

Terms and conditions for additional services and surcharges

Valid for transport and warehouse logistics services

January 2012 edition

Additional services

Notification of collection/delivery

Invoice code 750

– Is given by the scheduling department and/or driver. A flat fee is charged for each notification provided, insofar as they are requested by the customer. For deliveries to private households, notification is provided automatically for a fee.

5.50

Invoice code 751

– Notification by Customer Service

10.00

– Notification by the driver

Dangerous goods

Invoice code 161

– Dangerous goods surcharge as a percentage of the freight costs, minimum CHF 21.00, maximum CHF 55.00 per consignment. All costs for authorisations are charged separately as incurred.

10%

– The dangerous goods surcharge also applies to consignments which are transported within the exemption threshold. A flat fee of CHF 15.00 per consignment is charged for consignments in the limited quantities range (LQ) .

Support staff

Invoice code 450

– Provide support staff (per hour/person). This service is only possible for special collections/deliveries and must be arranged in advance with Swiss Post.

62.00

COD

Invoice code 501

COD commission as a percentage of the COD sum, minimum CHF 31.00, maximum CHF 105.00 per consignment. COD must be notified separately. They are executed under the following conditions:

2.2%

– Written order

– Maximum of one COD per recipient

– Payment slip enclosed with transport order/consignment note

– Statement of the COD sum in CHF, maximum CHF 10,000.00

Collection/delivery by the deadline

Invoice code 463

All scheduling stipulations must be agreed with Swiss Post in advance.

The flat-rate surcharge is charged per consignment for collections and deliveries, with the following time restrictions:

85.00

Invoice code 464

– By 8:00 a.m.

55.00

Invoice code 465

– By 10:00 a.m.

85.00

Invoice code 466

– Fixed delivery schedules +/- 30 min.

55.00

Invoice code 467

– Delivery within a time window of 2 hours

85.00

– Collection after 4:30 p.m.

The imposed surcharges are payable if the consignments are able to be collected or delivered in accordance with Swiss Post's delivery period guidelines (as a rule collection on working day A and delivery on working day B) and the special delivery time windows must be adhered to. The special collection/delivery conditions, which have to be agreed separately, apply to special collections/deliveries (as a rule collection on working day A and delivery on the same day).

Storey delivery

Invoice code 461

When taking goods to an upper floor, cellar, etc., a surcharge is charged per 100 kg of weight subject to freight charges (minimum CHF 20.00 per consignment). The surcharge is payable if the driver cannot transport the goods into a warehouse via a ramp, or if the recipient cannot take delivery of the goods directly from the vehicle's hydraulic lift (kerbside).

10.00

**Loading aid,
exchange fee**
Invoice code 422

Loading aids may be exchanged subject to a fee, which amounts to 2.5% of the invoiced transport amount.
The service fee for the use of frames, lids and new pallets and for cross-border operations is 4.5%. This fee will be stated separately on the transport invoice.
If the balance is settled in CHF, the value of a used container is charged.
The aforementioned percentage surcharges apply to the mutual exchange service. If the packaging cannot be mutually exchanged, a freight fee based on the chargeable weight (plus any additional services) will be charged for the separate collection in accordance with the agreed customer conditions. An order must be placed for conduction of a mutual exchange. If no such order is placed, Swiss Post shall assume that no mutual exchange is necessary and that the packaging will in each case be sold to the recipient with the goods.

Delivery notes
Invoice code 401

If a delivery note is to be signed in addition to the transport note, a surcharge for administration expenses per delivery note will be charged. 15.00

Interim storage
Invoice code 445

A surcharge per 100kg/day will be charged for late deliveries, provided that Swiss Post is not responsible for the delay. However, the minimum fee shall be CHF 15.00 3.00

**Additional transport
insurance**
Invoice code 650

If additional transport insurance is required, a surcharge of 0.08% of the actual value of the goods will be charged per consignment, but no less than CHF 30.00.

Disposal

The disposal of packaging material is charged as follows:

Invoice code 491

— Per 100 kg or m³ of packaging material (cardboard box, wood, polystyrene) 40.00

Invoice code 492

— Plus handling fee per hour 62.00

The prices specified are inclusive of transport costs in case of simultaneous delivery (Mutual exchange). In case of a separate order, the service will be charged as incurred plus transport costs

Returns
Invoice code 110

Returns are charged at the same rate as when the item was delivered initially. A separate transport order is required. If no prior order is placed, the Swiss Post driver will not accept any returned goods.

Hourly rate

Invoice code 493

Logistics services Price per hour 62.00

Invoice code 494

Conceptual and administrative tasks Price per hour 98.00

Invoice code 495

IT services Price per hour 150.00

Invoice code 496

System adjustments by third parties Price per hour 220.00

Surcharges

Fuel surcharge
Invoice code 199

Any adjustments to the fuel surcharge are made in accordance with the General Terms and Conditions for 'Logistics Services'.

**Invoice amounts under
CHF 100.00**
Invoice code 915

In case of invoice amounts under CHF 100.00, a surcharge for administrative expenses will be charged. 16.00

Corrections to invoices
Invoice code 401

A surcharge will be imposed for any changes to invoices, provided that Swiss Post is not responsible. (e.g. changes to invoice-related addresses, collections/deliveries, consignments, cost centres, etc.) 51.00

Processing EDI data	A surcharge is charged for each consignment with missing or no data, or data to be processed from electronic exchange of data, provided that Swiss Post is not responsible.		
Invoice code 487	— EDI order not received or not received on time (manual recording by Swiss Post)		15.00
Invoice code 485/486	— Erroneous EDI order		5.00
Unsuccessful collection	If a consignment cannot be collected – for reasons for which Swiss Post is not responsible – CHF 31.00 per transport unit, but no more than CHF 155.00, will be billed for the unsuccessful collection (Exception: standing order with daily collection).		31.00
Invoice code 720			
Second delivery	If a consignment cannot be delivered at the first attempt – for reasons for which Swiss Post is not responsible – the second delivery will be billed in addition at the same conditions as the first unsuccessful delivery. Any interim storage will also be billed.		
Invoice code 721			
Additional loading/ unloading points	In the case of partial or full load transportation, a surcharge is charged for an additional loading and/or unloading point.		80.00
Invoice code 115			
Loading/unloading time, waiting time	If the loading and unloading time calculated from the time of arrival is exceeded, a surcharge is charged per hour. A maximum of 5 minutes per 1,000 kg is allocated to both loading and unloading in the transport price.		130.00
Invoice code 176			
Airport charges	In the case of consignments with an airport listed as the place from which they were sent or the place of delivery, the airport charges will be passed on.		51.00
Invoice code 181			
Length surcharge	The surcharge for goods longer than 3m is 25% of freight costs, but no more than CHF 55.00 per consignment.		25%
Invoice code 145			
Places with rail charges	Rail charges are generally charged by all mountain railway stations		
Invoice code 112	3823	Kleine Scheidegg	weight-based fee
	3801	Jungfraujoch / Eigergletscher	weight-based fee
	3823	Wengen	weight-based fee
	3825	Mürren	weight-based fee
	Other mountain railway stations		Charged at actual cost
Places with local permits	3906	Saas-Fee	Price per consignment
Invoice code 144	3920	Zermatt	Price per consignment
	7563	Samnaun Dorf	Price per consignment
Places with duties	7562	Samnaun Compatsch	Price per consignment
Invoice code 242	7560	Martina	Price per consignment

Swiss Post reserves the right to amend the terms and conditions for additional services and surcharges at any time. The prices listed are not eligible for discounts. All prices are in CHF, excl. statutory value-added tax.