

Policies

Last updated: June 14th, 2021

Table of contents

1. Product refunds at a post office	2
2. Reproducing postage stamps	2
3. Markings policy	3
4. Items that need ID	4
5. Acceptable personal ID	
5.1 Acceptable personal ID overview	5
5.2 Proofs of residency documents	5
6. Acting on behalf of someone else	
6.1 Acting on behalf of someone else overview	7
6.2 Acting on behalf of a business or organization	8
6.3 Mail addressed to children	8
6.4 Acting on behalf of a deceased person	9
7. Why we need ID	10

1. Product refunds at a post office

You may get a refund for product returns with a value up to a maximum of \$5,000, including taxes. Terms and conditions apply.

To receive a refund, you must have an original receipt issued in the last 30 days by a post office.

Products available for refund (some limitations apply):

- Postage values
- Philatelic products
- Retail products

We no longer process customer claims at post offices for:

- Late or damaged parcels
- Registered Mail™
- Lettermail™

In these cases, you must [submit a claim online](#) or by calling 1-800-267-1177.



Please note:

For refunds over \$100, we require a customer refund form.

2. Reproducing postage stamps

You may only reproduce images of clearly defaced stamps to:

- Illustrate news items in newspapers, magazines, catalogues, and so on
- Use on the stationery of stamp clubs and societies, but not on envelopes or other containers, wrappers, or articles

All stamp reproductions must be:

- At least twice as large as the original
- 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 you make the reproduction. The Director of Stamp Products must approve (in writing) the reproduction for any other reason.

Their mailing address is:

DIRECTOR, STAMP SERVICES
CANADA POST
2701 RIVERSIDE DR SUITE N0875
OTTAWA ON K1A 0B1

3. Markings policy

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 their designate. You can contact the Director, Marketing and Brand through [email](mailto:info.brand@canadapost.ca) (info.brand@canadapost.ca). Visit our [logo page](#) for available artwork.

If you have a Standing Offer Agreement, you may use our postal indicia on items delivered by us without authorization beforehand. See our [Postal indicia tool](#) for requirements, artwork, and specifications.

Any unauthorized use of the logo is an offence under the ***Canada Post Corporation Act***, as well as being an infringement of Canada Post's trademarks and official marks.

We'll consider an item non-mailable if the outside of the item is marked or labelled with any of the following, without Canada Post's authorization:

- Any marking that could be confused with Canada Post's designators, services, or indicia. This includes:
 - 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 we'll give the item special handling, deliver it faster (for example, Priority Mail or Express Mail), or provide you with any service that you haven't bought. You may include labels directed to the addressee as an instruction that's clearly related only to the enclosure and wouldn't otherwise result in the item being non-mailable matter. Examples of acceptable wording include “URGENT”, “RUSH”, or “IMPORTANT COMMUNICATION ENCLOSED”
- Any copy of any label, endorsement or marking used by Canada Post that might cause confusion so as to affect its handling. For example, confusion as to the service the customer has paid for.

It's your obligation to get approval from Canada Post for any proposed endorsement or other markings before printing.

4. Items that need ID

When you pick up an item at the post office, you must show acceptable identification.

Items or services that need acceptable identification at the post office:

Pick up

- Mail
- Community mailbox keys
- Proof of Age items such as alcohol
- Any item requiring in person proofing using the digital Proof of Identity service (dPOI)

Purchase

- Mail Forwarding
- Hold Mail
- Postal box or general delivery services
- Any purchase of money orders totalling \$3,000 or more in one transaction or a series of transactions in a 24-hour span
- Paying by cheque
- Cashing money orders of \$3,000 or more in separate transactions for the same customer

What to bring if you're picking up your own item (additional items are required when picking up an item for another person, business, or organization – see the following pages for details):

- Acceptable government-issued photo ID

Acceptable identification must:

- Be original (not a copy of the document)
- Be valid (for example, an expired driver's licence wouldn't be acceptable)
- Be government-issued
- Have a photograph
- Have a unique identifier number
- Identify the jurisdiction of issuance (province or country)

If the photo identification doesn't contain the address (for example, a passport), we need proof of residency (for example, a credit card statement or utility bill). Some personal ID isn't acceptable because of certain provincial or federal restrictions.

5. Acceptable personal ID

5.1 Acceptable personal ID overview

Examples of acceptable personal identification include:

- DND 404 driver's license
- Canadian National Institute for the Blind (CNIB) ID card ¹
- Passport (Canadian or Foreign)
- Secure certificate of Indian status
- Driver's licence (Canadian or Foreign)
- Firearm Acquisition or Firearm Possession License
- Health card with photo (where not prohibited)
- Permanent Resident card
- Provincial or Territorial identification card

¹ The CNIB card and Firearm Acquisition or Firearm Possession License aren't government-issued but we consider them as acceptable pieces 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 in 24 hours, coin sales of \$10,000 or more in cash, suspicious or attempted suspicious transactions, or Proof of Identity or digital Proof of Identity services (POI/dPOI) specifically if these relate to a financial product (for example, Tangerine credit card authentication).



Please note:

We'll verify your identity with an acceptable form of photo ID before accepting proof of residency.

5.2 Proofs of residency documents

Proof of residency documents must:

- Be original (paper or electronic version)

- Include the name and applicable address of the person

Acceptable proof of residency documents:

- Delivery Notice Card completed by one of our delivery employees indicating the name and address (accepted for call for items only)
- Canada Pension Plan Statement of Contributions or Québec Pension Plan Statement of Participation
- Major credit card statement with the related valid credit card
- Your most recent income tax assessment
- Bank statement
- Government cheque or cheque stub with the person's name and address
- School, college, or university report card or transcript
- Hotel confirmation (email, receipt, or invoice)
- Statement of Employment Insurance benefits paid (T4E)
- Residential lease (rental agreement lease), mortgage statement, or Agreement of Purchase and Sale
- Canada Child Tax Benefit statement
- Insurance policy
- Statement of Old Age Security (T4A) or of Canada Pension Plan Benefits (T4AP)
- Vehicle ownership or insurance document
- Statement of benefits from provincial Workplace Safety or Insurance Board
- Municipal tax notice
- Statement of direct deposit for Provincial Works or Provincial Disability Support Program
- Recent utility bill (telephone, cable, hydro/power, gas, or water)
- Attestation of residence issued by the responsible authorities (shelters, soup kitchens, student or senior residence, long-term care facilities, Indigenous reserves, work camps)
- Private Post Office Box Rental Agreement (for example, a UPS Agreement)

If you can't provide any of the required photo identification, you can provide two documents from the accepted proof of residency list above AND one of the following government-issued non-photo identification items:

- Birth certificate
- Baptismal certificate
- Health card without a photo (where permitted)
- Veterans Affairs Canada health card
- Any other acceptable identification that's listed in our policies

6. Acting on behalf of someone else

6.1 Acting on behalf of someone else overview

When acting on behalf of another person, business, or organization, the personal ID you present must indicate the same address as that person or organization. If it doesn't, we need additional proof of such authority and we'll record the complete third-party information.

Besides showing acceptable personal identification, you must also have either a:

- ***Delivery Notice Card***

The addressee must sign the Delivery Notice Card to indicate the name of the person authorized to pick up the item. This option is for individuals only. It's not applicable to mail addressed to a business or organization.

or

- ***Letter of Authorization***

A Letter of Authorization is available at the post office, which clearly gives you specific authority to pick up mail or apply for services on behalf of the addressee.

The person presenting the Letter of Authorization to the post office doesn't need to be the person granting authority, but must have their government-issued photo ID verified and their signature witnessed at the counter by the postal clerk.

or

- ***Legal documentation***

We need additional proof of authority when acting on behalf of:

- A business or organization
- Children under age of majority (see Mail addressed to children)
- A deceased person
- The Office of the Public Trustee or Power of Attorney (for example, you'll need proof of appointment)
- Bankruptcy, winding up, or receivership



Please note:

We'll only deliver items shipped with the Proof of Identity service option to the intended recipient (addressee). We won't deliver Proof of Identity items, under any circumstances, to another person acting on behalf of the addressee. Letters of Authorization, or other legal documents, aren't allowed.

6.2 Acting on behalf of a business or organization

Only an authorized agent may act on behalf of a business or organization.

This person will need:

- One piece of personal government-issued photo ID
- A Letter of Authorization proving their 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 the printed name or names and signature or signatures of all those authorized to act on behalf of the business or organization



Please note:

The identification and signature of the person submitting the Letter of Authorization will be verified by the Canada Post employee or retail postal clerk.

6.3 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. We need proof of residency.

If the child is receiving care and custody from a person other than a parent or legal guardian that doesn't live at the same address as the address on the item, the person must:

- Show acceptable personal identification

- Present one of the following:
 - A registry record that shows 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

- Alberta
- Manitoba
- Ontario
- Québec (21 for purchase and consumption of cannabis)
- Prince Edward Island
- Saskatchewan

Age of Majority – 19

- British Columbia
- New Brunswick
- Newfoundland and Labrador
- Nova Scotia
- Nunavut
- Northwest Territories
- Yukon



Please note:

As the legal age for certain goods may differ from Age of Majority by province or territory, it's your responsibility when mailing items containing such goods to make sure you select the appropriate age under the Proof of Age option.

6.4 Acting on behalf of a deceased person

In some provinces, the name or names of a deceased's legal representative or representatives appear 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 person is acting on behalf of a deceased person, the person will need personal identification and 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
 - Letters of Administration (with or without a will attached)
 - Certificate of Appointment of the estate liquidator or Certified Statement of the Liquidator (known as *État certifié des droits du Liquidateur* in Québec)
 - Canada Post Statutory Declaration form (40-076-696) regarding Proof of Authority

7. Why we need ID

We need identification to:

- Make sure mail and other products and services are properly provided
- Help protect you from identity theft and other improper uses of products and services
- Allow follow-up if further investigation is needed for law enforcement and other legal purposes
- Follow federal legislation to collect identification for certain financial transactions

We're subject to the **Privacy Act** and so we collect, use, disclose, retain, and dispose of personal information in compliance with that Act.

We reserve the right to refuse any request for products or services if you don't meet the identification requirements. The information provided on these pages are subject to change without notice.