



Give us feedback on postal services or make a claim for compensation

Complaint times

Always contact Posti as soon as possible. That will make it easier to amend the issue or investigate it fully.

Consumers should notify Posti of service errors or delays within a reasonable time. Compensation for postal deliveries abroad should be sought within six months of the sending date. As a rule, damages for domestic deliveries should be sought within 12 months.

For more details on calculating the deadlines, see Posti's delivery terms for cash customers.

Damage situations

In terms of distance selling

If this is connected to distance selling under the Consumer Protection Act, (e.g. online shopping or mail order), you should contact the seller of the product in order to clarify the situation. The selling company is responsible for the sale to the consumer. Posti is primarily responsible for paying compensation to its contract customer (i.e. the trader) within the maximum limits set in legislation. The trader may choose to transfer the right to compensation to the consumer by notifying Posti of this in writing.

Please note that Posti's liability as the carrier may be smaller than that of the trader.

If your mail item has been damaged

Always check items upon receiving them and immediately notify the Posti employee of any externally visible damage.

If you have not noticed any damage upon receiving the item but you do later on, notify Posti as soon as possible. We will contact you accordingly and we will visit and verify the damage where necessary. At the same time, we will find out if the item has been packaged and sent as required by the contents, so please retain the damaged item and the packaging material.



Our customer service provides advice and guidance

- Private **customers**
0200 71000 Mon-Fri 8 a.m. – 4 p.m.
- **Business customers**
0200 77000 Mon-Fri 8 a.m. – 4 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 your mail item has been delayed or lost

If your item has a delivery ID, you may use the ID to check the delivery flow in item tracking at www.posti.fi. You can also track the item using a free mobile application. Download the service from the address www.posti.fi/mobiili.

Also check the delivery speed promise or estimate from the address www.posti.fi/private/postisservices/tools/deliverytimeinquiry.

If the item has not been delivered by the agreed deadline, notify Posti of the delay or lost item. Please observe that the item's payment method, the time of submission to a postal outlet and/or product-specific maximum delivery time may affect the transport time.



Please do not enquire about your item too early. You will receive a response to your inquiry, and also instructions (where necessary) on how to proceed. Contact us if you want more information once you have received the response.

As a rule, item receipt, transport or hand-over can only be verified if the item is a tracked item.

How to apply for a compensation for damaged items

Provide Posti separately with a damage application concerning the damage, unless you have already completed such an application together with Posti Customer Service. The damage application is available on Posti's website at www.posti.fi/palaute and also from postal outlets. In the application, specify the value of the contents (e.g. attach a copy of the receipt) and the damage sum. Give a breakdown of the different expenses or damage.

Posti's liability and damage compensation liability is governed and restricted by the valid postal operations legislation (the Finnish Postal Act, the Universal Postal Union convention), goods transport legislation (the Act on the Contract for the Carriage of Goods by Road) and Posti's contract, delivery and product terms.

There are separate detailed guidelines for the compensation of consumer item damage, available at postal outlets or our website.

After submitting a damage application

Posti will process damage applications within 14 days on average. You will receive a decision in writing. If you are unhappy with the decision, or you have any questions, please contact us.

We will try to resolve the issue with you, but a mutual understanding cannot always be reached. Consumers may take the case to the Consumer Dispute Board to receive a recommendation. You may also take the case to the District Court of Helsinki or the respective District Court of the consumer customer's domicile. The address of the Consumer Dispute Board is P.O. Box 306, 00531 HELSINKI, kril@om.fi, phone 010 366 5200.



Posti is where you are

- Services posti.fi
- Company information posti.com
- Posti Facebook facebook.com/posti
- Posti Twitter [@Postigroup](https://twitter.com/Postigroup)
- Posti LinkedIn linkedin.com/posti
- Posti Youtube youtube.com/posti

About Posti deliveries and other postal operations

Our Customer Service will also help you with everything else related to postal operations.

If it is about mailbox placement, Customer Service will forward your contact request to the person in charge for mailbox placement in your region. He or she will contact you. Disputes concerning mailbox placement can be taken to the municipality's building supervision authority for resolution.

Postal operations are governed by the Postal Act. Compliance with the act is monitored by the Finnish Communications Regulatory Authority. Cases related to compliance with the Postal Act can be taken to the Finnish Communications Regulatory Authority for a resolution. However, the agency is not authorized to issue decisions on the contractual relationship between the customer and Posti, or the liability to pay damages. The more detailed contact details of the Finnish Communications Regulatory Authority are found in the address www.viestintavirasto.fi or tel. 0295 390 100. The Authority's address is P.O. Box 313, 00181 HELSINKI.