

# Compensation for damaged mail items



# Mail item damage compensation criteria

**The item transporter's liability is restricted by law. Find out about Posti's liability in this guide and in more detail in the delivery terms. Select an appropriate sending method for your delivery contents and pack it carefully (also see the packaging and sending instructions). These damage compensation principles also apply to insured items.**

## Compensation is paid for

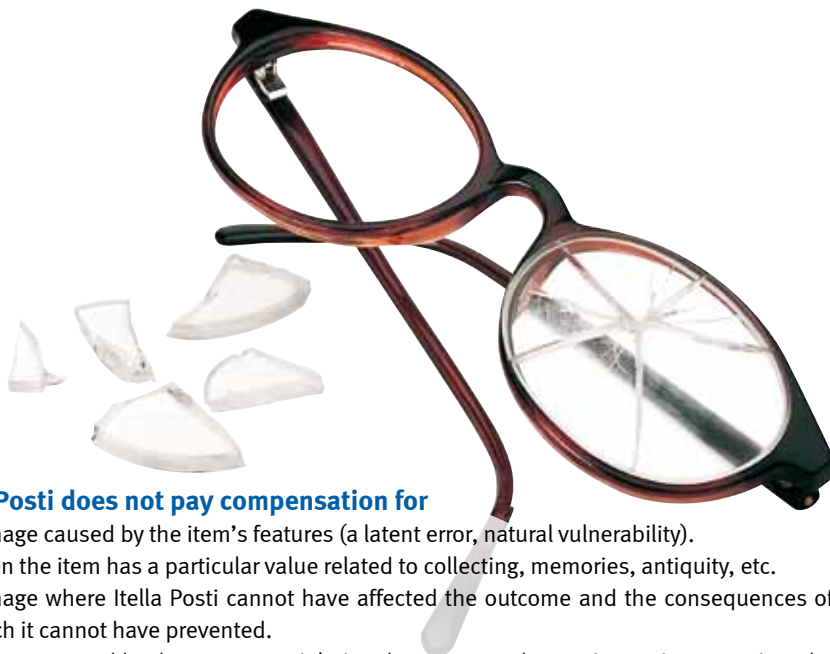
- Material damage
  - A share of the delivery costs corresponding to the damage
  - The expenses caused by preventing the damage and its direct investigation
- when**
- the material damage has been directly caused by the delay, damaging or loss of the item and this has been caused while Itella was responsible for the item.

## To receive compensation

- The applicant shall notify Itella of the error as soon as possible and seek damages within the deadlines. (See Terms of delivery)
- It must be possible for an Itella representative to verify the damage. Delay and loss is usually identified based on item tracking.
- The applicant should present evidence on the item content value. In case of a new product, the receipt is sufficient. In other cases, the valid value of the item is assessed.
- Usually, the reception, delivery or handover of a regular letter cannot be verified retrospectively in the postal network, and usually such items do not allow for receiving damages.

## The amount of compensation

- Typical material damage compensation includes the item's repair costs or compensation according to the valid value.
- The maximum sum of the damages is the maximum damages determined by weight in the applicable legislation, even though in cases where the damage suffered is more extensive.
- However, for insured items, the insured value is the maximum sum of damages.
- The additional service for fragile items has no impact on the maximum sum of damages.
- The damages shall not exceed the verified direct material damage even if the maximum damages in kilograms or the insurance value is higher than that.



### Itella Posti does not pay compensation for

- Damage caused by the item's features (a latent error, natural vulnerability).
- When the item has a particular value related to collecting, memories, antiquity, etc.
- Damage where Itella Posti cannot have affected the outcome and the consequences of which it cannot have prevented.
- Damage caused by the customer violating the terms, such as using an inappropriate delivery method or defective packaging.
- Damage caused by force majeure (e.g., a strike).

### Maximum compensation for the most frequent products

| Product                                       | Loss/damage             | Delay                                |
|---|-------------------------|--------------------------------------|
| <b>Domestic letters</b>                       |                         |                                      |
| 1st and 2nd class letter and Maxi letter      | 50 €                    | 50€                                  |
| Registered letter and proof of receipt letter | 340 €                   | 85 €                                 |
| Express letter                                | 340 €                   | 150 €                                |
| Insured item                                  | insurance value         | 150 €                                |
| <b>Parcels</b>                                |                         |                                      |
| Postal parcel                                 | 25 € /kg                | 150 €                                |
| Parcel to doorstep                            | 20 €/kg                 | Postage sum                          |
| <b>International</b>                          |                         |                                      |
| Regular letters                               | Not compensated         | Not compensated                      |
| Registered letter                             | SDR 30 i.e. approx 35 € | Not compensated                      |
| Postal parcel abroad                          | SDR 40 + SDR 4.50/kg    | Not compensated                      |
| Express parcel abroad                         | 1680 €                  | For a delay of over 14 days Postages |



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## **Our Customer Service can provide advice and welcomes customer feedback**

Posti Customer Service, Consumer Customers

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