

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

# **Goods Transport Services**

**January 1, 2010**

## Content

**Posti shall be liable for postal items containing cash, securities or other valuables only when submitted as Insured items in accordance with the Delivery Terms of the Itella Corporation (hereinafter Posti) and the Service Appendix on Letter Services.**

Dangerous substances, insects and other live animals or plants, as well as temperature-controlled transports, are delivered upon separate agreement only.

Fragile items and those liable to bend as well as liquids and liquefying, leaking or smudging substances have to be posted as fragile parcels (separate handling) or according to a separate written agreement. Despite the additional service and additional charge, the item shall be packaged as required by the contents so that the contents do not move, stain or leak and so that the item will withstand postal handling and that it will not cause danger or damage to persons or property.

The sender may also be held responsible for damage caused to other postal items and to Posti.

## PRODUCTS

### Prepaid Home Delivery Parcel

The price of the Service includes packaging freely selected from the selection available at the postal outlet, and delivery directly to the addressee. Both the address label and packaging of the Service must always be used at the same time. If the address label of the Prepaid Home Delivery Parcel is used with a packaging other than that of the Prepaid Home Delivery Parcel package (e.g. re-use of the package), the transport fee has to be paid in full.

The Prepaid Home Delivery Parcel is delivered directly to the addressee at the address marked on the address label of the item. The addressee is contacted to agree on the time of delivery. A maximum of two attempts to contact the addressee will be made. If the addressee is not reached (no telephone number is marked or it is incorrect/insufficient, or the addressee does not answer), a note requesting contact is mailed.

The standard delivery times of Prepaid Home Delivery Parcels can be reviewed from the Delivery time inquiry at [www.posti.fi](http://www.posti.fi) or from Posti's customer service. Delivery is possible on weekdays (Mon–Fri) between 9:00 a.m. – 9:00 p.m. The service includes one attempt of delivery.

A Prepaid Home Delivery Parcel cannot be sent to the Province of Åland.

Additional services: No additional services

### Postal Parcel

A Postal Parcel is transported to the Post Office complying with the address marked on the address label for the addressee to pick up, mainly on the following workday (see Delivery times below). The parcel can be collected against an item code after 4:00 p.m. A notice of arrival is delivered on the following basic delivery round.

Additional services: COD, Registration, Fragile (separate handling), Large Parcel and Recording of Recipient's Name

### Parcel to the Doorstep

A Parcel to the Doorstep is delivered directly to the addressee to the address marked on the address label mainly on the following workday before 2:00 p.m. (see Delivery times below). The service includes one attempt at delivery. If the addressee cannot be reached, a notice of arrival is left and the parcel can be picked up from the postal outlet.

Additional services: Morning Delivery, Delivery by appointment, Saturday Delivery, COD, Fragile (separate handling), Large Parcel and Recording of Recipient's name

## **Prepaid Postal Parcel**

The price of the Service includes packaging freely selected from the selection available at the postal outlet and delivery to the postal outlet complying with the address marked on the address label for the addressee to pick up mainly on the following workday (see Delivery times below). Both the address label and packaging of the Service must always be used at the same time. If the address label of the Prepaid Postal Parcel is used with a packaging other than that of the Prepaid Postal Parcel package (e.g. reuse of the package), the transport fee has to be paid in full.

The parcel can be collected against an item code after 4:00 p.m. A notice of arrival is delivered on the following basic delivery round.

Additional services: No additional services

## **Long Item**

Bar-shaped items exceeding 120 cm (skis, carpet rolls, roll curtains, etc.) may be transported as Parcels to the Doorstep. The maximum length of the item is three (3) meters and the maximum width, height or diameter of the item is 30 cm.

Delivery Agreed with the Addressee is included in the Service except in the Province of Åland.

Additional services: COD, Recording of the Recipient's name

## **Separate Pick-ups and Deliveries as well as Home Delivery**

With the Separate Pick-up and Delivery service, the sender can order the pick-up and the addressee can order transportation to the addressed location of the mail item. The parcel to be picked up must be packaged, priced/paid and have a completed dispatch note.

Consumers can order Home Delivery for their parcels. The service is delivery-specific and it includes the delivery of a mail item that was originally delivered to the postal outlet for pick-up to the address indicated on the item, or to another address given by the customer. If the address given by the customer is outside the postal code area indicated on the mail item, a new transport fee will be collected in addition to the home delivery fee. The delivery time is agreed with the customer.

Orders by companies to Posti's Transport Order number 0200 92000 Mon–Fri between 8:00 a.m. – 6:00 p.m.

Orders by private consumers to Posti's Call Center number 0200 71000 Mon–Fri between 8:00 a.m. – 8:00 p.m., Sat 9 a.m. – 2 p.m.

## **ADDITIONAL SERVICES**

The ways of handling and transporting restrict the use of additional services. The indications of additional services must be entered on the address label according to the instructive texts. See the Service Pricelist for further information on combining several additional services.

### **Morning Delivery (Parcel to the Doorstep)**

The items are delivered directly to the addressee at the address marked on the address label between separately determined connection points and areas, on the following workday by 9:00 a.m. (see Delivery times below). The Service includes two delivery attempts during the delivery day.

The additional services Morning Delivery and COD cannot be used at the same time. The additional service cannot be applied to items addressed to the Province of Åland.

### **Delivery agreed with the customer (Parcel to the Doorstep)**

The items are delivered directly to the addressee at the address marked on the address label of the item. The addressee is contacted to agree on the time of delivery. A maximum of two attempts to con-

tact the addressee will be made. If the addressee is not reached (no telephone number is marked or it is incorrect/insufficient, or the addressee does not answer), a note requesting contact is mailed. Delivery is possible on weekdays (Mon–Fri) between 9:00 a.m. – 9:00 p.m.

The additional service cannot be applied to items addressed to the Province of Åland.

## **Saturday Delivery (Parcel to the Doorstep)**

An item posted on Friday shall be delivered to the addressee by 2:00 p.m. on Saturdays that are not holidays in the areas and between the connection points separately determined (see Delivery times below). If the addressee is not reached on the Saturday, a second delivery attempt by 9:00 a.m. on the following workday is included in the Service. If the addressee cannot be reached even with the second attempt, a notice of arrival is left and the parcel can be picked up from the postal outlet complying with the postal code on the item.

The additional services Morning Delivery and COD cannot be used at the same time. The additional service cannot be applied to items addressed to the Province of Åland.

## **Cash on Delivery (Postal Parcel, Parcel to the Doorstep)**

The maximum amount of COD is EUR 8,400. No messages are conveyed in payment traffic.

COD cannot be used at the same time as the additional services Morning Delivery or Saturday Delivery.

Posti shall be liable to direct the COD amount determined by the sender to the account of a bank operating in Finland determined 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. 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.

In transactions between private individuals, the sender may grant the right to inspect the contents of a postal parcel prior to signing and paying for it. In this case, the sender shall write “The addressee may inspect the contents prior to payment” in the field “Additional information” on the address label. The addressee shall point out the possibility to open the item when picking it up from the postal outlet. If the addressee refuses to accept the item after inspecting the contents, it is returned at the expense of the original sender.

## **Fragile (separate handling) (Postal Parcel and Parcel to the Doorstep)**

The items shall be packaged so that they withstand loading and transport among other items.

Labels approved by Posti have to be affixed to a Fragile item. The handling of a Large Parcel includes handling as Fragile. The markings of factory packages (e.g. markings “This side up”) are not binding on Posti.

The additional service Fragile cannot increase the responsibility of Posti due to damage.

## **Large Parcel (Postal Parcel and Parcel to the Doorstep)**

An item is a Large Parcel when even one of its dimensions exceeds the maximum dimensions of a Parcel, which are 100 cm x 60 cm x 60 cm. The maximum dimensions of an item are 120 cm x 80 cm x 60 cm and it may weigh at most 30 kg.

The Large Parcel includes handling as Fragile.

The additional service Large Parcel cannot be used together with the additional services Morning Delivery or Saturday Delivery.

An item exceeding the maximum dimensions of a Large Parcel may be transported as a Parcel to the Doorstep (Long Item).

## Registration (Postal Parcel)

An item is delivered against a signed receipt only to the addressee or to a person authorized by the addressee.

## Recording of the Recipient's name (Postal Parcel, Parcel to the Doorstep)

The recipient's name is recorded in the item-tracking system, from which the sender can check the name of the person who has signed for the item on the basis of the individual item identification code on the address label either through Posti's Customer Service or at the website [www.posti.fi](http://www.posti.fi).

The additional service cannot be applied to items addressed to the Province of Åland.

## COMMON CHARACTERISTICS OF THE SERVICES

### Weight and dimensions

Minimum size: 25 cm x 15 cm x 3.5 cm

Maximum size: 100 cm x 60 cm x 60 cm

Maximum dimensions of a Large Parcel: 120 cm x 80 cm x 60 cm

Maximum dimensions of a Long Item: 300 cm x 30 cm x 30 cm

Maximum weight: 30 kg

The minimum dimensions and maximum weight of Prepaid Home Delivery Parcels and Prepaid Postal Parcels are as listed above. The maximum dimensions are determined according to the packaging boxes sold at postal outlets.

Maximum size of a Prepaid Home Delivery Parcel:

38 cm x 27 cm x 39 cm

Maximum dimensions Prepaid Postal Parcels:

small 38.5 cm x 29 cm x 9.5 cm; and

large 38 cm x 27 cm x 39 cm.

### Transport documents

Address labels approved by Posti must be used with the items. Items addressed to the Province of Åland have to be accompanied by the documents required by Finnish Customs. A tax-boundary customer of Finnish Customs (the sender or the addressee) has to enter the word "CUSTOMS" and the tax-boundary 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-boundary customer of Finnish Customs, the value-added tax is collected when the item is handed over. When commercial goods are sent, a document has to be affixed to the package 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.

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

### Pricing and payment

The pricing is based on

- the size of the item
- the weight of the item
- the number of the parcels in the shipment
- possible Additional services.

See the Service Pricelist for further information on prices.

The transport and additional-service fee may be paid in cash, in stamps or by franking machine or the Customer may agree with Posti on a Pricing Service.

Prepaid Home Delivery Parcels are always priced the same up to 30 kilograms, within the packaging dimensions indicated above. Prepaid Postal Parcels are priced according to the selection between a small or large parcel within the packaging dimensions indicated above, both sizes up to 30 kilograms.

## **Delivery times**

The delivery times of and availability of the Services and Additional services are determined postal-code specifically and they can be checked from Posti's Customer Service or on the website [www.posti.fi](http://www.posti.fi).

The date of delivery is usually the workday after the date of the Posting. In certain areas, the delivery time is two, and in peripheral areas three, workdays after the date of the Posting. The delivery times are realized if the parcels are posted on workdays (Mon–Fri) at a postal outlet during its business hours or by another time given at the outlet.

The delivery time expires when the item or a notice of arrival is handed over to the addressee, to an authorized person or a representative of the addressee. If these persons are not reached or if the item cannot be handed over for some other reason, the delivery time expires when a notice of arrival is delivered to the address given. After this, the item can be collected at the postal outlet (Prepaid Home Delivery Parcel) complying with the address given.

## **Retention period**

The retention period is indicated on the notice of arrival. Parcels that could not be delivered to the addressee shall be stored at the postal outlet for two (2) full calendar weeks after the week of their arrival.

Contract customers can order a service with retention times deviating from those stated above. Senders using the service shall inform their customers of the retention periods.

One notice of arrival is sent for mail items to be picked up from a postal outlet. Contract customers can order an additional service including two notices of arrival for an extra charge.

## **Re-transport**

Re-transport means sending the same item to another domestic address or its return to the sender.

If the addressee has a valid contract for Change of Address and Forwarding Service with Posti, mail items will be forwarded to the new address/corresponding postal outlet free of charge according to the service level purchased by the sender or, if this cannot be achieved, according to the quickest possible service level.

If the addressee's address has changed and there is no valid change of address contract, if the item has incorrect/insufficient address information, if the addressee refuses to accept the item or does not pick it up within the retention period, the item is returned to the sender as a Post Office Return in the terms of Postal Parcel. The original sender shall pay the transport fee of a returning item and any fee for an Additional service (Fragile [separate handling] and Large Parcel).

If an item is re-transported upon the request of the addressee, it shall be transported to the postal outlet complying with the addressee's postal code as a Postal Parcel and the addressee shall pay the transport fee. Re-transport upon the request of the addressee is possible only once for the same item.

If it is not possible to forward an item to the addressee or to return it to the sender, the item is sent to the clearing process of undeliverable shipments.

## **Damages**

Proven **loss** of or **damage** to items is compensated in accordance with actual damage; however, up to the maximum laid down in the Road Transport Contract Act (at present EUR 20 /kg). The maximum damages for a Universal parcel are determined according to the Postal Services Act (at present EUR 25 /kg).

The Additional service Fragile (separate handling) cannot increase the responsibility of Posti for damages.

Proven **delay** of an item is compensated in accordance with the Road Transport Contract Act (maximum: transport fee). The maximum damages for a Universal parcel are determined according to the Postal Services Act (at present EUR 150 /parcel). Property damage caused to the contents of items shall be compensated as stated above with regard to damage.

## Terms to be Applied

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

## 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. Some country-specific restrictions are due to the delivery operator selected by Posti, which is not always the postal operator of the country of destination. The customs and tax legislation and provisions of the country of destination may result in additional country-specific rules. Information on the additional rules is available at Posti's Customer Service or on the website [www.posti.fi](http://www.posti.fi).

The information is in the same form as in the catalogue published by the Universal Postal Union, which each country is liable to update. Posti therefore does not assume liability for the completeness of the information in the catalogue.

However, Posti aims, by all means available, at issuing 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.

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

## Content

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

**The items may not contain any substances defined as dangerous in any form of transport (e.g. road or air transport),** such as aerosol cans or even small amounts of flammable liquids or oxidizing substances. The items may not contain anything forbidden in the conventions of the Universal Postal Union, such as weapons, replicas of weapons or explosives, counterfeit or pirate products.

## PRODUCTS

### EMS

The Service includes the pick-up of the item. Separate pick-up orders by 12 noon. Posting of the item through any postal outlet.

EMS is transported via the fastest connections to specifically determined countries or restricted areas (see Delivery times) unless prevented by the measures of the Finnish Customs or other authorities. Information on transport times is available from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

The delivery time expires when the item or information on its arrival is handed over to the addressee, to a person authorized by the addressee, or to another representative or substitute recipient of the addressee.

The Service includes two (2) delivery attempts (with country-specific exceptions).

Items cannot be delivered to P.O. Box or Poste Restante addresses in all countries.

# INTERNATIONAL GOODS TRANSPORT SERVICES

Additional services (with country-specific restrictions): Multiple Package Shipment and Transport insurance

## **Priority**

A Priority item is transported from Finland to the country of destination via fast connections (see Delivery times). The items are mainly delivered to the addressee, but in some countries the items are delivered to a postal service point to be picked up by the addressee.

For some countries, P.O. Box addresses cannot be used.

The Service includes export and import clearance with regard to specially determined non-Member States of the EU. Customs duties and other charges of the authorities as well as taxes shall be paid by the addressee.

Information on average delivery times, possibility for export and import clearance and the use of a P.O. Box address is available at Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

Additional services (with country-specific restrictions): Multiple Package Shipment, Transport insurance, Hard copy POD (proof of delivery) and pick-up from the sender

Items cannot be delivered to P.O. Box or Poste Restante addresses in all countries.

## **Economy**

An Economy item is transported from Finland to the country of destination via economical connections (see Delivery times). The items must usually be picked up from postal service points. Information on average delivery times is available from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

Additional services (with country-specific restrictions): Transport insurance, Hard copy POD (proof of delivery) and Pick-up from the sender

## ADDITIONAL SERVICES

Information on country-specific restrictions is available from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi)

### **Multiple Package Shipment (EMS and Priority)**

A package can be sent as a Multiple Package Shipment to the countries listed in the Tariff for Logistics Services. The service is not available to other countries.

A shipment can be sent as a Multiple Package Shipment when 2–5 parcels are sent from one sender to one addressee at the same time. Each item of the shipment shall bear a complete address label approved by Posti, and all the address labels shall be identical with the exception of the individualizing item code and the number of items in the shipment (number of package/total number).

Identical Additional services and markings shall be included in all the items of a Multiple Package Shipment.

### **Hard copy POD (Priority and Economy)**

The sender obtains a written certificate (Hard copy POD) of the handing over of the item to the addressee. The item shall be affixed with a Hard copy POD form (CN 07) and "A.R." shall be marked in capital letters below the sender information on the address side of the item.

### **Transport insurance (EMS, Priority and Economy)**

Transport insurance may be included in the items by indicating the desired insured value (maximum EUR 15,000) in the field reserved for it in the address label.

The insurance will increase the liability of Posti for loss of and damage to the item at most to the maximum insured value. Transport insurance may not be used to increase the liability of Posti for damages for delay.

Transport insurance is not granted for items containing money, securities or other valuables. These items must always be sent as an Insured letter (see Itella Corporation's General Delivery Terms for Cash and Consumer Customers, and the appendix Letter Services). Transport insurance can only be used with goods transport.

## COMMON CHARACTERISTICS OF THE SERVICES

### Customs clearance of postal items

Posti attends to the import clearance of incoming items and the export clearance of outgoing items as required by the Customs Act (1466/1994). Separate Delivery Terms apply to customs forwarding.

### Weight and dimensions

Minimum size: 18 cm x 27 cm (size of the bag of the dispatch note)

Maximum size: as a rule, length 1.5 m and length + circumference 3 m

Maximum weight: as a rule, 30 kg

Information on derogating country-specific maximum dimensions and weights is available from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

### Transport documents

Address labels approved by Posti and meant for the service in question and required by the Additional services have to be used with the items.

Items containing goods addressed to outside the European Union have to be accompanied by the documents required by Finnish Customs (customs declarations (CN23) and commercial or pro forma invoices in the number of copies specified by the destination country). Customs declarations are available at postal outlets.

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

### Indicating contents

The contents and value have to be indicated in the field reserved for them in the address label in a language understood in the destination country, and itemized so that import customs clearance can be performed without difficulty. An item sent for commercial purposes shall also be accompanied by a signed commercial invoice.

### Pricing and payment

The pricing is determined on the basis of the number of items and the weight or volume weight of the item, depending on which is bigger, taking into account:

- the service level chosen
- the country of destination (6 price zones)
- additional services, if any
- cubic term 1 m<sup>3</sup> = 250 kg

The transport and additional-service fee may be paid in cash, in stamps or by franking machine or the Customer may agree with Posti on a Pricing Service.

## Delivery times

The delivery-time information (estimated time of delivery) of the Services specific to the country of destination and the postal code may be checked from Posti's Customer Service or at [www.posti.fi](http://www.posti.fi).

The delivery time expires when the item or information on its arrival is handed over to the addressee, to a person authorized by the addressee, or to another representative or substitute recipient of the addressee.

## Retention period

The retention periods of items vary depending on the country. If it has not been possible to deliver an item to the addressee within the retention period, the instructions on the address label shall be complied with. If no instructions are given, the item is returned at the cost of the sender.

## Delivery

Delivery practices vary in different countries.

Items to be delivered to the addressee are mainly handed over against a signed receipt to a person present in the address. Therefore, P.O. Box addresses may not be used (unless specifically so agreed upon with the addressee).

Economy items are mainly delivered to a postal outlet and a notification of arrival is delivered to the addressee.

## Tracking of the items

Posti registers the receipt and sorting of an item as well as the time it leaves Finland.

The item can be tracked using Posti's Internet service.

Up-to-date information on the progress of the item is available at [www.posti.fi](http://www.posti.fi) or [www.itella.fi](http://www.itella.fi).

## Damages

Maximum compensation for **loss and theft of and damage to** Priority and Economy items is SDR 40 / item + SDR 4.50 /kg in accordance with the Conventions of the Universal Postal Union. For EMS items, the corresponding maximum compensation is EUR 1,680 /item. The maximum compensation for a Transport insured item is at most the insured value paid.

The liability of Posti for damage cannot be increased with the additional fee for Fragile items.

According to the Conventions of the Universal Postal Union, no compensation is paid for **delay**. For considerable delay, Posti may, however, refund all or part of the transport fee of an EMS item. In general, a delay of 14 days is considered to be considerable.

## 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)

