Product Terms for Letter Services for Contract Customers

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PRODUCT TERMS FOR 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") Letter Services ("the Services") as of April 4, 2016. The Services are available to corporate and organizational customers in mainland Finland and their use requires a contract with Posti. In addition to the Product Terms, the Services are subject to the contract concluded between Posti and the Customer as well as Posti Ltd's General Contract Terms ("General Contract Terms") valid at any given time and the legislation applied to the product (the Finnish Postal Act, the Finnish Act on Road Transport Contracts or the Universal Postal Convention).

1.2. Åland

Items containing goods and addressed to the provincial government of Åland must include the documents required by Customs.

1.3. Definitions

Basic delivery comprises mail deliveries on weekdays (Mon–Fri).

Item Tracking: Each item may be assigned individual tracking in which case the progress of the item is entered in the system at different phases of the handling process. The customer may check the status of an item with the aid of an item ID.

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).

1.4. Address clarification, forwarding and undeliverable items

Posti primarily delivers domestic letter items to the address provided by the sender. If the service selected by the sender includes the address clarification, Posti shall forward the item to the recipient's new address without a separate fee. If the item does not entail the address clarification, the item shall be forwarded only if the recipient or the Customer has separately agreed on this service (Information Service).

In international services, 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.

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

1.5. Storage period

Items to be picked up from an outlet are stored at the relevant outlet for two (2) full calendar weeks. Forwarding from outlet to outlet will not extend the combined storage period.

1.6. Item dimensions

The maximum and minimum dimensions of items are detailed in the price list.

1.7. 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 Finnish mainland address of the sender must always be indicated on items for the potential return of the item.

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

1.8. Posti's right to deviate from the Service ordered by the Customer

Posti has the right to deviate from the Service ordered by the Customer if the Services selected by the Customer are in conflict with each other or the item. Posti aims to carry out the Service in a way that secures the benefit of the Customer. In case of a conflict, Posti may amend the main product or supplementary services. If

the Customer's item does not comply with the requirements of the product selected by the Customer (e.g. in terms of item size), Posti shall be entitled to process and invoice the item as a Service, the characteristics of which correspond to those of the Customer's item. If the dimensions of a mailed letter exceed the maximum dimensions of a letter, the item shall be considered a parcel and it shall be transported and invoiced as a service, the characteristics of which correspond to those of the Customer's item.

1.9. Laboratory samples

If an item contains laboratory samples, the Customer shall be responsible for ensuring that the substance delivered for transport has been categorized and packed in accordance with the Act on the Transport of Dangerous Goods (719/1994), that the package has correct markings and that the name and category of the substance and other required details are entered correctly in the necessary documents. The Customer must instruct the sender to comply with Posti's terms and conditions as well as specific instructions on sending laboratory samples. The contact details of the sender and the Customer must be indicated in each item.

1.10. 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. Domestic letter services

2.1. Service description

Domestic letter services can be used for sending personal messages within Finland. Items are protected by the secrecy of correspondence. The maximum weight of a letter item is 2 kg. Letter items undergo address clarification and are forwarded to the recipient's new mail address without a separate fee. If the item cannot be delivered, it will be returned without a separate fee to the Finnish mainland return address indicated by the sender on the envelope. Ordinary letters are delivered through basic delivery. If the item is handed over only in exchange for a signature or if the item cannot be delivered due to its size, the recipient is sent a notice that the item can be picked up at a Posti outlet. Letter services are governed by the Finnish Postal Act.

Posti's responsibility for the delivery time ends when the item has been delivered or the notice of arrival has been sent to the recipient.

2.2. Restrictions

The content of items is restricted as specified in Posti's General Contract Terms.

2.3. Electronic notice of arrival

Electronic notice of arrival (SSI) is mentioned separately in connection with the products for which it is available. SSI is available only if the customer and Posti have separately agreed on the service and on electronic data transfer. The sender shall be responsible for conveying the correct contact details of the recipient to Posti and for the possibility to deliver the message concerning the notice of arrival to the recipient via the message channel in question (e.g. an SMS to a mobile phone, an e-mail or a paper notice to the recipient's delivery address). The sender is also responsible for informing the recipient of his/her obligation to pay for the international costs of receiving messages abroad. An electronic notice of arrival cannot be linked to items addressed to the Åland Islands or to a Corporate Postal Code.

2.4. Priority Letter

2.4.1. 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 delivered to recipients primarily on the next weekday following their mailing and no later than on the second weekday following their mailing.

2.4.2. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.4.3. Pricing principles

Pricing is based on the quantity, weight, size, batch size and processability of items as well as preparations made by the sender.

2.4.4. Additional services

Cash on Delivery, Maxi Size and Express

2.5. Economy Letter

2.5.1. Service level agreement

Economy Letters mailed on weekdays (Mon–Fri) in accordance with Posti's instructions and/or the agreement between the customer and Posti are delivered to recipients primarily on the second weekday following their mailing and no later than on the third weekday following their mailing.

2.5.2. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.5.3. Pricing principles

Pricing is based on the quantity, weight, size, batch size and processability of items as well as preparations made by the sender.

2.5.4. Additional services

Cash on Delivery, Maxi Size.

2.6. Registered Letter

2.6.1. Service level agreement

A Registered Letter includes Item Tracking. When mailing a registered letter, the sender is given a receipt furnished with a unique item ID.

The letter is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient. The item can be picked up at the outlet primarily on the second and no later than on the third weekday following its mailing. The recipient will be sent a notice of arrival of the registered letter in the basic delivery or the sender can agree separately on the use of an electronic notice of arrival. The letter is handed over to the recipient or a person authorized by the recipient in exchange for a signature. With an additional service, the sender may limit the right of receipt confirmation so that the letter is only handed over to the recipient in person.

2.6.2. Restrictions

A registered letter must be used according to the General Contract Terms for sending securities, payment devices and personal identification documents assigned to a certain person, among other items.

2.6.3. Damages

In accordance with the Finnish Postal Act, if a registered letter is delayed, the maximum compensation is EUR 85 per letter. In accordance with the Finnish Postal Act, if a registered letter is lost or damaged, the maximum compensation is EUR 340 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.6.4. Pricing principles

Pricing is based on the weight of the items.

2.6.5. Additional services

Handing over to the receiver personally, 2nd Notice of Arrival (requires the use of an electronic notice of arrival).

2.7. Letter with Advice of Delivery

2.7.1. Service level agreement

A Letter with Advice of Delivery includes Item Tracking. The sender is given a receipt furnished with a unique item ID as a proof of both the mailing of a letter with advice of delivery and the handing over of the item to the recipient. The receipt delivered to the sender as a proof of the handing over of the item indicates the time when the item was handed over and the person to whom the item was handed over. The receipts may also be in electronic form.

The letter is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient. The item can be picked up at the outlet primarily on the second and no later than on the third weekday following its mailing. The recipient will be sent a notice of arrival of the letter with advice of delivery in the basic delivery or the sender can agree separately on the use of an electronic notice of arrival. The letter is handed over to the recipient or a person authorized by the recipient in exchange for a signature. With an additional service, the sender may limit

the right of receipt confirmation so that the letter is only handed over to the recipient in person.

2.7.2. Restrictions

A letter with advice of delivery is suitable for the same purposes as a Registered Letter as well as for cases where a proof of notification is required.

2.7.3. Damages

In accordance with the Finnish Postal Act, if a letter with advice of delivery is delayed, the maximum compensation is EUR 85 per letter. In accordance with the Finnish Postal Act, if a letter with advice of delivery is lost or damaged, the maximum compensation is EUR 340 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.7.4. Pricing principles

Pricing is based on the weight of the items.

2.7.5. Additional services

Handing over to the receiver personally, 2nd Notice of Arrival (requires the use of an electronic notice of arrival).

2.8. Insured Item

2.8.1. Service level agreement

Cash, securities, precious metals, gems, and other valuable items delivered through Posti must always be sent as Insured Items. Insured Items are handled in a separate secure handling. The service includes the handling of fragile items. Handling as fragile requires that the item has been separately furnished with Posti's indication for fragile content.

An insured item includes Item Tracking. When mailing an insured item, the sender is given a receipt furnished with a unique item ID. The receipt may also be in electronic form. The item is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient. The item can be picked up at the outlet primarily on the second and no later than on the third weekday following its mailing. The recipient will be sent a notice of arrival of the item in the basic delivery or the sender can agree separately on the use of an electronic notice of arrival. The item is handed over to the recipient or a person authorized by the recipient in exchange for a signature.

2.8.2. Restrictions

An insured item must be used according to the General Contract Terms for sending money, securities and payment devices, among other items.

Posti will not accept or transport any items or batches that contain a significant amount of money, securities or other valuables, not even as an insured item.

2.8.3. Damages

If an insured item is delayed, the maximum compensation is EUR 150 per item. If an insured item is lost or damaged, the insurance covers only actual and substantiated material damage in accordance with insured value. The principles of damage compensation are specified in the General Contract Terms.

2.8.4. Pricing principles

Pricing is based on the weight and insured value of the items.

2.8.5. Additional services

Cash on Delivery, Handing over to the receiver personally, 2nd Notice of Arrival (requires the use of an electronic notice of arrival).

2.9. Additional letter services

Additional services available may vary on the basis of the shipment product and its method of payment. More detailed information can be found in the price list.

2.9.1. Maxi Size

The Maxi Size additional service must be adopted whenever a single dimension of a letter exceeds the size 353 mm x 250 mm x 30 mm (more detailed dimensions in the price list). As a rule, Maxi Size items cannot be delivered in the basic delivery due to their large size. A notice of pickup will be delivered for these items. The item can also be delivered in the basic delivery if it is possible from the point of view of mail delivery arrangements.

2.9.2. Cash on delivery

The recipient will receive a notice of the arrival of the item (in paper or electronic format). The notice of arrival is handed to the recipient in exchange for a fee specified by the Customer at a postal outlet. Posti remits the payment to the Customer's account at a bank operating in Finland within two to four (2–4) weekdays (Mon–Fri)

of payment. Posti is not responsible for the time taken for the bank transfer between banks. The Customer shall be responsible for the complete, accurate and SEPA-compliant indication of the account number and reference data on the cash on delivery assignment. The maximum sum of a COD is EUR 8,400. The payment traffic does not relay information. The maximum weight of a Maxi Size COD letter item is 500 g. The principles of damage compensation are specified in the General Contract Terms.

Posti shall have the right to charge the COD amount back from the Customer if the COD was paid using a credit card and the company that issued the credit card cancels or charges back the payment in accordance with its own terms and conditions, such as due to a claim made by the buyer on the deal.

2.9.3. Express

In the Express additional service, the item is transported at a speed equivalent to that of Priority letters and its receipt by Posti and the handing over to the recipient is entered in the tracking system. The use of the Express additional service requires the items to be mailed separately from other items and the mailing to take place at a Posti outlet or other separately agreed location. If the item has not been mailed separately from other items as described above, its content is not suitable for air transport or the item is forwarded due to an incorrect address or on the basis of an assignment from the recipient, Posti shall not be responsible for the time of delivery. Express items are delivered to post office boxes only if the sole address on them is the post office box address.

In accordance with the Finnish Postal Act, the maximum compensation for a delayed express letter is EUR 150 per letter. In accordance with the Finnish Postal Act, the maximum compensation for a lost or damaged express letter is EUR 340 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.9.4. Saturday delivery

In separately defined areas, items are delivered in a separate delivery on Saturday. The service includes handling according to the Express additional service. The Customer must check with the recipient that the delivery person has direct access to the recipient's mail slot or box. In case the item cannot be delivered on Saturday, it will be delivered in the basic delivery of the following weekday. The service availability areas can be checked on Posti's website.

2.9.5. 2nd Notice of Arrival

The 2nd notice of arrival can be received as an additional service if the Customer uses the electronic notice of arrival. This additional service includes a reminder sent to the recipient if the item has not been picked up as the result of the first notice of arrival included in the service.

2.9.6. Handing over to the receiver personally

With this additional service, the handing over of an item can be restricted only to the natural person who has been indicated as the recipient. In this case, the item will not be handed over to a person with a proxy. The handing over of an item addressed to a corporate or organizational recipient cannot be restricted with the additional service.

3. Domestic reply services

3.1. Service description

The customer is given the use of a code and the items bearing that code will be delivered to an address specified by the Customer in mainland Finland and related postage fees shall be charged from the Customer. Posti shall be entitled to dispose of any reply service items in case the delivery address provided by the Customer is incorrect/outdated or the Customer's contract on reply services has terminated.

3.2. Restrictions

The Priority reply mail service is available only when the recipient's delivery address is located in the separately defined postal code areas. The service availability areas can be checked on Posti's website. The use of this service requires that the customer has a minimum of 250,000 Priority reply items annually.

3.3. Customer's Responsibilities

The Customer shall provide Posti with a valid Finnish mainland delivery address for reply mail items. Any changes to the delivery address must be communicated in writing at least 14 days before the change. The Customer shall undertake to pay the postage for its reply mail items.

3.4. Pricing principles

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

3.5. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

3.6. Additional services

Maxi Size, Additional Sorting (info code), Express Reply, Saturday Delivery, and Insured Reply Mail Item.

3.7. Economy reply mail item

3.7.1. Service level agreement

Economy reply mail items are transported at a speed equivalent to that of Economy letters and delivered to the Customer at the delivery address provided by the Customer in the contract, in separate bundles in the basic mail delivery.

3.8. Priority reply mail item

3.8.1. Service level agreement

Priority reply mail items are delivered at a speed equivalent to that of Priority letters.

3.9. Additional reply services

3.9.1. Express Reply

In separately defined areas, reply mail items are delivered in a manner equivalent to the Express additional service. The service includes handling according to the Express additional service. The service availability areas can be checked on Posti's website.

3.9.2. Additional Sorting (info code)

In the Additional Sorting service, Posti sorts items marked with an agreed info code apart from the other reply mail items of the customer and the marked items can be directed to a different delivery address than other reply mail items.

3.9.3. Insured Reply mail item

With this service, items are returned to the customer as insured items. The use of the service must be agreed separately. The service is suitable for cases in which the content of items requires them to be sent as insured items. Posti will not accept or transport any items or batches that contain a significant amount of money, securities or other valuables, not even as an insured item.

4. Direct marketing services

4.1. Service description

By using direct marketing services, one can send marketing materials, notifications or other similar messages targeted at a large group of recipients. Posti primarily delivers the items to the address provided by the sender. Direct marketing services do not include address clarification. In case the recipient's address is incorrect or the item cannot be delivered due to another reason beyond Posti's control, Posti shall be entitled to dispose of the item according to the General Contract Terms, unless the Customer has separately agreed otherwise (Information Service). Items will be delivered to recipients in the basic delivery.

4.2. Customer Direct

4.2.1. Service level agreement

Posti Customer Direct items submitted to the sorting center and the terminal on weekdays (Mon–Fri) by the deadline specified there (the deadline for posting is usually 5 p.m.) are delivered to customers primarily on the second weekday following their mailing and no later than on the third weekday following their mailing.

4.2.2. Restrictions

Confidential or personal items, such as invoices, bank account statements or customer loyalty point statements, may not be sent through Customer Direct; instead, they must be sent using letter services. If the item exceeds the maximum size, Posti is entitled to fold it. If the Customer has not complied with the terms or instructions when mailing items, Posti shall be entitled to charge a fee for folding or other additional work according to the Rates and Tariffs. Items exceeding the maximum thickness (20 mm) are subject to an Additional Handling charge.

4.2.3. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a Customer Direct letter cannot be tracked and, consequently, it is usually not possible to determine their reception, progress or delivery retrospectively. In case the letter is lost, damaged or delayed due to Posti's negligence, the maximum compensation for the item amounts to its postage.

4.2.4. Pricing principles

Pricing is based on the quantity, weight, size, batch size and processability of items as well as preparations made by the sender.

4.3. Additional Customer Direct services

4.3.1. Information Service

A separate Information Service can be linked with Customer Direct items. In this service, the sender is informed of a change in the recipient's address and items will be forwarded to the new address or returned to the sender.

4.3.2. Additional Handling

In the Additional Handling additional service, the Customer may purchase item preparation from Posti when an item's thickness, suitability for machine handling, bundling or other product-specific characteristics differ from the specifications in the Tariffs and Rates for Companies or in other instructions provided by Posti. Product-specific additional handling actions and prices can be found in the price list and Posti's instructions.

3.3.3 Folding

If an item exceeds the maximum size specified for it, Posti is entitled to fold the Customer's item to fit in a mail slot or a box.

5. Small Items

5.1. Service description

Small item shipments are services suitable for transporting goods in the letter mail network subject to the Finnish Act on Road Transport Contracts.

5.2. Small Item

5.2.1. Service level agreement

Small items are transported at a speed equivalent to that of Economy letters.

In the Small Item service, small goods are delivered to recipients in the basic delivery. However, if the item cannot be delivered due to its size, it will be taken to a Posti outlet for pickup and a notice of this is left for the recipient. Posti's responsibility for the delivery time ends when the item has been delivered or the notice of pickup has been left for the recipient. The maximum weight of an item is 2 kg.

Items will not undergo address clarification and consequently, they will not be sent to the recipient's new address and undeliverable items will not be returned to the sender, unless the Customer has separately agreed otherwise (Information Service). Posti may dispose of or sell undeliverable small items according to the General Contract Terms. Small items are governed by the Finnish Act on Road Transport Contracts.

5.2.2. Restrictions

The content of items is restricted as specified in Posti's General Contract Terms.

5.2.3. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a small item cannot be tracked in a comprehensive manner and, consequently, it is usually not possible to determine its arrival, progress or delivery retrospectively. In accordance with the Finnish Act on Road Transport Contracts, the maximum compensation for a delay is the transportation charge and for a damage or a loss it is EUR 20 per kilogram of the item. The principles of damage compensation are specified in the General Contract Terms.

5.2.4. Pricing principles

Pricing is based on the quantity, weight and processability of items as well as preparations made by the sender.

5.3. Additional Small Item services

In addition to additional services, a separate Information Service can be linked with small items. In this service,

the sender is informed of a change in the recipient's address and items will be forwarded to the new address or returned to the sender.

5.3.1. Additional Handling

In the Additional Handling additional service, the Customer may purchase item preparation from Posti when an item's thickness, suitability for machine handling, bundling or other product-specific characteristics differ from the specifications in the Tariffs and Rates for Companies or in other instructions provided by Posti. Product-specific additional handling actions and prices can be found in the price list. Posti shall be entitled to charge for additional handling even if the customer had not ordered this service if the service execution requires this; see Chapter 1 General.

5.4. Specimen Item

5.4.1. Service level agreement

In the Specimen Item service, the item is transported at a speed equivalent to that of Priority letters. The service includes the handling of fragile items, maxi Size and Express Services.

Specimen Items receipt by Posti and the handing over to the recipient is entered in the tracking system. The Specimen Item is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient.

The service availability areas can be checked on Posti's website.

5.4.2. Additional services

5.3.2.1. Saturday delivery

In separately defined areas, items are delivered in a separate delivery on Saturday. The service includes handling according to the Express additional service. The Customer must check with the recipient that the delivery person has direct access to the recipient's mail slot or box. In case the item cannot be delivered on Saturday, it will be delivered in the basic delivery of the following weekday. The service availability areas can be checked on Posti's website.

6. International letter services

6.1. 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.

6.2. 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) per cent.

6.3. 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 specifically indicate the nature of the items 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.

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.

6.4. 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.

6.5. 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.

6.6. 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, national customs and tax regulations, for example, may cause restrictions. Posti is entitled to refuse to deliver a shipment which violates the restrictions. The item content restrictions specified in Posti's General Contract Terms also apply.

6.7. 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.

6.8. 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.

6.9. Priority Letter International

6.9.1. Service level agreement

Priority Letters mailed in Finland on weekdays (Mon–Fri) 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.

6.9.2. Damages

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

6.9.3. Pricing principles

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

6.9.4. Additional services for Priority Letters

Maxi Size, Exprès.

6.10. Economy Letter International

6.10.1. Service level agreement

Economy Letters submitted to Posti on weekdays (Mon–Fri) will be shipped from Finland towards the destination country no later than one week after the time of posting. 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.

6.10.2. Damages

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

6.10.3. Pricing principles

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

6.10.4. Additional services for Economy Letters

Maxi Size.

6.11. International reply mail

6.11.1. Service description

The customer is given the use of a code and any deliveries bearing that code will be delivered to an address specified by the Customer in mainland Finland and related postage fees shall be charged from the Customer. Posti shall be entitled to dispose of any reply service items in case the delivery address provided by the Customer is incorrect/outdated or the Customer's contract on reply services has terminated.

6.11.2. 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 otherwise collected together.

6.11.3. Damages

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

6.11.4. Pricing principles

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

6.11.5. Additional services

Maxi Size.

7. Additional international letter services and other services

7.1. Maxi Size additional service

The maxi size service must be adopted whenever a single dimension of a letter exceeds the size 353 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.

7.2. Registered Letter International

When mailing a registered letter, the sender is given a receipt including 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.

7.3. Advice of Delivery International

An advice of delivery may be attached to a registered letter.

The sender may request that a registered letter 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.

7.4. 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.