

**Universal Postal Declaration of Customer Rights**

The customer has the right to:

- benefit from high-quality and standard services at fair prices, according to his/her needs;
- benefit from an effective and comprehensive information system that incorporates his/her rights as well as the postal operator's responsibilities;
- enjoy a code of conduct based on ethical and human values and principles, without distinctions of any kind such as race, colour, gender, language, religion, political or other opinions, national or social origin, property, birth or other status;
- have access to postal services easily and conveniently;
- enjoy diversified choices in postal services;
- get fair compensation when the Post fails to deliver on its promise;
- be aware of his/her high status in the worldwide postal network and the fact that he/she is considered as a crucial partner in the success of the Posts;
- enjoy the possibility of establishing communities seeking to promote his/her interests.