

**Service Appendix to the General  
Delivery Terms of Itella Corporation January 1, 2010**

# Letter Services

**January 1, 2010**

## Content

**Itella Corporation is liable for postal items containing cash, securities or other valuables only as Insured items mentioned in the Delivery Terms of Itella Corporation (hereinafter Posti) and in this Service Appendix.**

Letter mail items shall be packaged and covered so that their contents do not bend, break, stain, leak or break the packaging.

### **Dimensions and weight**

The minimum and maximum dimensions and maximum weights of postal items in different services are listed in the Postal Services Pricelist.

If an item does not meet the terms of the product in question (dimensions and weight), it shall be sent as the nearest corresponding letter or parcel product.

## PRODUCTS

### **Ordinary letter mail item**

An ordinary letter mail item means a 1st or 2nd class letter or postcard, a Maxi Letter and Literature for the Blind.

#### **1st class letter**

A 1st class letter left at a postal outlet on workdays (Mon–Fri) by the time indicated at the outlet or left in a post box by the latest emptying hour stated on the Box shall be delivered in the basic delivery with a certainty confirmed in the Postal Services Act (313/2001) on the workday following the posting, and remaining ones at the latest on the second workday.

Additional services: COD

#### **2nd class letter**

A 2nd class letter left at a postal outlet on workdays (Mon–Fri) by the time indicated at the outlet shall be delivered in the basic delivery with a certainty of 96% in three workdays excluding the date of posting and the rest at the latest on the fourth workday.

The cover of the items shall bear the symbol “2” or the text “Economy”. The minimum number of items per mailing is 20.

Additional services: COD

### **Postcard**

Postcards can be sent in accordance with the terms of 1st or 2nd class letters and delivery times.

Additional services: No additional services

The terms of **Christmas Greetings** are confirmed separately each year.

### **Express Letter**

An Express Letter left at a postal outlet on workdays (Mon–Fri) by the time indicated at the outlet shall be delivered to the addressee’s home on the next workday (Mon–Fri) following the posting.

If the Express Letter is not suitable for air transportation due to its content, no delivery time guarantees are given.

Express Letters are sorted to P.O. Boxes only if the P.O. Box address is the only one indicated on them.

Express Letters are also delivered in separately determined areas on Saturdays that are not public holidays. The service areas can be checked from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi). On Saturdays (non-public holidays), Express Letters are delivered in a separate delivery. The sender shall ensure from the addressee that the mail carrier has access to the address in question. If an Express Letter cannot be delivered to the addressee in separate delivery (e.g. due to the front door of an apartment building being locked), the item will be delivered in the basic delivery of the next weekday.

Express Letters are not delivered on Sundays or on public holidays.

An Express Letter must bear an Express bar-code sticker available at postal outlets and it has to be posted separately from other mail. In addition, an Express Letter to be delivered on a Saturday shall bear a sticker indicating Saturday Delivery.

No delivery time commitment is given with regard to an Express Letter left in a post box or found among other mail.

Additional services: Saturday Delivery of an Express Letter

## City Express

City Express is a regional Express Letter, which, in specifically determined areas in the capital region and in Turku, Tampere and Oulu, is delivered to the address of the addressee on the date of posting on weekdays. The service area can be checked at Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

An Express Letter with the "Citypika, päivä" (City Express, Day) sticker and posted by 10:00 a.m. on workdays (Mon–Fri) shall be delivered to the addressee's address by 2:00 p.m.

An Express Letter with the "Citypika, ilta" (City Express, Evening) sticker and posted by 5:00 p.m. on workdays (Mon–Fri) shall be delivered to the addressee's address by 9:00 p.m. The sender shall ensure from the addressee that the mail carrier has access to the address in question. If an Express Letter cannot be delivered to the addressee in separate delivery (e.g. due to the front door of an apartment building being locked), the item will be delivered in the basic delivery of the next weekday.

It is recommended to enter a telephone number as part of the addressee information.

The item has to be posted separately from other mail. A City Express item can be posted at a Post Office, Mail Centre or by means of a Pick-Up Service.

Additional services: No additional services

## Registered Letter

With registered mail, the transfer of the mail item to Posti's network and its transport to the addressee can be verified. The sender is given a receipt with an item-ID as proof for posting a Registered Letter. The letter is delivered against a signed receipt to the addressee or to a person authorized by the addressee. The sender may restrict the right to sign for the letter so that it is delivered only to the addressee in person. If the sender has restricted the right to sign for the letter to the addressee only, the letter will not be given to anyone else even with a valid authorization or other corresponding documentation.

Registered Letter items are delivered to the postal outlets corresponding to the item's address according to the delivery time obligations of 1st class letters.

A Registered Letter shall be affixed with the corresponding address label.

Additional service of a Registered Letter: COD

## Letter with Advice of Delivery

The sender of a Letter with Advice of Delivery will receive a certificate indicating when and to whom the mail item has been delivered. The sender is given a receipt with an item-ID as proof for posting a Letter with Advice of Delivery. The Letter with Advice of Delivery is handed over to the recipient against a

proof of delivery (POD). In this case, the addressee is given a receipt on the item with the date and time of delivery, and an Advice of Delivery form is returned to the sender indicating the signature of the addressee or a person authorized by the addressee as well as the date and time of delivery. The sender may restrict the right to sign for the letter so that it is delivered only to the addressee in person. If the sender has restricted the right to sign for the letter to the addressee only, the letter will not be given to anyone else even with a valid authorization or other corresponding documentation.

The sender is given a receipt with an item-ID as proof for posting a Letter with Advice of Delivery.

An address note of a Letter with Advice of Delivery is affixed to a Letter with Advice of Delivery.

Apart from this, the terms of Registered Letter shall be applied to Letter with Advice of Delivery.

Additional services: COD

### **Insured Item**

Cash, securities, precious metals, jewels and other valuables sent by post shall always be posted as Insured Items. Insured Items are handled in a separate secure sorting.

The sender of an Insured Item is given a receipt with an item-ID as proof of posting the item. The item is delivered against a signed receipt to the addressee or to a person authorized by the addressee. The sender may restrict the right to sign for the item so that it is delivered only to the addressee in person. If the sender has restricted the right to sign for the letter to the addressee only, the letter will not be given to anyone else even with a valid authorization or other corresponding documentation.

Insured mail items are delivered to the postal outlets corresponding to the item's address in mainland Finland (excluding the provinces of Oulu and Lapland) according to the delivery time obligations of 1st class letters.

The insured value of an Insured Item may not exceed EUR 15,000. The insurance may not be used to increase the liability of Posti for damages due to delay. The insurance only covers actual, proven damage to a maximum of the insured value.

The transport charge includes handling as a Fragile item. Posti's special "Helposti särkyvä" (Fragile) label has to be affixed to a Fragile item by the sender.

An address label of an Insured Item is affixed to an Insured Item.

Additional services: COD

### **Maxi Letter**

A Maxi Letter is a large-sized letter with the speed of delivery of a 1st or 2nd class letter that is delivered to the address indicated on the item or to another sheltered place of delivery. If delivery is not possible, a notice of arrival is left at the delivery address and the item is transported to a postal outlet to be picked up by the addressee. The maximum weight of a Maxi Letter is 2 kg and the maximum dimensions can be checked from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

Additional service of a Maxi Letter with a maximum weight of 500 g: COD

### **Customer Return Letter**

Corporate customers can make a Customer Return contract with Posti, whereby the company bears the postage of items returned by their customers. With Customer Return Letters, the company with the contract has the rights of both a sender and addressee. Posti is liable for any damage to the company with a Customer Return Letter according to the general terms of Posti.

A Customer Return Letter may be left in a post box or a postal outlet. Customer Return Letters are transported at the speed of 2nd class letters to the postal outlet indicated by the postal code.

## DOMESTIC LETTER SERVICES

The customer is given a receipt for a Customer Return Letter left to a salesperson at a postal outlet.

Posti shall not reply to inquiries relating to Customer Return Letters, but they shall be directed to the company receiving the items.

The maximum weight of a Customer Return Letter is 2 kg and the maximum dimensions are the same as those of a Maxi Letter. Items heavier than 2 kg and larger than the maximum dimensions of a Maxi Letter are handled under the terms of a Customer Return Parcel.

### Literature for the Blind

Items containing Braille (embossed writing) shall be taken for transport free of charge when the sender is a blind private individual. An item containing Braille shall be submitted for transport unsealed and it may weigh 7 kg at the most. The text “Sokeainlähetys” or “Cécogramme” shall be written in clear letters in the top right-hand corner of the address side of the item.

Literature for the Blind is transported in accordance with the delivery time targets of a 1st class letter.

## ADDITIONAL SERVICES

### Cash on delivery

1st or 2nd class letter, a Maxi Letter weighing 500 g at the most, a Registered Letter, a Letter with Advice of Delivery and an Insured Item can be sent with COD.

The maximum amount of COD is EUR 8,400. Posti is liable to direct the COD amount determined by the sender to the account of a bank operating in Finland indicated by the sender. The payment is transferred to the account within 2–4 workdays from the payment of the amount. The sender is responsible for entering the account number and the individual reference information in full and correctly. If the account, reference or currency information is deficient, Posti shall not be liable for a delay in the forwarding or other damages incurred. No messages are conveyed in payment traffic. If the forwarding of a COD payment is delayed due to a reason attributable to Posti, Posti shall at most pay interest on arrears for the delay in accordance with the Interest Act in force at the time.

An address label of a COD letter is affixed to a COD item.

## COMMON MATTERS

### Transport documents

The items shall bear the proper labels of the product in question and address labels approved by Posti.

Items containing goods addressed to the Province of Åland have to be accompanied by the documents required by Finnish Customs. A tax-border customer of Finnish Customs (the sender or the addressee) has to enter the word “CUSTOMS” and the tax-border number issued by Finnish Customs in connection with the address information. The corresponding entries are also made in the document required by Finnish Customs. If the sender/the addressee is not a tax-border customer of Finnish Customs, the value-added tax is collected when the item is delivered. When commercial goods are sent, a document shall be affixed to the cover of the item indicating the value of the goods. In the case of items sent between private individuals, the value of the goods can be indicated in the field “Additional information” in the address label or by means of a separate customs declaration or label.

The Customer shall be liable for information entered in the transport document and the documents required by Finnish Customs.

## **Retention period**

Letter-post items that it has not been possible to deliver to the addressee shall be retained at the postal outlet for two (2) full calendar weeks in addition to the week of their arrival. The notification of arrival indicates the period during which the item must be picked up.

Forwarding the item from one postal outlet to another will not extend the total period of retention in a postal outlet.

## **Maximum compensation**

### **Damage or loss**

- EUR 50 for an ordinary letter-mail item;
- the insured value agreed upon for an Insured Item;
- EUR 340 for an Express Letter, a City Express, a Registered Letter or a Letter with Advice of Delivery.

### **Delay**

- EUR 50 for an ordinary letter-mail item;
- EUR 85 for a Registered Letter or a Letter with Advice of Delivery;
- EUR 150 for an Insured Item, City Express and Express Letter.

### **Proven delay of postal items is compensated if**

- the delivery of an Express Letter is delayed past the agreed delivery time
- the delivery of another postal item is delayed from the 100% certainty goal set for the service in question.

In the case of delay, the payment of compensation requires that sufficient proof is presented on the times of posting and delivery of the items.

Property damage caused to the contents of items shall be compensated as stated above with regard to damage.

# INTERNATIONAL LETTER SERVICES

## Terms to be Applied

International mail shall be governed by the terms of the Universal Postal Conventions of the UPU.

## SDR

The currency in accordance with the Constitution of the Universal Postal Union and used in invoicing and for Insured Items in international traffic is SDR (Special Drawing Right of the International Monetary Fund, IMF).

## Country-specific Terms and Restrictions

The destination countries may, within the limits of the provisions of the UPU and their internal legislation, restrict postal traffic to and from the country. The customs and tax legislation as well as other regulations of the country of destination may also result in country-specific bans and restrictions. The legislation of Finland and the EU may impose restrictions on items sent from Finland outside the European Union.

The country-specific information can be checked from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

## Customs clearance of postal items

Items containing goods addressed to outside the European Union and to special areas outside the Excise Duty and Value-Added Tax Zone of the Union have to be accompanied by the green customs declaration CN22 or the big customs declaration CN23, if the maximum value of the content is SDR 300 (approximately EUR 300). If the value of the content exceeds SDR 300, the item has to be accompanied by the big customs declaration CN23 in the number of copies required by the destination country. The customs declaration has to be completed in accordance with the instructions and it must indicate the nature of the item (gift/documents/commercial samples/other) as well as itemize the goods in the item and goods-specific details of their value and countries of origin. The HS codes in accordance with the Harmonised Commodity Description and Coding System (HS) shall also be indicated in the case of goods exported for commercial purposes. The markings shall be made in a language understood in the country of destination, or in English or French, and itemized so that any import clearance can be performed without difficulty in the country of destination. An item sent for commercial purposes shall also be accompanied by a signed commercial invoice or proforma invoice in as many copies as required by the destination country. In addition, the sender is responsible for any other documents or measures needed for exports.

Posti shall attend to presenting incoming and outgoing items to the Customs in accordance with Council Regulation (EC) No. 2913/92 establishing the Community Customs Code and its possible amendments. The customer shall, however, be responsible for the sufficiency and correctness of the customs documents. Postal forwarding is governed by the General Conditions of the Nordic Association of Freight Forwarders (NSAB 2000 or any newer version).

## Dimensions and weight

The minimum and maximum dimensions and maximum weights of postal items in different services are listed in the Postal Services Pricelist.

If an item does not meet the terms of the service chosen, it is returned to the sender.

## Contents and appearance

**Posti is liable for postal items containing cash, securities or other valuables only as an Insured Letter mentioned in the Delivery Terms of Posti and in this Service Appendix. It is restricted or totally forbidden to send cash and precious metals to several countries.**

Cards which are not rectangular or exceed the maximum dimensions of a postcard have to be posted with an envelope, and publications and publication-like products in an envelope, paper band or plastic cover.

Any window panel in an envelope has to be coated with transparent film.

An envelope with a window panel is not accepted as the cover of an Insured Letter.

Posti does not transport abroad any letter-post items containing narcotic or psychotropic substances, perishable biological substances, infectious substances, radioactive materials or substances classified as dangerous in road or air transport, or living animals or insects (exceptions: bees, leeches, silkworms and insects used for pest control), weapons, replicas of weapons or explosives, counterfeit or pirate products.

Several countries impose restrictions on the contents of either letter mail items or all postal items. Posti's website at [www.posti.fi](http://www.posti.fi) contains a country-specific site listing bans and restrictions known to Posti as published in the catalogue published by the Universal Postal Union, which each country is liable to update. Therefore, Posti does not assume liability for the completeness of the information in the catalogue.

Under the Conventions of the Universal Postal Union, postal operators are also not liable for customs declarations or decisions of the authorities relating to customs clearance.

However, Posti aims to take all means available to issue up-to-date information on country-specific restrictions and bans. The sender should, however, also try to ascertain the bans and import restrictions in force in the country of destination. Posti shall not be responsible for items that are banned or restricted in the country of destination.

In import license issues and other issues relating to import the sender is recommended to contact the closest commercial representation of the country of destination.

## Estimated Delivery Times

Information on delivery times of international mail is available from Posti's Customer Service and at [www.posti.fi](http://www.posti.fi).

All stated delivery times are only estimates based on research results. According to the Convention of the Universal Postal Union, Posti is not liable for delay in international traffic.

## SERVICES

### **1st class letter (Priority)**

A Priority Letter left at a postal outlet on workdays (Mon–Fri) by the time indicated at the outlet or left in a post box by the latest emptying hour indicated on the box shall be dispatched from Finland towards the country of destination on the following workday or Saturday that is not a public holiday or otherwise by the first possible connection.

The items are delivered to the destination country mainly by air and delivered in the destination country to the addressee within the delivery time determined by the country of destination. The cover of the item shall contain a blue Priority label or the word “Priority” in writing or print.

Additional services: No additional services

## **2nd class letter (Economy)**

An Economy Letter left at a postal office on weekdays (Mon–Fri) by the time indicated at the outlet is dispatched from Finland towards the country of destination within one week from posting. The items are delivered to the destination country mainly by surface mail and delivered in the destination country to the addressee within the delivery time determined by the country of destination. The cover of the item shall contain a green Economy label or the word “Economy” in writing or print.

Additional services: No additional services

## **Postcard, 1st and 2nd class (Priority or Economy)**

A postcard is delivered to the addressee in accordance with the terms of a Priority or an Economy Letter.

Additional services: No additional services

## **Express Letter (Exprès)**

An Express Letter left at a postal outlet on workdays (Mon–Fri) by the time indicated at the outlet shall be dispatched from Finland towards the country of destination on the following workday or Saturday that is not a public holiday or otherwise by the first possible connection.

The items are delivered to the destination country by air and delivered to the addressee within the delivery time determined by the country of destination, by separate express delivery in most countries. The delivery of the item can, for several destination countries, be checked from Posti’s Customer Service or at [www.posti.fi](http://www.posti.fi) using the item-ID.

An Express Letter has to bear a separate Exprès barcode sticker available at postal outlets and it has to be posted separately from other mail. It is recommended to enter the telephone number of the addressee as part of the addressee information.

Additional services: No additional services

## **Registered Letter**

The sender is given a receipt with an item-ID as proof of posting a Registered Letter.

A Registered Letter left at a postal outlet on workdays (Mon–Fri) by the time indicated at the outlet shall be dispatched from Finland towards the country of destination on the following workday or Saturday that is not a public holiday, or otherwise by the first possible connection.

The items are delivered to the destination country by air and delivered in the destination country against signature to the addressee or to a person authorized by the addressee. With regard to certain countries, the sender may restrict the right to sign for the letter so that it is delivered only to the addressee in person.

An international Registered Letter may be addressed to one addressee only.

Additional services: POD

## **Insured Letter**

Cash, securities, checks, payment cards, precious metals or precious-metal products, jewels, jewelry and other valuables sent by post have to be sent as Insured Letters. If postal insurance is not available for the country of destination, the sender may, at the sender’s own responsibility and with restrictions, send these items as Registered Letters.

If the country of destination does not accept Insured Letters and does not allow valuables in Registered Letters, these items may not be sent to the destination country by letter mail.

An Insured Letter can be sent only to certain countries. The country-specific information can be checked from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

Insured Letters left at a postal outlet on workdays (Mon–Fri) by the time indicated at the outlet shall be dispatched from Finland towards the country of destination on the following workday or Saturday that is not a public holiday or otherwise by the first possible connection. The items are delivered to the destination country mainly by air and delivered in the destination country against signature to the addressee or to a person authorized by the addressee. In Finnish territory, the items are handled in a separate secure sorting and in the destination country in accordance with the regulations of that country.

The items shall be tightly packaged and sealed either with uniform-pattern tape over all seams or by means of a wax or lead seal bearing the mark or symbol of the sender, so that it will not be possible to tamper with the contents of the item without leaving evident signs in the cover. The address information and the insured value in figures and letters have to be marked by hand using insoluble ink with no corrections. Only labels and stickers for postal or customs purposes may be affixed to the item, and none of them may be bent over any edge of the item. If a sealed item is also bound by string, the string need not be separately sealed. Items in the shape of boxes have to be covered with white paper, on which the address information and the insured value shall be marked and on which the postage indication and the postal or customs technical indications shall be made and which will be sealed. The inner packaging shall be a strong box of wood, metal or plastic.

An item may be insured for loss, theft or damage with insurance values varying per destination country; however, for a maximum of EUR 5,000. Excess insurance of an item is forbidden under the Universal Postal Convention, but the content of the item may be insured only for part of the value. The sender has to mark the insured value in euro on the cover of the sealed item without any corrections.

More exact information on country-specific restrictions as well as on the ways of marking, packaging and sealing of items is available at Posti's Customer Service, at [www.posti.fi](http://www.posti.fi) and at postal outlets.

Additional services: POD

### **Maxi Letter, 1st or 2nd class (Priority or Economy)**

A Maxi Letter is a large letter with the delivery time of a Priority or an Economy Letter, delivered to the home of the addressee or left for pick-up with a notification of arrival delivered to the addressee, depending on the domestic regulations of the destination country.

### **Literature for the Blind, 1st or 2nd class (Priority or Economy)**

Items containing Braille left unsealed at Posti may be sent as Literature for the Blind, when the sender is a blind private individual.

The word "Cécogramme" must be marked on the cover of the item at the place for the postage indication and the Priority or Economy speed of delivery indication on the top middle of the address side. The items shall be packaged so that the contents are sufficiently protected but can easily be checked.

Only an air surcharge is charged for the items.

Additional services: No additional services

### **International Reply Coupon**

The International Reply Coupon of the UPU is, in all countries, exchanged for stamps, postal stationary or philatelic products or postal prepayment marks. The exchange value is always equal to the postage of the lowest weight class of a Priority Letter from the exchanging country abroad in accordance with the most expensive payment zone. The exchange or validity period is printed on the coupon.

## ADDITIONAL SERVICES

### **Advice of Delivery**

The sender may request that a Registered or Insured Letter addressed to any country be delivered to the addressee or to a person authorized by him against an Advice of Delivery by attaching a filled-in international Advice of Delivery form CN07 to the item and by marking "A.R." in capital letters below the sender information on the address side of the item and at the top of the address label. In this case a Advice of Delivery signed by the addressee or a person authorized by the addressee as well as by an official of the postal administration of the country of destination, also indicating the date of delivery, is returned from the destination country to the sender at the speed of a Priority Letter.

## COMMON CHARACTERISTICS OF THE SERVICES

### **Transport documents**

The address labels or dispatch stickers with bar codes, as well as any other postal or customs labels and forms required for certain items, have to be those approved by Posti and meant for each service.

The customer is liable for the information entered in the transport document.

### **Maximum compensation**

The liabilities and damages payable in international postal traffic are indicated in the Universal Postal Convention and its Regulations.

### **Damage, theft or loss of an item**

Damages are paid as follows for loss of, theft from or damage to an item:

- Registered Letter: a maximum of EUR 30 (SDR 30)
- Insured Letter: the maximum is the insured value of the letter.

Damage other than the cases specified above and damage to other types of mail items is not compensated.

### **Exceptions:**

The following countries do not pay damages for theft from Registered Letters Registered Maxi Letters or damage to items: Bangladesh, Benin, Burkina Faso, Congo (Rep.), Cote d'Ivoire, Djibouti, India, Lebanon, Madagascar, Mali, Mauritania, Nepal, Niger, Senegal, Togo and Turkey.

The following countries only pay damages for total damage to the contents of the item, total theft from it or loss: Chile, Colombia, Egypt and the People's Republic of China.

The following countries do not pay damages for loss of or damage to cash, securities or valuables described in these terms: Egypt, Saudi Arabia, Sudan and Vietnam.

### **Delay**

No damages are paid for delay of items or payments.

In the event of an Exprès Letter sent to a country covered by item tracking being proven to have been significantly delayed, the postage paid for the item can be refunded to the sender as determined on a case-by-case basis.

## Customer Service

For Consumers

0200 71000 (local call charge/mobile charge)  
Mon.–Fri. 8 a.m.–8 p.m., Sat. 9 a.m.–2 p.m.

Corporate customers

0200 77000 (local call charge/mobile charge)  
Mon.–Fri., 8 a.m.–6 p.m.

Transport orders  
for contract customers

0200 92000 (local call charge/mobile charge)  
Mon.–Fri., 8 a.m.–6 p.m.

Internet

[www.posti.fi](http://www.posti.fi)  
[www.itella.fi](http://www.itella.fi)

