GENERAL TERMS AND CONDITIONS
for business and private customers

1. General Provisions and Scope

1.1 These General Terms and Conditions ("GTC") apply to all offers and services provided by ePost Service AG ("ePost"), a digitalisation specialist of Swiss Post.

1.2 By registering with ePost, customers ("Users") accept these GTC and instruct ePost to process their data in accordance with the relevant services. Upon registration, business customers also accept the Supplementary Terms and Conditions ("STC") attached as annexes to these GTC.

1.3 These GTC apply equally to all users – private customers ("PC") and business customers ("BC"). Clauses that apply exclusively to business customers are marked with the note [BC only]. Supplementary Terms and Conditions ("STC") may also apply to individual services. For private customers, these are agreed separately in connection with the relevant service. For business customers, the Supplementary Terms and Conditions applicable to them are attached to these General Terms and Conditions as annexes and are accepted as part of the registration process. They apply from the first use of the relevant additional service, unless the Supplementary Terms and Conditions in question specify a different date. In the event of any conflict between these General Terms and Conditions and the Supplementary Terms and Conditions applicable to the specific service, the Supplementary Terms and Conditions shall take precedence.

1.4 ePost Service AG provides its services relating to digital letters within the framework of the universal service mandate pursuant to the Postal Services Ordinance (PSO) and is subject to the supervision of the Federal Postal Services Commission (PostCom). The services include, in particular:
(a) the operation of a platform for the receipt, sorting, delivery and temporary storage of electronic communications;
(b) the provision of a user interface and interfaces;
(c) delivery of electronic items via the electronic or hybrid channel;
(d) printing, enveloping, franking and handing over of items as physical letters or parcels;
(e) notifying the recipient following delivery;
(f) identification and authentication of users.

1.5 In addition to the services pursuant to Section 1.4, ePost offers optional additional services and functions that do not form part of the universal postal service. These are governed by the respective provisions of these GTC or the applicable Supplementary Terms and Conditions (STC). Their use is voluntary and does not affect the provision of universal service.

2. Scope of services

2.1 ePost enables private individuals and businesses, on a 'Software-as-a-Service' basis, to handle administrative and business-related processes electronically in the areas of communication, payment transactions, and the sending and receiving of post. Detailed information on services, prices and products is available on the ePost website and, where the service is offered as an additional service, in the ePost web client. In order to provide the scanning service, ePost is entitled to carry out an external inspection of incoming physical items prior to the scanning process in order to identify items that cannot be digitised and to deliver them physically. No inspection of the contents of the items takes place during this process.

2.2 Services may be subject to a charge. For the dispatch service, the prices applicable at the time of handover, as set out on the ePost website, shall apply. The costs are incurred upon handover. Additional modules ('add-on services'), such as Input, can be subscribed to separately. The user is granted a non-exclusive, non-transferable and non-sublicensable right of use to the selected services, which may be subject to a fee, for the duration of the respective contract. All rights to software, trademarks and processes remain with ePost.

2.3 Upon registration, the user is provided with a digital letterbox. This can be used to receive, manage and archive electronic items, as well as to upload their own documents. The user can manage the senders available to them and view the status of their items. The item status and log data required for use are processed by ePost. The basic functions of the digital letterbox are free of charge.

2.4 ePost is entitled to engage third parties to provide services. These third parties are obliged to comply with the applicable data protection and security requirements; clauses 15.10 and 16.2 apply. Offers from third-party providers selected by the user are subject to those providers' own terms and conditions.

2.5 [BC only] ePost Service AG grants third parties non-discriminatory and transparent access to the facilities and services of the hybrid delivery system via secure interfaces (API). API access is subject to authentication, rate-limiting and audit-logging mechanisms. Disputes regarding interface access may be submitted to PostCom for a ruling.

2.6 [BC only] Business customers may also submit bulk consignments in accordance with these General Terms and Conditions and the applicable Supplementary Terms and Conditions. Individual terms and conditions are agreed for bulk consignments. These are set out in a separate contract.

3. Eligibility for Use and Registration

3.1 Natural and legal persons with their place of residence, registered office or branch in Switzerland are authorised to use the service.

3.2 [BC only] Public authorities and business customers register via the B2B onboarding process using an organisational certificate or API token.

3.3 The user undertakes to provide complete and truthful information upon registration and throughout the course of use, to keep this information up to date at all times and to correct any changes – in particular to email and postal addresses – without delay. By registering, the user confirms that they have legal capacity or are authorised to act on behalf of another and, where necessary, are acting with the consent of their legal representative.

3.4 Every person authorised to use the service in accordance with clause 3.1 shall be granted access to the basic services. However, ePost may defer registration until complete and correct details have been provided and the identification process has been successfully completed.
If a user has previously been suspended for breaches of these Terms and Conditions or had their contract terminated, ePost may restrict their access to the basic services and refuse them access to additional services. The same applies in the event of specific indications of misuse or a threat to the security of the platform.
[BC only] For business customers, ePost reserves the right to refuse registration without giving reasons.

4. Identification and Authentication

4.1 All users are required to undergo identification and authentication. The following procedures are available for identification:
(a) validation of the residential address by post;
(b) presentation of a recognised identity document in accordance with PostCom's guidelines.

4.2 ePost Service AG uses multi-factor authentication (MFA) in accordance with the current state of the art.

4.3 Users who assume the identity of a non-existent person or a person who has not given their consent will be blocked from access.

4.4 [BC only] For business customers, registration takes place in accordance with clause 3.2. Extended identification requirements may apply to individual services; these are described in the Supplementary Terms and Conditions or on the website.

5. Support

5.1 Information on the support available can be found on the ePost website.

6. Conclusion of Contract

6.1 The contract for the use of the ePost platform comes into effect upon successful registration.

6.2 [BC only] The Supplementary Terms and Conditions applicable to business customers are accepted as part of the registration process. The relevant Supplementary Terms and Conditions take effect upon the first use of the additional service covered by them, unless the Supplementary Terms and Conditions in question specify a different date. Acceptance of the Supplementary Terms and Conditions alone does not impose any obligation on the business customer to use the corresponding additional service or to pay fees for it.

6.3 [BC only] Where prior activation, configuration, identification or a separate agreement is required for individual additional services, this remains subject to such conditions.

7. Delivery: Consent, choice of channel and blocking

7.1 Electronic delivery requires the express consent of the recipient. This consent is obtained electronically during registration and is recorded. Consent may be

withdrawn at any time without giving reasons and without incurring any costs. The switch to hybrid delivery takes effect immediately.

7.2 Each recipient may use the platform to block individual senders or to inform them that they do not wish to receive any further messages with similar content. This does not apply to senders involved in electronic legal proceedings, in particular courts and debt enforcement authorities.
7.3 ePost notifies senders listed in the user's master data that the user wishes to receive items electronically via ePost.

8. Hybrid delivery

8.1 Users without electronic consent, as well as users who have withdrawn their consent or who have blocked a sender, will receive items via the hybrid channel (physical letter or parcel). Production and handover to Swiss Post AG take place in accordance with the current Service Level Agreements (SLA), available at: https://www.epost.ch/en/sla.

8.2 The deadlines set out in clause 8.1 apply to individual items under the general terms and conditions. For bulk mail and product-specific posting deadlines, the relevant supplementary terms and conditions apply.

9. Delivery Confirmations

9.1 Following each delivery, the sender receives a confirmation of receipt. The following confirmations will be issued on request: (a) an access confirmation as soon as the item has been accessed for the first time; (b) a non-access confirmation if the item has not been accessed by the end of the seventh day following delivery. If an item cannot be delivered or can only be delivered with a delay, the sender will be informed immediately.

9.2 The confirmations referred to in clause 9.1 are limited to the information specified therein. No further details regarding the recipient's reading behaviour will be disclosed unless the recipient has expressly consented or disclosure is otherwise permitted under product-specific provisions or statutory obligations.

10. Term of the contract and termination

10.1 The contract for the ePost platform commences upon successful registration. For additional services, the respective user relationship commences upon the first use of the additional service, unless the applicable Supplementary Terms and Conditions provide otherwise. The contract is concluded for an indefinite period and remains in force for as long as the user utilises the services. The user may terminate the contract at any time, subject to a notice period of 30 days. Different notice periods or minimum contract terms may apply to individual chargeable services or additional modules. These are set out in the relevant supplementary terms and conditions.

10.2 Termination of chargeable additional services shall be effected via the function provided for the respective additional service in the ePost web client, as a digital message in ePost, or in writing. Any differing termination provisions in the Supplementary Terms and Conditions shall take precedence.

10.3 A user account will be closed if the user has not logged in for more than two years. Notice of closure will be given in advance to allow data to be downloaded or the account to be reactivated. Thereafter, all data no longer required will be destroyed in accordance with statutory time limits.

11. Prices, Payment and Publication of the Terms and Conditions

11.1 ePost Service AG publishes the current version of its General Terms and Conditions and list prices on its website. Upon request, it will make these available in another suitable format. Changes to the General Terms and Conditions will be notified in advance with reasonable notice.

11.2 Prices are payable at the start of the relevant usage period. When using ePost, data charges may apply depending on the device or internet contract, including when accessing the service from abroad. ePost carries out a check of company and personal data.

11.3 ePost may adjust prices, subject to notice, with effect from the next possible termination date. Reasons for this include, in particular, technical progress, further development of services or increased costs.

11.4 All prices are quoted in CHF, excluding VAT, unless expressly stated otherwise. Invoices are payable within 30 days of the invoice date, unless otherwise agreed. In the event of late payment, interest at a rate of 5 per cent per annum shall be payable; reminders will be charged at CHF 20 per reminder, plus any further collection costs. Unpaid claims may be assigned to a debt collection agency following an unsuccessful reminder.

11.5 In the event of failure to meet payment deadlines, ePost may, following an unsuccessful reminder, restrict or suspend chargeable services subject to a grace period of at least 7 days, block access to these services, or terminate contracts without notice or compensation. The basic functions of the digital mailbox as set out in clause 2.3, as well as the export of the customer's own data, remain unaffected by this.
[BC only] The offsetting of claims by business customers against claims by ePost is excluded. For payment processing by third-party providers, their terms and

conditions apply. ePost may amend the permitted payment methods with reasonable notice.

12. Legal Effects

12.1 Legal effects may be associated with the delivery, receipt and dispatch of items. Senders and recipients are themselves responsible for being aware of the legal effects of the chosen communication channel. ePost accepts no responsibility for compliance with deadlines.

12.2 If a user acts on behalf of another person, they are obliged to obtain the necessary power of attorney or consent; they bear full responsibility for any actions taken on behalf of another.

12.3 Certain declarations of intent must comply with statutory formal requirements, such as being in simple written form. The user is personally responsible for selecting the appropriate channel. In the case of physical delivery, ePost's obligation to deliver is deemed to have been fulfilled upon handover of the items to Swiss Post AG; delivery deadlines are then subject to Swiss Post's terms and conditions.

13. ePost Interact

13.1 ePost provides functions for digital interaction between participants on the platform.

13.2 The provisions of this clause also apply to the use of 'Communities'. The platform offers features for communication and collaboration with end-to-end encryption, document and message exchange, and the ability to create your own communities and structured channels.

13.3 The user is solely responsible for ensuring that they hold all necessary rights and licences to the content they publish, that its use does not infringe the rights of third parties – including personal rights – or any statutory provisions, and that they are not aware of any conflicting third-party rights at the time of publication.

13.4 The publication of unlawful, racist, pornographic, violence-glorifying or otherwise offensive content is prohibited. Such content must be removed immediately or reported to the channel administrator.

13.5 ePost may deactivate user accounts and channels in the event of a breach of these provisions or netiquette. Payment obligations remain in force. The user undertakes to indemnify ePost against all claims by third parties arising from their use of 'Communities' upon first request.

13.6 [BC only] ePost provides business customers with 'Studio' functions for creating, editing and managing digital and interactive content. Recipients can use this to, in particular, submit information, answer questions and provide documents or other content.

13.7 [BC only] The business customer determines the purpose and content of the interactions carried out via Studio and iLetter and is responsible for ensuring that the collection and processing of data entered or provided by recipients is carried out lawfully. The business customer shall ensure that the necessary information is provided to recipients.

13.8 ePost provides users with functions for electronically signing documents. Users can sign documents electronically themselves or make them available to others for signing. Depending on the type of signature selected, different identification and signature procedures may apply.

14. Address book and contact synchronisation

14.1 To use the ePost functions, in particular for sending letters, using communities and the communication platform, the user may synchronise their address book with ePost. In doing so, the user's contact details, namely name, address, telephone number and email address, are transmitted and stored exclusively in encrypted form. The data is processed for the purposes of recipient management, ensuring the correct addressing of mailings, and to show which of the user's contacts are already using ePost.

14.2 The data is processed exclusively for these purposes and is not used for marketing purposes. It will only be disclosed to third parties insofar as this is necessary for the technical provision of the service or where there is a legal obligation to do so.

14.3 Use of this function is voluntary. The user may withdraw their consent at any time with future effect and may disable the synchronisation and use of the address book in the settings.

14.4 The user is personally responsible for any further information requirements or consents vis-à-vis or from their contacts.

15. Data Protection and Data Processing

15.1 Where ePost acts as a data processor on behalf of a data controller in the processing of personal data, the Data Processing Agreement (ADV) shall apply in addition.

15.2 ePost Service AG processes personal data for the purposes described in these General Terms and Conditions, the applicable Supplementary Terms and Conditions and the Privacy Policy, and to the extent necessary for the provision and security of the respective services.

15.3 The following categories of data are processed:
(a) Master and contact data for delivery and contract management;
(b) authentication data for access security;
(c) payment data (tokenised) for billing and accounting;
(d) document content (encrypted) exclusively for delivery and categorisation (e.g. document type: invoice);
(e) metadata and logs for proof of delivery, as well as for security and billing purposes.

15.4 Plain-text content of messages is not stored permanently.

15.5 Content data (document content, attachments) and ancillary data (metadata such as sender, recipient, timestamps, routing information) are stored and processed separately; separate access control mechanisms are in place for both categories.

15.6 The disclosure of address data to third parties requires a legal basis or the consent of the person concerned. Refusal to give consent has no financial consequences.

15.7 ePost may make data available to sender clients subject to state supervision (e.g. banks), insofar as such data relates to items sent by the sender in question and is required to comply with regulatory requirements. The senders concerned are identifiable within ePost.

15.8 The user authorises ePost to disclose the following item data to senders: item identification, method of receipt, processing status and reasons for non-delivery. No further details regarding reading behaviour will be disclosed; this is subject to confirmations in accordance with clause 9.1 and the user's express consent.

15.9 Files and messages are semantically analysed and indexed to enable full-text search and payment functions. The data obtained from this is processed exclusively for this purpose.

15.10 ePost uses carefully selected data processors. These are contractually obliged to comply with the applicable data protection requirements. Information on the processors engaged and the respective processing locations is provided in the current list of sub-processors (https://www.epost.ch/en/subcontractor) or in the privacy policy. Clauses 16.2 and 16.3 applies to the processing locations.

15.11 [BC only] Senders are responsible, as data controllers within the meaning of the FADP, for the lawfulness of the items posted and the personal data contained therein. They shall ensure that recipients are informed about the use of their data. Items containing unlawful content or those that breach security requirements may be rejected.

15.12 ePost may use users' data to inform them about its own products, services, innovations and offers, and to advertise these. Users may object to the use of their data for marketing purposes at any time. In addition, the applicable legal requirements and opt-out options apply to electronic advertising.

16. Data security

16.1 ePost takes appropriate technical and organisational measures to protect personal data in accordance with the state of the art and the respective risk.

16.2 The ePost platform is operated in Switzerland. Content data is stored and processed exclusively in Switzerland. Other personal data is processed in Switzerland or within the EU/EEA and, in exceptional cases, also in other third countries.

16.3 For additional services and functions pursuant to Section 1.5 that are used by the user, in particular functions involving artificial intelligence (AI), content data may be processed within the EU/EEA, but only for the duration of the respective processing and without permanent storage by the AI provider. Content data is not used to train AI models. Permanent storage of content data also takes place exclusively in Switzerland for these functions.

16.4 Further details, in particular regarding the AI providers used and the processing locations, are governed by the privacy policy and the list of sub-processors.

16.5 Security incidents are reported immediately to the competent authority. Affected users are informed in accordance with statutory requirements (e.g. the Data Protection Act (FADP), the Information Security Act (FAIS)); the communication includes the nature and scope of the incident, the data affected, the immediate measures taken and the planned preventive measures.

17. Retention periods and data deletion

17.1 Electronic items and delivery confirmations are deleted 90 days after delivery. Where there are statutory obligations to produce or retain data, deletion is suspended and documented. After delivery, further retention takes place in the user's personal mailbox; ePost does not, as a matter of principle, have read access to the content.

17.2 ePost retains other data (e.g. master data, payment data, metadata and log data) only for as long as is necessary for the respective purpose or as required by statutory retention obligations. After this period, it is automatically deleted or anonymised. The specific retention periods are set out in the privacy policy.

17.3 Product-specific retention periods are governed by the relevant Supplementary Terms and Conditions.

18. Users' obligations and sanctions

18.1 Users may only submit content for which they hold the necessary rights. Content that infringes intellectual property rights, competition law or other statutory provisions, or that is racist, pornographic or otherwise objectionable, is prohibited.

18.2 In the event of conduct that is unlawful or in breach of the contract, ePost may require the user to comply, restrict or suspend services without prior notice, block access, terminate the contract without notice or compensation, and claim damages and indemnification against third-party claims. Prohibited content may be removed without prior notice. Access to universal service remains reserved.

18.3 Users who discover or suspect that their login details have been misused must change them immediately and notify ePost without delay.

18.4 The user is personally responsible for their internet connection and for carrying out any necessary software updates on their own devices.

19. Warranty and Liability

19.1 ePost endeavours to ensure a high level of availability for its services but does not guarantee trouble-free operation. No liability is accepted for damage caused by force majeure, network disruptions, unlawful interference by third parties or other events for which ePost is not responsible. Interruptions or disruptions caused by third-party systems, networks or services that are not operated by ePost or its subcontractors, or that lie outside ePost's sphere of influence, are not taken into account when calculating availability.

19.2 ePost shall only be liable for damage resulting from delivery delays or system failures in cases of wilful misconduct or gross negligence. No liability is accepted for interruptions attributable to force majeure or actions by third parties. Affected users shall be informed immediately in the event of delivery delays.

19.3 ePost accepts no warranty regarding the availability, quality or support of third-party services that do not qualify as engaged third parties. The user is solely responsible for the security of their access and the confidentiality of their login details; ePost accepts no liability in this regard.

19.4 ePost shall only be liable for damages in cases of wilful misconduct or gross negligence. Liability for slight negligence, as well as for indirect, incidental and consequential damages – in particular loss of profit, unrealised savings, additional expenses or claims by third parties – is excluded. Liability for agents and third parties engaged by ePost in cases of slight or moderate negligence is also excluded.

19.5 ePost takes measures to prevent data loss (redundant storage, backups, integrity checks). In the event of irrecoverable data loss, ePost shall only be liable in cases of wilful misconduct or gross negligence; affected users will be informed immediately. Users are advised to make additional local backups of important items.

19.6 [BC only] ePost accepts no liability for damage resulting from incomplete, incorrect or out-of-date recipient details provided by the sender. Automated validity checks form part of the service; however, a full verification of all recipient details prior to dispatch does not.

19.7 This is without prejudice to claims arising from product liability or personal injury. The user shall be solely liable for any damage resulting from use that is unlawful or in breach of contract; the user shall indemnify ePost in full upon first request.

20. Accessibility

20.1 ePost Service AG provides accessible user interfaces and apps, which include screen reader support, WCAG-compliant contrast ratios and keyboard navigation. Special conditions for items sent by blind people are granted in accordance with statutory requirements.

21. Modification and Discontinuation of Services

21.1 ePost may adapt or discontinue the scope of services and functionalities at any time. Users will be informed in advance of any significant changes; users may export their own data at any time.

21.2 If adjustments result in a significant deterioration of the service for the user, the user may terminate the relevant application with one month's notice to the end of any month.

21.3 ePost may amend these General Terms and Conditions and the Supplementary Terms and Conditions at any time. Changes will be communicated in good time. If the user does not agree with the changes, they may cancel their account at any time – in the case of chargeable additional services, with effect from the next possible cancellation date.

22. Customer Service and Dispute Resolution Body

22.1 Users who disagree with a service or decision by ePost Service AG may contact customer service. In any case, the relevant dispute resolution body (www.ombud-postcom.ch) may be contacted.

23. Severability clause

23.1 Should any individual provisions of these General Terms and Conditions be invalid, incomplete or unenforceable, this shall not affect the validity of the remaining provisions. Invalid provisions shall be replaced by a valid provision that comes as close as possible to the original intention.

24. Governing Law and Jurisdiction

24.1 Swiss law shall apply exclusively, to the exclusion of private international law (IPR) and the UN Convention on Contracts for the International Sale of Goods (CISG).

24.2 The exclusive place of jurisdiction is the registered office of ePost Service AG; mandatory places of jurisdiction remain reserved.

24.3 In the event of any discrepancies or contradictions between the present GTC and the GTC in other languages, the German version shall prevail. The French, Italian and English versions have been translated with the support of artificial intelligence.

ePost Service AG, October 2026

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Appendix 1 – Supplementary Provisions: Dispatch Service

1. Scope

1.1 These Supplementary Terms and Conditions ("STC for the Dispatch Service") apply to business customers using the ePost dispatch service and supplement the ePost General Terms and Conditions ("GTC").

1.2 Items may be posted via SmartSend, SecureSend, ePost API or ePost Hub in accordance with ePost's applicable technical specifications.

1.3 The Supplementary Terms and Conditions for the Dispatch Service are accepted in accordance with the General Terms and Conditions upon registration and take effect upon the first submission of a consignment via one of the submission channels specified in clause 1.2.

1.4 If individual terms and conditions or services deviating from the standard services are agreed for an API or Hub connection, the connection shall be established as part of a separate project and on the basis of a separate written contract. The provisions of the separate contract shall apply exclusively to this API or Hub connection; these Supplementary Terms and Conditions for the Dispatch Service shall not apply to it.

2. Services provided by ePost

2.1 ePost processes the items submitted and delivers them electronically or physically, depending on the available delivery channels designated for the respective item. In the case of physical delivery, the items are prepared and handed over to Post CH AG for delivery.

2.2 The selection and prioritisation of delivery channels is carried out in accordance with the rules specified for the respective dispatch service. ePost specifies a channel prioritisation, which may be overridden by the sender for individual items. Deviating or individually configured channel prioritisations may incur additional costs.

2.3 Undeliverable items and their status may be made available to the business customer electronically or via the monitoring system.

2.4 When processing documents, ePost may replace non-embedded or unsupported fonts with suitable standard fonts, insofar as this is necessary for processing.

2.5 With SecureSend, unread messages are retained for 60 days.

2.6 Depending on the delivery service, additional product-specific features such as sender branding and other reception and display functions may be available.

2.7 The relevant technical specifications issued by ePost apply to API and hub connections.

2.8 For services provided by Swiss Post AG, its applicable terms and conditions shall apply.

2.9 With SecureSend, the fee for a message is triggered upon dispatch, regardless of whether the recipient has ePost access at that time.

3. Obligations of the business customer

3.1 The business customer is responsible for the correct submission of their data in accordance with ePost's technical and product-specific specifications.

3.2 Login details and access keys for the API and Hub must be protected against unauthorised access and must not be disclosed to unauthorised third parties.

4. Availability, support and processing times

4.1 The Service Level Agreements (SLA) published on the ePost website from time to time apply to the processing of submitted individual items.

4.2 The dispatch service has an availability of at least 98 per cent per year. Support is available Monday to Friday from 08:00 to 17:00. The response time is 4 hours.

4.3 Support and assistance services requiring individual processing effort are charged at CHF 200 per hour, billed in 15-minute increments. This applies in particular to work caused by business customers' consignments that are faulty or do not comply with the technical or product-specific specifications.

5. Prices and postage costs

5.1 Unless individual terms have been agreed, the prices applicable at the time of posting, as set out on the ePost website, shall apply to the items posted.

5.2 In the case of physical delivery, the tariffs and conditions of Swiss Post AG applicable at the time of posting shall also apply. These will be invoiced directly to the customer.

5.3 For API and hub connections as part of a separate project in accordance with clause 1.4, the onboarding, basic and optional costs agreed in the separate contract shall apply.

Appendix 2 – Supplementary Provisions for the ePost Scanning Service

1. Scope

1.1 These Supplementary Terms and Conditions ("STC Scanning Service") apply to business customers using the ePost Scanning Service and supplement the ePost General Terms and Conditions ("GTC").

1.2 The Supplementary Terms and Conditions for the Scanning Service are accepted in accordance with the General Terms and Conditions upon registration. The Scanning Service commences upon activation of the relevant additional service by the business customer.

2. Prerequisites and Forwarding Order

2.1 The Scanning Service requires a corresponding mail forwarding order with Swiss Post AG. ePost places this order on behalf of and for the business customer. The relevant terms and conditions of Swiss Post AG apply to the mail forwarding order.

3. Services provided by ePost

3.1 ePost accepts physical letter items addressed to the business customer and suitable for the Scanning Service at a processing centre, processes them and, where possible and as agreed, creates electronic images of the contents of the items.

3.2 Items that cannot or must not be scanned, either in whole or in part, are physically forwarded in accordance with the guidelines applicable to the Scanning Service. Court and debt enforcement documents are physically forwarded unopened. Where applicable procedural requirements so stipulate, the aforementioned documents are forwarded via A-Post Plus or a comparable trackable delivery method.

3.3 For items that cannot be scanned in full, a digital preview may be made available to the business customer. The business customer is responsible for ordering the originals of such items within 25 days, if required.

3.4 Scanned items may be ordered in their original form, subject to a charge, for a period of 25 days following receipt. Upon expiry of this period, the remaining physical items will be securely destroyed in accordance with the applicable guidelines, provided that no statutory retention or disclosure obligations preclude this.

3.5 The output format for scanned documents is searchable PDF (PDF/A, 300 dpi, colour, with full text and no error corrections).

3.6 In particular, the following items will not be scanned: content not available on paper; items of monetary value such as banknotes, vouchers or tickets; documents containing PINs or passwords; newspapers and magazines; and documents smaller than A6 or larger than A4. Such items will be physically forwarded in accordance with the guidelines applicable to the Scanning Service.

3.7 In the event of a disruption to the Scanning Service, the business customer will be informed. The affected items will be handed over to the standard delivery process of Post CH AG.

3.8 ePost is entitled, as part of the processing, to remove and destroy accompanying materials of negligible value, in particular plastic folders or cardboard backing.

4. Availability, Support and Processing Times

4.1 The Service Level Agreements (SLA) published on the ePost website from time to time apply to processing within the Scanning Service.

4.2 The Scanning Service has an availability of at least 98 per cent per year. Support is available Monday to Friday from 08:00 to 17:00. The response time is 4 hours.

5. Authorisation and Delivery

5.1 The business customer authorises ePost and its subcontractors to accept on their behalf any items addressed to them and receivable via the Scanning Service and, insofar as necessary for the provision of the service, to open and scan them.

5.2 This authorisation also covers registered items as well as court and debt enforcement documents. Where necessary, ePost or its subcontractors are entitled to accept items on behalf of the business customer and to confirm their receipt. Where acceptance by ePost or its subcontractors constitutes valid service under applicable law, legal time limits may commence upon acceptance at the processing site.

5.3 The business customer is responsible for taking into account the legal effects and time limits associated with the acceptance of items. The time at which the business customer actually becomes aware of this is not decisive in this regard.

6. Requirements for physical delivery

6.1 The Scanning Service may only be used for an address known to Swiss Post AG and to which delivery is possible. For physical forwarding and orders for originals, delivery to this address must be guaranteed. If this is no longer the case, the relevant forwarding order may be deactivated following a single written request, subject to a 14-day notice period. Deactivating the redirection order does not terminate the Scanning Service; this must be deactivated separately by the business customer in accordance with clause 8.

6.2 If physical items cannot be delivered, ePost may destroy them after making reasonable efforts to find a deliverable address. Items containing official correspondence will be returned to the original sender. Additional costs will be charged at CHF 200 per hour, billed in 15-minute increments.

7. Prices

7.1 The prices stated at the time of activation or individually agreed shall apply to the Scanning Service.

7.2 Charges commence upon activation of the additional service. Usage-based charges apply to the items actually processed via the Scanning Service.

8. Deactivation and Termination

8.1 Notwithstanding clause 10.1 of the General Terms and Conditions, the business customer may terminate the Scanning Service at any time by deactivating the relevant additional service.

8.2 Following deactivation, any mail forwarding orders set up for the Scanning Service will be terminated as soon as possible. Deactivation may take up to three working days. During this period, items may continue to be routed to and processed by the scanning centre.

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