

PitneyShip® Enterprise and PitneyShip® Pro Product Terms

(Last modified January 2, 2026)

Defined Terms

“Package(s)” means parcels, letters, and flats shipped under this Agreement.

“Carrier” means a third-party shipping vendor that you use within the Service.

“Tender” means the transfer of physical custody of a Package that has a PBC compliant shipping label affixed to it, by you to a Carrier as demonstrated by the scanning of the label by the Carrier.

Use of the Service

In order to use the Service, you must complete the registration process. You may use the Service on behalf of third parties. You may permit your third party contractors to access the Service solely on your behalf and for your benefit so long as the contractor agrees to fully comply with all terms and conditions applicable to the Service. You remain responsible for each contractor’s compliance with those terms and conditions and any breach of those terms. All rights granted to any contractor under these terms terminate immediately upon (i) conclusion of the services provided by the contractor to you that gives rise to such right or (ii) termination of your account or your use of the Service.

Each individual Package Tendered for shipment must originate from a location in Canada or certain Canadian territories. You agree that you will only Tender Packages to a Carrier with shipping labels that correspond to the transportation method you selected.

You represent and warrant that you have maintained and will maintain any and all certifications, licenses or other authorizations as necessary or proper in furtherance of your use of the Service regarding the identification, processing and transportation of hazardous materials, if applicable.

When you print labels using the Service, the following information is collected to generate a valid label: (1) the date and time of the transaction; (2) the address and postal code for the destination and origin location; (3) the rate category of each indicium created and the details of any associated special services, such as special handling or restricted delivery; and (4) the amount of the shipping fee.

Fees

The fees for the use of the Service don’t include the shipping or other charges imposed by the Carrier for printing labels and sending Packages through Canada Post or another Carrier.

Payment Through PitneyWorks

All charges by Canada Post for the sending of items through the Service and all fees for the use of the Service will be charged to your PitneyWorks account, unless you have a billing account directly with Canada Post. All charges by any other Carrier other than Canada Post for the sending of items through the Service will be billed directly by the Carrier.

Canada Post Regulations

You are required to comply with Canada Post regulations applicable to your use of the Service. Canada Post may terminate your use of your Canada Post account if you violate Canada Post regulations.

Carrier Requirements

As part of the Service, Pitney Bowes partners with Carriers that enable you to print shipping labels and these Carriers are responsible for shipping your items. As part of your use of the Service, you must comply with the requirements of those Carriers (“Carrier Requirements”). The terms governing the use of Canada Post services are available [here](#). The terms governing the use of FedEx services are available

[here](#). The terms governing the use of UPS services are available [here](#). The terms governing the use of Purolator are available [here](#). In case of conflicts between the Carrier Requirements and these Product Terms, the Carrier Requirements shall prevail.

Third-Party Systems

We may provide functionality to enable you to link your account to certain third-party systems, such as marketplaces, enterprise resource planning systems (or ERPs), warehouse management systems, and healthcare system platforms. These third-party systems ("TPS"), their authentication process and any data they provide us (and its accuracy) are not under our control and we are not responsible for it. You warrant that you are the TPS account holder of any account you link to us and will comply with all TPS terms and conditions.

Package(s)

- a. You acknowledge that we are not (and shall not be) acting in any capacity (directly or indirectly) as the carrier, customs broker, agent, freight forwarder or transporter in respect of any Packages transported on your behalf or that are captured by documentation printed by a Pitney Bowes system.
- b. We will not be liable for any Packages or the content of any Packages within shipments that are transported following the use of a Pitney Bowes system, including but not limited to, in respect of damage and compliance with any restrictions and local laws and regulations. You, and not us, are always the owner of all Packages and the content of any Packages, including when the Packages are transported following the creation of customs documentation using a Pitney Bowes system.
- c. You acknowledge that we are not (and shall not be) responsible for the accuracy of any information contained in the customs documentation printed using a Pitney Bowes system. This includes, but is not limited to, the tariff classification of all Packages using the Harmonized System, the customs origin and the customs valuation of the Packages. You, and not us (and shall not be), liable for any financial obligations in the event that Packages have been incorrectly classified for tariff classification purposes or undervalued for customs valuation purposes.
- d. You acknowledge that we are not (and shall not serve as) the importer or declarant in respect of any import of the Packages, nor do we intend to serve as (or otherwise be liable as) importer or declarant in respect of the Packages on your behalf.
- e. You acknowledge that we are not (and shall not serve as) the exporter or declarant in respect of any export of the Packages, nor do we intend to serve as (or otherwise be liable as) exporter or declarant in respect of the Packages on your behalf.
- f. You represent and warrant that:
 - (i) the Packages are not subject to any restriction or prohibition on their sale, supply, transfer or export to their intended destination, end-user and/or end-use (including, for the avoidance of doubt, any ultimate end-use), including under applicable sanctions and export control laws; or
 - (ii) if any of the Packages are subject to any such restriction or prohibition, that you have obtained all requisite licenses, permits or authorizations from the competent Government Authority(ies) to enable the Packages to be sold, supplied, transferred and/or exported in compliance with all applicable laws. You undertake to promptly provide us with a copy of any such license/permit/authorization upon request.
- g. Notwithstanding the above, you represent and warrant that the Packages are not intended, in whole or in part, for any end-use in connection with the development, production, handling,

operation, maintenance, storage, detection, identification or dissemination of chemical, biological or nuclear weapons or other nuclear explosive devices or the development, production, maintenance or storage of missiles capable of delivering such weapons.