

Undeliverable mail

Last updated: June 14th, 2021

Table of contents

1. Overview	2
2. What happens to undeliverable mail	2
3. What to do with an undeliverable item	4

1. Overview

Mail is considered undeliverable if:

- The item doesn't display a complete and valid address
- The item is addressed to a non-existent address
- The addressee has moved without giving a Mail Forwarding request or the request has expired
- The addressee refuses the item, the item bears a return address, and the sender refuses it
- The addressee refuses to pay postage due charges
- The item is prohibited by law
- We find the item loose in the mail
- The item is an empty wrapper or carton
- We can't otherwise deliver the item to the address

If you're a contract customer, you must consult your customer guide to get detailed information on when we'll treat mail as undeliverable for a particular service.

2. What happens to undeliverable mail

We'll return undeliverable items to the sender only if there's a valid return address and the item is undeliverable for one of the following reasons:

- The receiver address doesn't exist
- The item doesn't bear a sufficient receiver address
- The addressee has moved without giving a forwarding address
- The addressee refuses the item
- The item doesn't have enough postage
- The item will need new postage before you resend it

If an item is undeliverable for any other reason, we'll open it and take the following action:

Possible outcomes when we open undeliverable mail

<i>If the item</i>	<i>Action</i>
<i>Has no obvious value</i>	We'll destroy it.
<i>Contains merchandise with value and we can find a forwarding address</i>	We'll price the item as required and forward it to either the sender or addressee. If we can't find an address, we'll sell the item (or otherwise dispose of it) and the proceeds will be credited to Canada Post.
<i>Contains cash</i>	We'll deposit the money to the credit of Canada Post. If we can find a forwarding address, we'll convert the cash to a Postal Money Order, price the item as required, and forward it to either the sender or addressee.
<i>Has contents that are prohibited by law</i>	We'll dispose of it or turn it over to the proper policing agency.

Undeliverable items from outside Canada

We'll return undeliverable items that originate in the United States or other countries to the office responsible for undeliverable mail of the country of origin.

You must direct all questions about undeliverable mail to customer service at 1-800-267-1177.



Please note:

For surplus product samples, the local delivery facility may donate the items to a local charity.

3. What to do with an undeliverable item

Here's what you can do if we consider your item as undeliverable:

- If you believe we erroneously returned the item to sender, [contact us](#) to report the issue. While we may not be able to figure out the cause of the error, your feedback helps us improve our services.
- Not sure if the address exists? Look it up in our [Find a postal code tool](#).
- If the item has a tracking number, find out when we delivered or returned it. Use [Track](#).
- [Learn how to properly address your letters and parcels](#).