

29.6.2017

## Instructions for corporate customers in case of damage, loss or delay

If you notice that you have received a damaged shipment or the shipment has been lost, please follow the instructions below.

### Contact us online, by phone or by e-mail

All electronic forms relating to loss or damage can be found on the Posti website at [www.posti.fi/feedback-business](http://www.posti.fi/feedback-business)

You can also report damage or loss by calling our customer service on **+358 200 77000**.

### Please report damage to the shipment immediately

The quicker you report the damage, the better. If you notice any outwardly apparent damage to the shipment upon receipt, inform the person making the delivery. The person will note the damage and create a damage report or a provision in the waybill. You will receive a copy of the document for the future processing of the matter. If you notice the damage only after receiving the shipment, you can also report the damage by yourself. When submitting the compensation claim, you will be given a number to be used for the future processing of the matter.

### Track the delayed shipment and report loss

If the item sent to you has an ID, you can use it to track the delivery on the Posti website on <http://www.posti.fi/business/tracking/index.html/?lang=en>. If it becomes apparent that you have not received the shipment by the specified time, you can report the delay. When submitting the compensation claim, you will be given a number to be used for the future processing of the matter.

### Making a compensation claim

Contact us online at [www.posti.fi/feedback-business](http://www.posti.fi/feedback-business)  
by phone on **+358 200 77000** or  
by sending an e-mail to [vahingonkorvaus@posti.com](mailto:vahingonkorvaus@posti.com).

- Always include the compensation claim number or the damage report or the waybill given to you by the person who delivered the shipment in the application.
- Attach proof of the value of the damage, such as a copy of an invoice showing the VAT-free price of the product, a receipt of repair expenses or a report of the decrease in the value.

You can find out about the compensation claim times and maximum compensations for the various shipment types by checking the attached tables.

### Domestic Goods Transport Services

	Damage	Loss	Delay
<b>Compensation claim times by cause of loss</b>	Immediately for visible damage. 7 days for other kinds of damage, not including Sundays or public holidays.	No later than 3 months from dispatch. If delivery time has been specified, the shipment will be considered lost if it has not been delivered within 14 days of the specified date.	A written compensation claim must be submitted within 21 days of the shipment having been made available to the recipient (e.g. when the shipment is ready to be picked up).
<b>Maximum compensations</b>			
All products	EUR 20/kg + transportation charge	EUR 20/kg + transportation charge	No more than the transportation charge
<b>Applicable law and terms</b>	<ul style="list-style-type: none"> <li>• Posti's General Contract Terms for Corporate Customers</li> <li>• The Act on Road Transport Contracts and the Product Terms of the Goods Transport Services and the Domestic Freight Services based on the law</li> <li>• The contract between the customer and Posti</li> <li>• Legislation on the transport of dangerous goods</li> </ul>		

### Domestic letters

	Damage	Loss	Delay
<b>Compensation claim time</b>	Within a reasonable amount of time from when the sender or the recipient has noticed or should have noticed the damage. Unless otherwise indicated, a reasonable amount of time refers to 14 days from dispatch. Immediately for outwardly apparent damage.		
<b>Maximum compensations excluding postage fees</b>			
Ordinary letters and Customer Direct	EUR 50	EUR 50	EUR 50
Registered Letter, Letter with Advice of Delivery	EUR 340	EUR 340	EUR 85
Express Letter, Express City, Express Reply	EUR 340	EUR 340	EUR 150
Insured item	No more than the insured value	No more than the insured value	EUR 150
Customer Return, Small Item, Home Direct, Publication Services	EUR 20/kg + transportation charge	EUR 20/kg + transportation charge	No more than the transportation charge
Publication Services	EUR 20/kg	EUR 20/kg	No more than the transportation charge
<b>Applicable law and terms</b>	<ul style="list-style-type: none"> <li>• Posti's General Contract Terms for Corporate Customers</li> <li>• The Postal Act</li> <li>• Product terms for domestic letter services based on the Postal Act</li> <li>• Small Item, Customer Return, Home Direct and Publication Services are subject to the Act on Road Transport Contracts</li> </ul>		

**International Goods Transport Services, Departing**

	<b>Damage</b>	<b>Loss</b>	<b>Delay</b>
<b>Compensation claim times by cause of loss</b>	Priority, EMS (UPU): Visible damage should be reported upon receipt, other damage should be reported as soon as possible. Practices vary by country. The compensation claim must be made within 6 months from dispatch. Express Business Day Immediately for visible damage. 7 days for other kinds of damage, not including Sundays or public holidays.	Priority, EMS (UPU): Within 6 months from dispatch. Express Business Day No later than 3 months from dispatch. The shipment will be considered lost if it has not been delivered within 60 days of the shipment having been submitted for delivery.	Priority, EMS (UPU): 6 months Express Business Day A written compensation claim must be submitted within 21 days of the shipment having been made available to the recipient (e.g. when the shipment is ready to be picked up).
<b>Maximum compensations</b>			
<b>International Goods Transport Services; Priority and EMS</b>			
Priority	SDR 40/shipment + SDR 4.50/kg + transportation charge	SDR 40/shipment + SDR 4.50/kg + transportation charge	No compensation
Priority	SDR 450/shipment	SDR 450/shipment	No compensation
EMS	EUR 1,680	EUR 1,680	No compensation, unless more than 14 days, in which case no more than the transportation charge
International Goods Transport Services, other international parcel services	SDR 8.33/kg + transportation charge	SDR 8.33/kg + transportation charge	No more than the transportation charge
<b>Applicable law and terms</b>	<p><b>Priority, EMS:</b></p> <ul style="list-style-type: none"> <li>• Posti's General Contract Terms for Corporate Customers</li> <li>• The regulations by the Universal Postal Conventions of the Universal Postal Union (UPU) and the International Goods Transport Services Product Terms based on those regulations</li> <li>• The contract between the customer and Posti</li> </ul> <p><b>Express Business Day:</b></p> <ul style="list-style-type: none"> <li>• Posti's General Contract Terms for Corporate Customers</li> <li>• The international section of the Act on Road Transport Contracts: Convention on the Contract for the International Carriage of Goods by Road (CMR)</li> </ul>		

**International letters**

	Damage	Loss	Delay
<b>Compensation claim times by cause of loss</b>	Within 6 months of the shipment having been submitted for delivery.		
<b>Maximum compensations excluding postage fees</b>			
Ordinary letter	No compensation	No compensation	No compensation
Registered Letter	SDR 30	SDR 30	No compensation
Insured Letter	No more than the insured value of the letter	No more than the insured value of the letter	No compensation
<b>Applicable law and terms</b>	<ul style="list-style-type: none"> <li>The regulations by the Universal Postal Conventions of the Universal Postal Union (UPU) and the Product Terms for international letter services based on those regulations</li> </ul>		

SDR = IMF Specific Drawing Right. 1 SDR is about 1.1 EUR

**The compensation sum is determined by laws as well as by terms and conditions**

Posti's compensation terms and conditions are based on the Postal Act, the Act on Road Transport Contracts and the Universal Postal Convention as well as Posti's contract terms. It is a good idea to find out about the liabilities of the sender and the carrier in case of damage or loss when making a compensation claim.

**NB: The sending, transport and delivery of ordinary letters cannot be verified and therefore compensation cannot be claimed**

The error that Posti is liable for must have caused losses for the customer in order for compensation to be paid. The loss must also be of the kind that Posti's terms and conditions specify as a loss to be compensated. Compensation is paid according to the losses caused. The compensation sum cannot exceed the maximum compensation of the shipment type.