

Terms and conditions

For additional services and surcharges

Valid for transport and warehouse logistics services
January 2024 edition

1 Notification of collection/delivery

A flat fee is charged for each notification issued if required by the client (invoice codes 750 and 751). Slot bookings (invoice code 752) are specified by the recipients. Delivery is not possible without slot booking.

Invoice code 751 CHF 5.00
Notification by the driver
(max. of 30 minutes before)

Invoice code 750 CHF 5.00
Notification by customer service
(24 hours before)

Invoice code 752 CHF 20.00
Slot booking by despatch planning

2 Dangerous goods

Invoice code 161 10%
Dangerous goods surcharge as a percentage of the freight costs, minimum CHF 21.00, maximum CHF 55.00 per consignment. All costs for authorizations are charged separately as incurred.

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).

3 Support staff

Invoice code 450 CHF 70.00
Provide support staff (per hour/person). This service is only possible for special collections/deliveries and must be arranged in advance with Swiss Post.

4 Collection/delivery by the deadline

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:

Invoice code 463	By 8:00 a.m.	CHF 80.00
Invoice code 464	By 10:00 a.m.	CHF 50.00
Invoice code 468	By 12:00 p.m.	CHF 30.00
Invoice code 465	Fixed schedules +/- 30 minutes	CHF 80.00
Invoice code 466	Within a time window of 2 hours	CHF 50.00
Invoice code 467	Collection after 4:30 p.m.	CHF 80.00

All deadlines are met with a traffic-related deviation of +/- 30 minutes.

The imposed surcharges are payable if the consignments are able to be collected or delivered in accordance with Swiss Post 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).

5 Storey delivery

Invoice code 461 CHF 20.00

When taking goods to an upper floor, cellar, etc., a surcharge is charged per 100 kg of weight subject to freight charges (minimum CHF 30.00 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 (kerb-side). Floor Deliveries can be executed for packages with a weight up to 25kg (SUVA guideline) and dimensions which allow the carriage by a person. If there is a goods lift, which can be used by pallets respectively Hand pallet trucks, also larger packages can be delivered to the desired floor. Deliveries to private persons are made exclusively to the kerb-side

6 Loading aid, exchange fee

Invoice code 422

The exchange of load carriers is chargeable and is 4% of the invoiced transport turnover.

The service fee for the use of frames, lids and new pallets and for cross-border operations is 8%. 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.

Invoice code 456
Retained load carriers are charged as follows:

EUR-pallets EPAL CHF 6.00
EUR-pallet frames CHF 30.00
EUR-pallet lids CHF 8.00

7 Interim storage

Invoice code 445 CHF 3.00

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.

8 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.



9	Disposal The disposal of packaging material is charged as follows:		15	Unsuccessful collection Invoice code 720 CHF 31.00 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).
	Invoice code 491 CHF 40.00 Per 100 kg or m ³ of packaging material (cardboard box, wood, polystyrene)		16	Second delivery Invoice code 721 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 492 CHF 70.00 Plus handling fee per hour		17	Loading/unloading time, waiting time Invoice code 176 CHF 130.00 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.
10	Hourly rate Invoice code 493 Price per hour CHF 70.00 Logistics services		18	Airport charges Invoice code 181 CHF 51.00 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.
	Invoice code 494 Price per hour CHF 98.00 Conceptual and administrative tasks		19	Length surcharge Invoice code 145 25% The surcharge for goods longer than 3m is 25% of freight costs, but no more than CHF 55.00 per consignment
	Invoice code 495 Price per hour CHF 150.00 IT services		20	Places with rail charges Invoice code 112 Rail charges are generally charged by all mountain railway stations.
11	Fuel surcharge Invoice code 199 Current information about fuel surcharges is published by the Swiss road transport association and is available at www.astag.ch .			3823 Kleine Scheidegg weight-based-free 3801 Jungfrauoch/Eigergletscher weight-based-free 3823 Wengen weight-based-free 3825 Mürren weight-based-free 8784 Braunwald weight-based-free
	Invoice code 496 Price per hour CHF 220.00 System adjustments by third parties			Other mountain railway stations: Charged at actual cost
12	Invoice amounts under CHF 100.00 Invoice code 915 CHF 16.00 In case of invoice amounts under CHF 100.00 a surcharge for administrative expenses will be charged.		21	Places with local permits Invoice code 144 3906 Saas-Fee weight-based-fee 3920 Zermatt weight-based-fee
13	Corrections to invoices Invoice code 401 CHF 51.00 A surcharge will be imposed for any changes to invoices, provided that Swiss Post is not responsible (e.g. changes to invoice-related addresses, consignments, cost centers, etc.).		22	Places with duties Invoice code 242 Price per consignment 7563 Samnaun Dorf CHF 25.00 7562 Samnaun Compatsch CHF 25.00 7560 Martina CHF 25.00
14	Processing EDI data A surcharge is charged for each order with missing or no data, or data to be processed from electronic exchange of data (EDI or Swiss Post Cargo Web), provided that Swiss Post is not responsible.			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
	Invoice code 485 CHF 10.00 Manual data postprocessing by PostLogistics			
	Invoice code 486 CHF 15.00 Re-measurement of individual transport units due to missing data (dimension and/or weight). Invoicing is per TU.			
	Invoice code 487 CHF 25.00 Manual data entry by PostLogistics (including labelling)			