



Pack your letters and parcels in a compact and durable manner – Select a sending method to suit the contents

An appropriate sending method (e.g. letter, parcel, registered, insured, fragile) and correct address details will ensure that your item is properly delivered.

Letters and parcels should endure mechanical handling. Broken items may damage other mail items, mail handling personnel or sorting machines, in which case the sender may be liable for compensation. Also check if the item contents require special handling and if the contents are fit for Posti transport.

Pack with care

Select an envelope or a box of a suitable size for your item to prevent the contents from moving in the package. If necessary, you can also use bubble wrap or newspaper as filler, for example. Put your item in a parcel or envelope which is as tidy and as flat as possible. Any packaging material causing sticking, and items of an irregular shape or round items may cause issues in mechanical handling. Cardboard and paper are the best materials for the outermost layer of a parcel or letter.

Please ensure that the parcel's address label is properly attached. To avoid confusion, the packaging should not have any old sending details on it, and the address label or the details should be clearly visible.

Regular envelopes are meant for mailing small quantities of documents. Heavier documents, booklets and books should be mailed in a reinforced envelope (such as an envelope lined with bubble wrap). USB flash drives, keys and other small objects cannot be sent in a regular envelope.

Choose your mailing method based on the content

Mail fragile items (e.g. electronics and glass), foldable items, or liquid items, or those causing spills or stains as a special handling parcel (fragile). Please note that regardless of the special handling parcel's additional service, the contents should be packed with extra care, using the necessary padding.



Our customer service provides advice and guidance

- customerservice@posti.com
0200 71000 Mon–Fri 8 a.m. – 6 p.m.
- businesscustomerservice@posti.com
0200 77000 Mon–Fri 8 a.m. – 5 p.m.
- At Posti shops and service points
- www.posti.fi
- For packaging and sending instructions and postal item compensation criteria, visit www.posti.fi

If necessary, confirm whether the contents of your mail item are suitable for transport by Posti. Posti will not transport any illegal or dangerous items or hazardous substances including many household products, such as aerosols, matches, nail polish or perfumery. When sending an item abroad, please observe that many countries have different restrictions in place. Contact Posti to check the content restrictions for deliveries in Finland and abroad.

If you want to make sure that your item is only handed over to the recipient or a person authorized by him or her, you should send it as a registered item. Cash and similar valuable contents should always be sent as insured items. The carrier's liability for damage during transport is limited by law and does not necessarily cover the value of the mail item's contents. There are separate guidelines for Posti's liability for compensation.