

# **Product Terms for International Letter Services for Contract Customers**

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# PRODUCT TERMS FOR INTERNATIONAL LETTER SERVICES FOR CONTRACT CUSTOMERS

## 1. General

### 1.1. Scope of application and applicable terms

These Product Terms shall be applicable to Posti Ltd's (hereinafter "Posti") international letter services for letters sent by contract customers from Finland ("Services") as of January 1, 2015. The Services are available to corporate and organizational customers, and their use requires a contract with Itella. In addition to the Product Terms, the Services are subject to the contract concluded between Itella and the Customer as well as Posti Ltd's General Contract Terms ("General Contract Terms") and the Universal Postal Union (UPU) Regulations valid at any given time. Posti is entitled to amend these Terms as described in the General Contract Terms.

### 1.2. Definitions

SDR shall mean a Special Drawing Right as determined by the International Monetary Fund, the value of which is composed of various currencies (IMF Special Drawing Right).

### 1.3. Mail delivery, address clarification, forwarding and undeliverable items

Posti shall deliver the items to the postal operator of the destination country. The delivery of items and other handling, such as address clarification, forwarding and storage period, vary according to the country of destination.

### 1.4. Undeliverable items

Undeliverable international letters are returned to the sender if the sender's address information is marked on the cover of the item. Undeliverable items will be processed according to the product terms of the item and the General Contract Terms.

### 1.5. Customer's obligations

In addition to what has been stated in the General Contract Terms, the Customer must comply with Posti's mailing or other instructions when using the Services. The Customer shall be responsible for ensuring that correct and up-to-date name, address and payment information and any other markings required by the Service are indicated on items. The name and address of the sender must always be

indicated on items for the potential return of the item. With the exception of Consignment deliveries, the return address must be in Finland.

By consenting to these Product Terms the Customer authorizes the subcontractor to sort the mailing batch and its address data with Posti's Sorting Service without separate authorization. In order to use Posti's Sorting Service the printing, posting, or print-out house acting as a subcontractor for the Customer is required to have valid agreement on its use with Posti.

### 1.6. Remailing fee

According to the Universal Postal Convention, the postal operator of the destination country is entitled to charge an additional fee for items if it interprets that the Customer's items have been produced or published in the destination country or some other country which is not the country of posting, or that the domicile of the shipment sender is in the destination country or said third country. Based on the remailing claim of the postal operator of the destination country, the Customer is required to pay the difference between the VAT-exclusive postage paid by the customer and the delivery fee charged by the postal operator responsible for the delivery in the destination country added with twenty (20).

### 1.7. Customs clearance

Items containing goods addressed to a destination outside the European Union and to special areas outside the Excise Duty and Value-Added Taxation Area of the Union must be accompanied by the CN22 customs manifest if the value of the content is at most SDR 300 (approximately EUR 350). If the value of the content exceeds EUR 300, the item has to be accompanied by the upper part of the CN22 manifest and the CN23 customs manifest in the number of copies required by the destination country. The customs manifest must be completed in accordance with the instructions and it must indicate the nature of the items (gift/documents/commercial samples/other) as well as their value and countries of origin per goods. The markings in the customs manifest should be in English, French, or a language approved in the destination country, itemized in such a way that any import clearance can be performed without difficulty. Consignment lots are subjected to a common customs

clearance process, whereby the entire lot is declared in one customs document.

The Customer shall determine the customs requirements valid at the time from the documents attached to the item, information entered in the customs manifest or from other requirements of the authorities. The Customer is responsible for all information marked on the item or related to it. According to the Universal Postal Convention, postal operators are not liable for customs manifests or official decisions related to customs declarations.

Posti takes care of the presentation of goods to customs according to Council Regulation (EEC) No 2913/92 establishing the Community Customs Code and any possible later amendments thereto. If required, Posti can arrange any import and export clearance as a separate service.

### 1.8. Estimated delivery time

The delivery times of international mail shipments are always estimates. In accordance with UPU's regulations concerning damages payable, Posti shall not be liable for delays in international traffic.

### 1.9. Special restrictions

International deliveries are subject to special restrictions, which the Customer is always responsible for observing. Sending money, securities or precious metals by mail is prohibited in many countries. In addition to postal regulations, also national customs and tax regulations, for example, may cause restrictions. Posti is entitled to refuse from delivering a shipment which violates the restrictions. Also the item content restrictions as specified in Posti's General Contract Terms apply.

### 1.10. Observing country-specific conditions

Destination countries may regulate the contents and methods of shipment of shipments arriving in the country. The Customer shall ensure that the item content is allowed to be sent to the destination country. The applicable country-specific restrictions can be checked from the destination country's commercial agency. On its web site, Posti publishes some of the most common country-specific prohibitions and restrictions known to it and related to postal regulation, but Posti cannot assume liability for the completeness of the information in question. As a general rule, no content which is not allowed on flights can be sent abroad.

### 1.11. Content which is always prohibited

In addition to Posti's general restrictions on item content and the country-specific restrictions of the destination country, Posti does not accept, for transport abroad, items containing narcotics or psychotropic substances, perishable biological material, infectious substances, radioactive material or substances classified as dangerous for road or air transport, or living animals or insects (exceptions: the transport of bees, leeches, silkworms and insects used for pest control, and flies of the family Drosophilidae between officially recognized research institutes), guns, replicas of guns or explosives, counterfeit products, or illegal copies of products.

### 1.12. Methods of payment

The methods of payment available at any given time are specified in the price list. The method of payment chosen by the Customer may affect the available range of services or the price of the Service.

## 2. International letter services

### 2.1. Service description

International letter services can be used for sending personal messages from Finland to other countries. The extent of secrecy of correspondence varies between countries. The maximum weight of a letter item is 2 kg. The maximum and minimum dimensions of items are detailed in the Tariffs and Rates for Companies.

### 2.2. Priority

#### 2.2.1. Service level agreement

Priority Letters mailed on weekdays (Mon–Fri) in accordance with Posti's instructions and/or the agreement between the customer and Posti are shipped towards the destination country on the following weekday or, otherwise, on the first available connection following their mailing. The items are delivered to the destination country primarily via air mail and delivered to the recipient in the destination country within the timeframe for delivery defined by the destination country's postal operator.

#### 2.2.2. Restrictions

In addition to Posti's Product Terms and General Contract Terms, the restrictions and shipment limitations of the destination country apply to the contents of letters addressed to foreign countries.

### 2.2.3. Damages

No damages are paid for ordinary letters in international postal operations. Registration or Postal Insurance service must be used for obtaining a better coverage.

### 2.2.4. Pricing principles

Pricing is based on the quantity, weight, size and batch size of items as well as preparations made by the sender. The payment method of payment may affect the pricing principles applied. The pricing principles based on payment methods are shown in the price list.

### 2.2.5. Additional letter services

Maxi Size, Registration, Postal Insurance, Advice of delivery

## 2.3. Economy

### 2.3.1. Service level agreement

Economy Envelopes delivered on weekdays (Mon–Fri) in accordance with Posti's instructions and/or the agreement between the customer and Posti will be shipped towards the destination country no later than one week after the time of posting. As a general rule, the items are delivered to the destination country via airmail or surface transport and are delivered to the recipients in the destination country within the timeframe for delivery defined by the destination country.

### 2.3.2. Restrictions

In addition to Posti's Product Terms and General Contract Terms, the restrictions and shipment limitations of the destination country apply to the contents of letters addressed to foreign countries.

### 2.3.3. Damages

No damages are paid for ordinary letters in international postal operations.

### 2.3.4. Pricing principles

Pricing is based on the quantity, weight, size and batch size of items as well as preparations made by the sender. The payment method of payment may affect the pricing principles applied. The pricing principles based on payment methods are shown in the price list.

### 2.3.5. Additional letter services

Maxi size.

## 2.4. International business reply

### 2.4.1. Service description

The international business reply is a letter service with which the Customer may offer its foreign customers the opportunity to contact the Customer free of charge. The reply services are subject to separate agreement with Posti. The Customer agrees to pay the postage of items sent to the Customer as International business reply.

### 2.4.2. Service level agreement

Items are transported at a speed equivalent to that of Economy letters and delivered to the Customer at the Finnish mainland delivery address provided by the Customer in the contract, in separate bundles or collected otherwise together.

### 2.4.3. Restrictions

In addition to Posti's Product Terms and General Contract Terms, the restrictions and shipment limitations of the destination country apply to the contents of letters addressed to foreign countries.

### 2.4.4. Damages

No damages are paid for ordinary letters in international postal operations.

### 2.4.5. Pricing principles

Pricing is based on the quantity, weight and size of items.

### 2.4.6. Additional services

Maxi size.

## 3. Additional international letter services and other services

### 3.1. Maxi size service

The maxi size service must be adopted whenever a single dimension of a letter exceeds the size 400 mm x 250 mm x 30 mm. A maxi size letter is either delivered to the recipient's delivery address or announced with an advice of arrival, to be picked up depending on the delivery terms of the operator handling the delivery.

### 3.2. Registered letter

When mailing a registered letter, the sender is given a receipt furnished with a unique shipment code.

The items are delivered to the destination country and handed over in the destination country according to the conditions of the country in question. In terms of some countries, the sender may limit the right of receipt so that the letter is only handed over to the receiver personally.

An international registered letter may only be addressed to one recipient.

### 3.3. Advice of delivery

An advice of delivery may be attached to a registered letter or postal insurance shipment.

The sender may request that a registered or postal insurance shipment addressed to any country whatsoever be handed over to the recipient or the recipient's proxy against an advice of delivery. In such cases, the advice of delivery, indicating also the date of delivery, signed by the recipient or the recipient's proxy and the postal operator in the destination country is returned to the sender from the destination country at the speed of a Priority letter.

### 3.4. Insured Items

Cash, securities, precious metals, gems, and other valuable items delivered through Posti must always be sent as insured items. Insured items are not available for all destination countries. Even when it is possible to send an insured item to the destination country, it may not necessarily be allowed to send money or other content prohibited by the destination country.

When mailing an insured item, the sender is given a receipt furnished with a unique item ID. The handing over of the letter is verified by means of a signature or a corresponding method.

An insured shipment must be packed according to the regulations of international postal traffic.

The Customer must check the applicable packaging rules and country-specific restrictions from Posti's customer service or website.

The shipment may be insured against loss, theft, or damage with insured values varying according to the country of destination. The maximum insured value, however, is SDR 4,000 (approximately EUR 4,800). Excess insurance of a shipment is forbidden under

the Universal Postal Convention, but the shipment's content may be insured only partially.

### 3.5. Exprès letters

Priority Letters with the additional Exprès service are shipped towards the destination country on the following weekday or ordinary Saturday or, otherwise, on the first available connection following their mailing. The item is delivered in the destination country as a special express delivery if such a service is offered in the destination country.

## 4. Consignment services

### 4.1. Service description

Consignment services can be used for sending domestic shipments of the country in question in countries where the service is available. The shipments can be letters, direct marketing deliveries or magazines. The service only includes the delivery in the destination country. The shipment of the item lots to the destination country is agreed on separately. The shipment lot must be transported via a foreign Posti outlet, and it must be delivered to an outlet in the destination country specified by Posti. The product-specific terms and conditions of each country apply to the shipments. The terms and conditions are available on Posti's web site and from the customer service.

### 4.2. Service level agreement

Posti is responsible for the service to the Customer according to the product terms and conditions of the destination country.

### 4.3. Restrictions

In addition to general country-specific restrictions, the product terms and conditions of the destination country may contain product-specific restrictions.

Consignment shipments must be marked with a collection box or other address located in the destination country as the return address.

### 4.4. Pricing principles

Pricing is based on the service level of the shipments, the quantity, weight and batch size of items and/or preparations made by the sender.

### 4.5. Additional services

Any additional services are offered based on the product terms and conditions of the destination country.

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