



Service Appendix to Posti Ltd's
General Delivery Terms, February 9, 2015

Letter Services

February 9, 2015

The storage period has been updated on April 4, 2016

1. Domestic Letter Services

1.1. 1st class Letter

Provided that a 1st class Letter is posted at a mailing location required by the service and by the time indicated, a 1st class Letter is delivered in basic delivery usually (at least 80% at the national level) on the weekday following the mailing day and at the latest on the second weekday following the mailing.

The customer must mark the items with number "1" or with the text "Priority".

Additional services: Cash on Delivery

1.2. 2nd class Letter

Provided that a 2nd class Letter is posted at a mailing location required by the service and by the time indicated, a 2nd class Letter is delivered in basic delivery usually (at least 95% at the national level) on the second weekday following the mailing day and at the latest on the third weekday following the mailing.

Additional services: Cash on Delivery, Registration, Advice of Delivery, Handing over to the receiver personally with Registration or Advice of Delivery.

1.3. Insured Item

Insured Items are handled in a separate secure handling. The service includes the Registered additional service and handling as fragile. Handling as fragile requires that the item has been separately furnished with Posti's indication for fragile content.

Insured Items can be picked up at the service point usually on the second weekday following mailing and no later than the third weekday following mailing. The maximum insured value of an insured item may be EUR 5,000. The insured value is the maximum compensation for the loss of or damage to an Insured Item. Compensation is paid according to proven caused damage and losses. Cash, securities, precious metals, gems, and other valuable items delivered through Posti must always be sent as Insured Items.

Additional services: Cash on Delivery, Handing over to the receiver personally

1.4. Express Letter

Provided that an Express Letter is posted at a mailing location required by the service and by the time indicated, an Express Letter is delivered to the address marked on the item the weekday (Mon–Fri) following the mailing day in basic delivery. The receipt of an Express Letter for delivery by Posti and its delivery to the recipient are registered in the tracking system.

Posti shall not be responsible for the delivery time if the Express Letter's content is not suitable for air transport or if the letter is forwarded.

Express Letters are delivered to post office boxes only if the sole address on them is the post office box address. If the item contains both the post office box and street address, the Express Letter is delivered to the recipient's street address.

Additional services: Saturday Delivery

1.5. Christmas Greeting

Christmas greetings mailed by the time separately announced by Posti each year are delivered to their recipients before Christmas. Item prices and maximum dimensions are confirmed annually.

2. Domestic Additional Services

The use of additional services requires that the item is sent at a service point with the said additional service in its service selection. Items with additional services cannot be mailed by dropping them off in a mailbox.

Letters with the Cash on Delivery, Registration or Advice of Delivery additional services are handed over at a service point instead of basic delivery.

2.1. Cash on Delivery

The item is handed over to the recipient against the payment specified by the Customer. Posti remits the payment to the Customer's account at a bank operating in Finland within two to four (2-4) weekdays 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 sender shall be charged for any investigation work resulting from erroneous or deficient account or reference information, using the price defined under Charge for other work.

The maximum sum of a COD is EUR 8,400.

The payment traffic does not relay information.

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.

If the cash-on-delivery amount is paid late due to a reason attributable to Posti, the maximum compensation paid by Posti for the error in the service will be the value of the service. This does not affect the consumer's statutory rights.

2.2. Registration

With the Registration additional service, the receipt of an item for delivery by Posti and its handover to the recipient are registered in the tracking system. The sender receives a receipt of mailing, containing the unique tracking ID of the item. The item's transfer into Posti's network and progress to the recipient can be verified. The item is handed over only to the person indicated as the recipient or to a person authorized by the recipient.

2.3. Advice of Delivery

The Advice of Delivery additional service includes Registration and, in addition, the sender receives an advice that shows when and to whom the delivery has been handed over.

2.4. Handing over to the receiver personally

The sender of a Registered Letter, a Letter with Advice of Delivery or an Insured Item may limit the right to sign for the item so that the letter is only handed over to the recipient in person. If the sender has restricted the right to sign so that the item may only be handed over to the recipient in person, the item will not be handed over to anyone else even if this person presents a valid proxy or another equivalent document.

2.5. Saturday Delivery

Express Letters sent on Friday are delivered to the recipient on Saturday by 2 p.m. The deliverer must have direct access to the delivery address. If the recipient cannot be reached, the item will be delivered in the next basic delivery. The service is available only in separately defined areas.

3. Common Terms and Conditions for Domestic Services

3.1. Storage period

Letter service items that could not be delivered to the recipient will be stored at the postal outlet for 14 days. The notice of arrival indicates the deadline for picking up the item from the outlet.

Forwarding from outlet to outlet will not extend the storage period.

3.2. Maximum compensations

Loss or damage

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

Delay

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

3.3. Dimensions and weight

The maximum and minimum sizes and maximum weights of services are detailed in the price list.

4. International Letter Services

4.1. Priority Letter

Provided that a Priority Letter is posted at a mailing location required by the service and by the time indicated, a Priority Letter is delivered from Finland towards the destination country the next weekday or otherwise with the first available connection.

Items are usually transported to the destination country by air and delivered to the recipients within the delivery time defined by the destination country.

The customer must mark the items with the text "Priority".

Additional services: Registration, Postal Insurance, Advice of Delivery

4.2. Economy Letter

Provided that an Economy Letter is posted at a mailing location required by the service and by the time indicated, an Economy Letter is delivered from Finland towards the destination country within a week from mailing. Items are delivered to the recipients within the delivery time defined by the destination country.

The customer must mark the items with the text "Economy".

Additional services are not available.

4.3. Express Letter (Exprès)

Items are transported to the destination country by air and delivered to the recipients in the destination country within the delivery time defined by the destination country, in many countries by separate express delivery. In many destination countries, the handover of items can be checked using the item ID on Posti's website or in the customer service.

An Express Letter must be furnished with a separate Exprès bar code sticker available at postal outlets. Express Letters cannot be dropped off in a mailbox.

It is advisable to supplement recipient information with the recipient's telephone number.

4.4. International Reply Coupon

The International Reply Coupon of the Universal Postal Union is on sale in some postal outlets. It is exchanged in all countries for stamps or other postage payment indications. The exchange value always corresponds to the postage fee of the lowest weight class of a Priority Letter from the exchanging country to another country according to the most expensive tariff zone. The exchange, or validity, period is printed on the coupon.

5. Additional Services for International Letters

The use of additional services requires that the item is sent at a service point with the said additional service in its service selection. Items with additional services cannot be mailed by dropping them off in a mailbox.

5.1. Registration

When mailing a Registered Letter, the sender is given a receipt furnished with a unique item ID as proof of mailing and the handover to the recipient can be verified. Items are handed over in the destination country according to country-specific signature practices. In items addressed to certain destination countries, the sender may limit the right to sign so that the letter is only handed over to the recipient in person.

Only one recipient can be marked on an international Registered Letter.

5.2. Postal Insurance

In Finland, Insured Items are processed using special secure handling. In destination countries, they are handled according to the practices used in the country in question. The maximum insured value of an Insured Letter varies depending on the destination country, but the absolute maximum is EUR 5,000. The insured value is the maximum compensation for the loss of or damage to an Insured Letter. Compensation is paid according to proven caused damage and losses.

The service is separately available for countries listed on Posti's website or in the customer service.

The service includes handling according to the Registration additional service.

The customer must pack an Insured Letter according to Posti's instructions (www.posti.fi and the customer service).

The Insured Letter must be sent at a postal outlet where the item is sealed and marked according to the international postal traffic regulations.

5.3. Advice of Delivery

The sender may request that a Registered or Insured Letter addressed to any country be handed over to the recipient or the recipient's proxy against an Advice of Delivery by appending a prefilled international advice-of-delivery form CN07 to the item and by writing "A.R." in capital letters beneath the sender information on the item's address page as well as at the top of the address label. In this case, an Advice of Delivery, indicating also the date of delivery, signed by the recipient or the recipient's proxy and an official of the postal service in the destination country is returned to the sender from the destination country at the speed of a Priority letter.

6. Common Terms and Conditions for International Services

6.1. Country-specific terms and restrictions

In international postal traffic, all services are not available in all countries, and item delivery and handover practices vary depending on the country.

In addition to restrictions defined in Posti's Delivery Terms, in international postal traffic it is prohibited to send 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), guns, replicas of guns or explosives, counterfeit products, or illegal copies of products.

In addition, many countries have different restrictions with regard to the content allowed for postal delivery. The sender should find out the destination country's prohibitions and import restrictions in force at each time. Posti is not responsible for the execution of the service if the sender has not followed the restrictions and terms and conditions issued by the destination country. Information about the additional regulations that Posti has been informed of is available on Posti's website www.posti.fi or from the customer service. Posti is not responsible for the completeness of the information. In addition to postal regulation, tax, customs or other regulations of the destination country may create terms, conditions and restrictions.

6.2. Customs clearance of postal items

Postal forwarding is governed by the general regulations of the Nordic Association of Freight Forwarders (NSAB 2000 or a more recent version).

6.3. Dimensions and weight

The maximum and minimum sizes and maximum weights of services are detailed in the price list.

6.4. Estimated delivery times

The delivery times of international services are always estimates.

6.5. Maximum compensations

In international postal traffic, the postal outlets' liability for damages is defined in the agreements of the Universal Postal Union.

Compensation is paid for the loss of, damage to, or the theft of a delivery item's content in the following way:

- Registered Letter: a maximum of SDR 30 (approx. EUR 30)
- Insured Letter: no more than the insured value of the letter.

Delivery types, losses or damages other than those mentioned above are not subject to compensation.

When the loss or entire theft of or damage to registered items and insured items is the result of force majeure not subject to damages, the sender is entitled to a reimbursement of any payments made, excluding the insurance charge.

Although delay is not included in the scope of compensated damage, the proven substantial delay (usually more than 14 days) of an *Exprès* letter sent to a country within the scope of item tracking allows for case-specific reimbursement for the postage fees paid for the item to the sender.

6.6. Country-specific exceptions

Many countries have restricted liability for damages. Further information is available on the website www.posti.fi or from Posti's customer service.

6.7. Delay

No compensation is paid for delay of items.

The postage fees paid for an *Exprès* letter to a country within the scope of item tracking may, on a case-by-case basis, be refunded in the event of a material and proven delay.

7. Items for the Blind in Finland and Abroad

Items containing Braille (embossed writing) are accepted for transportation free of charge to all countries if the sender is a visually impaired private individual. An item containing Braille must be submitted for transportation unsealed and it may weigh 7kg at the most. The customer must attach the indication of the Item for the blind on the address side of the item.

Special mail items for the visually impaired are delivered in Finland according to the delivery time commitment for 2nd class letters.

