

Applicable Terms

These terms and conditions define Itella Corporation's (Itella) Product Terms and Conditions and the attributes applicable to the Delivery Service subject to a charge. These Product Terms and Conditions supplement the General Delivery Terms for Itella's Contract Customers.

Any changes shall be announced to the Customer no later than one month prior to their entry into force.

In addition to the Product Terms and Conditions, the Contract between the Customer and Itella shall apply, in addition to the Postal Services Act and Itella's General Terms and Conditions for Letter and Goods Transports, including the related appendices.

Delivery service subject to a charge

The Service is only available if separately so agreed in the Delivery Service Contract between the Customer and Itella.

- The service includes the delivery of mail items addressed to the Customer to be delivered as part of standard mail delivery but to a place that deviates from the Post's delivery plan and agreed with the Customer.
- The place of delivery can be a letterbox, mail box or another place agreed with the Customer
- The service can be permanent or temporary.
- Itella's delivery type and service-specific terms and conditions may not be ignored or exceeded.
- Interruptions in the service should be notified to the contact person or Customer service at least one week prior to the onset of the interruption. The minimum length of service interruption affecting invoicing is one month.
- The delivery of the items must be carried out in accordance with the standard delivery schedule.
- Standard delivery items include the following:
 - letters, Maxi Letters and magazines weighing no more than 2 kg and delivered without requiring a signature.
 - advices of arrival for mail items requiring a signature or unfit for standard delivery due to their size

The Post is liable for the contractual delivery according to the delivery terms and in a manner agreed in the Contract. The Customer is entitled to compensation if the service is interrupted for a reason not issuing from the Customer.

The Customer is responsible for ensuring that the delivery can be performed to the place of delivery unhindered or as agreed, without delay. The delivery can be temporarily interrupted if circumstances prevent regular conveyance. For such an interruption, the Customer shall not be entitled to receive compensation.

Pricing and terms of payment

Prices according to the Letter and Address Service Tariff shall apply to the service, determined on the basis of the place of delivery and/or the transport distance and/or, in certain cases, of the number of Customers included in the contract.

Unless otherwise agreed, the invoicing period is 12 months in advance. For temporary contracts, the minimum invoicing period is 2 months.

Commencement and Termination

The Contract will expire if the service fee has not been paid by the due date. In such a case, the items shall be delivered according to Itella's delivery plan.

The Customer and Itella can terminate the Contract without stating a reason. The termination may enter into force immediately.

Unless the Customer has notified otherwise in connection with a change of address, the Contract will be terminated by Itella without separate notice if the Customer makes a permanent change of address with respect to the address of the place of delivery.

A service charge already collected may be refunded for the unused period if the period is at least two months long and the Customer has submitted a bank account number to which Itella can direct the refund. The refund is calculated only for full calendar months.

Customer Service

Private customers
0200 71000 (local call charge / mobile charge) Weekdays
from 8 a.m. to 8 p.m.
On Saturdays, from 9 a.m. to 2 p.m.

Businesses
0200 77 000 (local call charge / mobile charge) Weekdays
from 8 a.m. to 6 p.m.