
POLICIES

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1 PRODUCT REFUNDS POLICY - AT A POST OFFICE

Customers may obtain a refund for product returns with a value up to a maximum of \$5,000, including taxes.

THE CUSTOMER MUST HAVE...	TYPES OF PRODUCTS AVAILABLE FOR REFUND...
<ul style="list-style-type: none">an original receipt (issued within the last 30 days by a post office). <p>NOTE: For refunds over \$100, a <i>Customer Refund form</i> is required.</p>	<ul style="list-style-type: none">postage valuesphilatelic productsretail products

2 REPRODUCING POSTAGE STAMPS

Subject to certain restrictions summarized below, images of clearly defaced stamps may be reproduced in order to:

- illustrate news items in newspapers, magazines, catalogues, etc.
- be used on the stationery of stamp clubs and societies, but not on envelopes or other types of containers, wrappers or articles.

All stamp reproductions must be at least twice as large as or half the size of the original. The reproduction must be clearly defaced. The defacing line must be in the plate or die from which the reproduction is made. Reproduction for any other reason must be approved in writing by the following authority:

DIRECTOR STAMP PRODUCTS
CANADA POST
2701 RIVERSIDE DR SUITE N1070
OTTAWA ON K1A 0B1

3 MARKINGS

Customers may use the “Delivered by” logo on items delivered by Canada Post with the prior written consent of the Director, Marketing and Brand or her/his designate. They can be contacted at info.brand@canadapost.ca. Visit canadapost.ca/logo for available artwork.

Customers with a Standing Offer Agreement may use Canada Post postal indicia on items delivered by Canada Post without prior authorization. Visit canadapost.ca/indicia for the requirements, artwork and the specifications.

Any use by the customer must then be only in strict accordance with the consent granted. Any unauthorized use is an offence under the *Canada Post Corporation Act and Regulations* as well as being an infringement of Canada Post's trade-marks and official marks.

Note that an item will be considered non-mailable matter if, on the outside, it is marked or labelled with any of the following that were not provided or authorized by Canada Post:

- any design likely to be mistaken for a postage stamp, meter impression, service label or any other mark suggesting that postage has been paid
- any label or endorsement implying that it will be given special handling, delivered faster or be provided with any service that has not been purchased by the customer. (However, customers may include labels on items that are directed to the addressee as an instruction that is clearly related only to the enclosure and would not otherwise result in the item being non-mailable matter. Examples of acceptable wording include “URGENT”, “RUSH” and “IMPORTANT COMMUNICATION ENCLOSED”), and
- any facsimile of any label, endorsement or marking used by Canada Post that might cause confusion so as to affect its handling, e.g., confusion as to the service the customer has paid for.

It is the customer's obligation to obtain approval for any proposed endorsement or other markings from Canada Post prior to printing.

4 IDENTIFICATION REQUIREMENTS

To help prevent identity theft and other improper uses of products and services, identification is required to ensure mail and other services are properly provided and to permit follow up if further investigation is required for law enforcement and other legal purposes. Some types of personal ID are not acceptable because of certain legislative provincial or federal restrictions.

IDENTIFICATION IS REQUIRED WHEN...	ACCEPTABLE PERSONAL IDENTIFICATION...
<ul style="list-style-type: none"> picking up mail at the post office picking up Community Mailbox keys* recipients of alcohol purchasing Mail Forwarding, Hold Mail, postal box or general delivery services purchasing large amounts of money orders in one transaction or series of transaction within a 24-hour span paying by cheque or cashing money orders 	<ul style="list-style-type: none"> include a photo* be government issued be original, not a copy of the document be valid (current). In other words, an expired driver's licence would not be acceptable indicate a unique identifier number
<p>NOTE: Proof of residency displaying name and address is required (such as credit card statement or utility bill).</p>	<p>NOTE: If the photo identification does not contain the applicable address (such as in the case of a passport), proof of residency must be provided.</p>

Canada Post is subject to the *Privacy Act* and therefore, the collection, use, disclosure, retention, and disposal of personal information by Canada Post and its agents are completed in compliance with the *Privacy Act*. Canada Post reserves the right to refuse any request for products or services if the identification requirements are not met.

4.1 Examples of acceptable personal identification

ACCEPTABLE PHOTO IDENTIFICATION (TABLE 1)	
<ul style="list-style-type: none"> Canadian Forces Identity card Canadian/Foreign Passport Canadian National Institute for the Blind (CNIB) ID card* Certificate of Indian Status Card Driver's licence (Canadian / Foreign) 	<ul style="list-style-type: none"> Firearm Acquisition / Firearm Possession card Health card with photo (where not prohibited) Permanent Resident card Provincial / Territorial Identification card

* The CNIB card is not government-issued but is considered an acceptable piece of identification EXCEPT for transactions that are FINTRAC regulated. FINTRAC regulated transactions include Money Orders of \$3,000 or more, transactions of \$10,000 or more in cash within 24 hours, Coin sales of \$10,000 or more in cash, Suspicious/Attempted Suspicious Transactions, as well as proof of identity or digital proof of identity services (POI/dPOI) specifically if these relate to a financial product (e.g., Tangerine, credit card authentication).

NOTE: Customers who do not have the required photo identification may provide two documents from the acceptable proofs of residency documents list (see Table 2) **AND** one of the following non-photo identification documents:

- birth certificate
- baptismal certificate
- health card (no photo, where permitted)
- any other acceptable ID listed which does not have a photo.

ACCEPTABLE PROOFS OF RESIDENCY DOCUMENTS (MUST BE ORIGINAL (PAPER OR ELECTRONIC VERSION) AND INCLUDE NAME AND APPLICABLE ADDRESS OF INDIVIDUAL) (TABLE 2)	
<ul style="list-style-type: none"> A <i>Delivery Notice Card</i> completed by a Canada Post delivery employee indicating the name and address Major credit card statement with the related valid credit card Bank statement School, College or University Report Card or Transcript Residential Lease, Mortgage Statement or Agreement Insurance Policy 	<ul style="list-style-type: none"> Canada Pension Plan Statement of Contributions / Québec Pension Plan Statement of Participation Income tax assessment - most recent. Government Cheque or Cheque Stub with elector name/address Statement of Employment Insurance Benefits Paid (T4E) Canada Child Tax Benefit statement Statement of Old Age Security (T4A) or of Canada Pension Plan Benefits (T4AP) Statement of Benefits from Provincial Workplace Safety or Insurance Board Statement of Direct Deposit for Provincial Works or Provincial Disability Support Program Attestation of Residence issued by the responsible authorities (shelters, soup kitchens, student/senior residence, long-term care facilities, Aboriginal reserves, work camps)
<ul style="list-style-type: none"> Vehicle Ownership or Insurance document Municipal tax notice Recent utility bill (telephone, cable, hydro, gas or water) 	

4.2 Third-party authorization - proof of authority - act on behalf of

When acting on behalf of another individual, business or organization, the personal ID presented must indicate the same address as that person or organization. If it does not, the following additional proof of such authority is required.

In addition to showing acceptable personal identification, the individual must have, as applicable:

DELIVERY NOTICE CARD...	OR	LETTER OF AUTHORIZATION...	OR	LEGAL DOCUMENTATION...
<p>signed by the addressee indicating the name of the individual authorized to pick up the item.</p> <p>(for individuals only; not applicable to mail addressed to a business/organization).</p>		<p>available at the post office, which clearly gives the representative specific authority to pick up mail or apply for services on behalf of the addressee.</p> <p>The individual presenting the <i>Letter of Authorization</i> to the post office (does not need to be the individual granting authority) must have their government-issued photo ID verified and their signature witnessed at the counter by the postal clerk.</p>		<p>additional proof of authority to act is required for the following instances:</p> <ul style="list-style-type: none"> • Acting on behalf of a business or organization • Children under age of majority (see Mail addressed to children) • Deceased person • Office of the Public Trustee or Power of Attorney (e.g. proof of appointment) • Bankruptcy/Winding Up/ Receivership.

NOTE: Items shipped with the Proof of Identity service option will only be delivered to the intended recipient (addressee). Proof of Identity items will not, under any circumstances, be delivered to another person acting on behalf of the addressee. *Letters of Authorization*, or other legal documents are not permitted.

ACTING ON BEHALF OF A BUSINESS OR ORGANIZATION

Only an authorized agent may act on behalf of a business or organization. In addition to one piece of personal government-issued photo ID, the individual acting on behalf of a business will need a *Letter of Authorization* demonstrating his/her authority to act on behalf of the business or organization.

The *Letter of Authorization* must:

- indicate the printed name and signature of the grantor of authority,
- list of the printed name(s) and signature(s) of all those authorized to act on behalf of.

NOTE: The identification and signature of the individual submitting the *Letter of Authorization* will be verified by the Canada Post employee or Retail postal clerk.

MAIL ADDRESSED TO CHILDREN

The parent or legal guardian living at the same address as the child under the age of majority can pick up the mail item - proof of residency is required.

If the child is receiving care and custody from a person other than a parent or legal guardian that does not live at the same address as the address on the item, in addition to showing acceptable personal identification, the person must present one of the following:

- a registry record that establishes an adoption or legal guardianship
- a court order that authorizes an adoption or a legal guardianship
- a foster parent identification card that includes the child's name.

AGE OF MAJORITY – 18	AGE OF MAJORITY – 19
Alberta	British Columbia
Manitoba	New Brunswick
Ontario	Newfoundland and Labrador
Québec	Nova Scotia
Prince Edward Island	Nunavut
Saskatchewan	Northwest Territories
	Yukon

NOTE: As the legal age for certain goods may differ from age of majority by province or territory, it is the customer's responsibility to ensure that the appropriate age is selected under the Proof of Age option.

DECEASED PERSON

In some provinces, the name(s) of a deceased's legal representative(s) appears on the death certificate. If this is the case, the death certificate would be the **only** document needed to serve as proof of appointment.

If the individual is acting on behalf of a deceased person, in addition to personal identification, the individual will need **one of the following documents:**

- a death certificate (issued by the applicable government Vital Statistics office)
- a medical examiner's certificate
- a funeral director's certificate
- a cremation certificate or other certificate by a comparable authority (such as in the case of a death outside the country).

AND one of the following documents:

- Proof of appointment as the legal representative by providing documents such as one of the following:
 - › Grant of Letters probate; or
 - › Letters of administration (with or without Will attached); or
 - › Certificate of Appointment of the estate liquidator or Certified statement of the liquidator (known as État certifié des droits du Liquidateur, in the province of Québec); or
 - › [Canada Post Statutory Declaration](#) form (40-076-696) regarding Proof of Authority.