercial customers may pay by account to rent new Postal Boxes or renew their existing Postal Box rental. Contact your Canada Post representative or the Commercial Service Network (1-866-757-5480) for more information.

## 6. Sizes

Postal Boxes come in several different sizes. Keep in mind how much mail you think you might receive, and whether that includes packages or Lettermail. This will help you decide on the size that's right for your needs. If you're a business customer, you should factor in potential growth to make sure the Postal Box size will meet your future needs.

If the current Postal Box can't accommodate the typical volume of mail received, the post office may ask you to transition to a more appropriate Postal Box size. An increase in the Convenience Postal Box rental price may apply. In certain situations, we may provide free Mail Forwarding service when you transition to the next Postal Box size.

# Postal Box sizes

<i>Category</i>	<i>Box size</i>	<i>Ideal for</i>
<i>A</i>	Small or General Delivery 90 mm x 130 mm x 360 mm	Letter envelopes
<i>B</i>	Medium 140 mm x 130 mm x 360 mm	Letter, legal, and large brown envelopes
<i>C</i>	Large 290 mm x 130 mm x 360 mm	Virtually all size letters, envelopes, and various sized parcels
<i>D</i>	X-large 290 mm x 270 mm x 360 mm	Virtually all size letters, envelopes, and various sized parcels
<i>E</i>	XX-large 290 mm x 280 mm x 360 mm	Virtually all size letters, envelopes, and various sized parcels
<i>F</i>	Container/bag service	Customers who receive large volumes of mail



**Please note:**

- Bag or container service is a form of Postal Box service used to accommodate customers with large volumes of mail. We assign each bag service a unique postal code, so the mail arrives at the destination post office pre-sorted and ready for pickup each business day. We offer bag services under the same terms and conditions as Convenience Postal Boxes, except different fees apply. See the [Pricing section](#) for details.
- All Postal Box sizes may not be available at every post office location. Please check with the post office to make sure the type of box you need is available.

## 7. Rental periods

We offer rental periods of 3, 6, and 12 months for Convenience Postal Boxes. You can renew the rental indefinitely.

## 8. Renewing or terminating a rental

You're typically provided written renewal reminders. If your Postal Box service isn't renewed on or before the expiry of the rental period, we may end the service on the day after the rental period ends. You may also end your Convenience Postal Box rental at any time and a refund may apply (see below).

For information on how to terminate and our refund policy, please ask your post office representative.

**Please note:**

- You won't receive a refund if we terminate a Postal Box because it was used inappropriately. Inappropriate use includes, but is not limited to, using the Postal Box:
  - For an unlawful purpose
  - In a manner contrary to the *Canada Post Corporation Act and Regulations*
- The addressee must have a valid Mail Forwarding request in effect with us whenever

a Postal Box service is terminated or cancelled. This is to ensure we redirect the mail to another address. See [Mail Forwarding](#) for more information. If no Mail Forwarding agreement is in place, we'll return mail addressed to an expired or closed Postal Box to the sender.

## Postal Box refund tables

You're free to cancel your Postal Box rental at any time. Depending on when you cancel, you may be eligible for a refund of your rental payment. Consult the following tables to see if you're eligible for a refund.

For refund pricing details : [See postal box prices](#)

## 9. Included with a rental

When you rent a Postal Box from us, we include several services.

### Postal Box keys

You're provided 2 keys to access your Postal Box and a security key (if applicable) to access the postal box lobby after normal business hours. You are not to copy the keys. All keys remain the property of Canada Post and you must return them when asked.

When renting a Convenience Postal Box, we require a key deposit. We refund the deposit upon termination of the Postal Box and the return of all keys. A key deposit applies to replace lost or damaged keys.

<i>Item</i>	<i>What you need to know</i>
<b>Key deposit</b>	We require a key deposit (\$15).

<i>Item</i>	<i>What you need to know</i>
<b><i>Number of keys</i></b>	<p>We provide two keys to access the Postal Box and a security key (if applicable) to access the postal box lobby after normal business hours.</p> <p><b><i>Please note:</i></b> A security key requires an additional \$15.90 deposit.</p>
<b><i>Copying keys</i></b>	<p>Keys are not to be copied. All keys remain the property of Canada Post and must be returned upon request.</p>
<b><i>Refunds</i></b>	<p>Key deposits are full refundable when you return all keys.</p>
<b><i>Lost or damaged keys</i></b>	<p>We apply a replacement fee equal to the key deposit fee.</p>
<b><i>Changing the lock</i></b>	<p>You must return both keys for a refund (at the original key deposit price). Current key deposit price will apply for the new set of keys.</p> <p><b><i>Please note:</i></b> If you return only one key you won't receive a refund.</p>

## Redirection of mail from Postal Boxes

For us to redirect mail, a Change of Address service (redirection) must be in effect. Ask your post office representative for more information.

## Mail Forwarding of mail from Postal Boxes



For us to forward mail from a Postal Box, a Mail Forwarding request must be in effect. We may not redirect mail items addressed to a shared Postal Box (for example, where several businesses have a common postal address) unless all the mail addressed to the Postal Box is forwarded to another single address (see [Mail Forwarding](#) for more information). If you wish to have your mail forwarded indefinitely from a Postal Box address, we'll continue to apply the box rental fee.

## 10. ID requirements

You always need to show personal identification to rent or activate a postal box.

### Mandatory ID

We require 2 pieces of acceptable identification (ID) to rent or activate a Postal Box.

Examples of acceptable ID:

- Birth certificate
- Driver's license
- Employer identity card with name and photo
- Provincial health card (where permitted)
- Passport

Also, business applicants must provide applicable proof regarding the organization.

Examples:

- Proof of Incorporation
- Business/partnership registration
- Proof of authority to act on behalf of such organization

The **Privacy Act** governs use of customer information gathered by us.



*Please note:*

You must provide current, valid, original ID at the time of rental or activation and also at the time of renewal. When picking up mail or acting on behalf of another person – including a corporation or other organization – you must prove your authority to act on behalf of the person. See our [Policies page](#).