

Letter Services product terms for contract customers

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LETTER SERVICES PRODUCT TERMS FOR CONTRACT CUSTOMERS

1. Overview

1.1. Scope of application and applicable terms

These Product Terms shall be applicable to Posti Ltd's (hereinafter "Posti") Letter Services ("the Services") as of January 1, 2021. The Services are available to corporate and organizational customers in mainland Finland and their use requires a contract with Posti. In addition to the Product Terms, the Services are subject to the contract concluded between Posti and the Customer as well as Posti Ltd's General Contract Terms ("General Contract Terms") valid at any given time and the legislation applied to the product (the Finnish Postal Act, the Finnish Act on Road Transport Contracts or the Universal Postal Convention).

1.2. Åland Islands

Items containing goods and addressed to the region of Åland Islands must include the documents required by Customs. In addition, the sender must also submit the information concerning the item's contents, sender and recipient electronically before sending the item.

1.3. Definitions

A **mailing batch** is a batch of a single Customer consisting of a single service that is submitted to Posti on the same day and entered in the same mailing list under the same customer number.

A **mailing list** is an electronic channel for ordering letter and marketing service products. Information indicated on the mailing list is transferred to the contract customer's invoice.

Advance order is information provided on a batch in advance that helps to allocate mail handling and delivery resources and ensures that the service level agreed for the delivery is realized.

Basic delivery comprises mail deliveries on weekdays (Mon–Fri).

Item Tracking: Each item may be assigned individual tracking in which case the progress of the item is entered in the system at different phases of the handling process. The Customer may check the status of an item with the aid of an item ID.

SDR shall mean a Special Drawing Right as determined by the International Monetary Fund, the value of which is composed of various currencies (IMF Special Drawing Right).

1.4. Address clarification, forwarding and undeliverable items

Posti primarily delivers domestic letter items to the address in mainland Finland provided by the sender. If the service selected by the Customer includes the address clarification, Posti shall forward the item to the recipient's new address without a separate fee. If the item does not entail the address clarification, the item shall be forwarded only if the recipient or the Customer has separately agreed on this service (Information Service).

Posti shall deliver the items to Åland Post Ab in the Åland Islands and, in international services, to the postal operator of the destination country. The delivery of items and other handling, such as address clarification, forwarding and storage period, vary according to the destination country.

Undeliverable letters are returned to the sender if the sender's address information is marked on the cover of the item. Undeliverable items are processed according to the product terms of the item and the General Contract Terms.

1.5. Storage period

Items to be picked up from an outlet are stored at the relevant outlet for two (2) full calendar weeks. Forwarding from outlet to outlet will not extend the combined storage period.

1.6. Item dimensions

The maximum and minimum dimensions of items are detailed in the price list and/or the mailing instructions.

1.7. Customer's obligations

In addition to what has been stated in the General Contract Terms, the Customer must comply with Posti's mailing or other instructions when using the Services and instruct the sender to comply with them. The Customer shall be responsible for ensuring that correct and up-to-date name, address and payment information and any other markings required by the Service are indi-

cated on items. The name and Finnish mainland address of the sender must always be indicated on items in the event that they need to be returned.

The Customer must use Posti's online service for submitting advance order information for those services that require an advance order.

The Customer is responsible for the accuracy of the information submitted to the mailing list or another ordering channel and for ensuring that the quantity and weight information of the items correspond to the mailing batch or the single item.

If the Customer has breached Posti's terms or instructions and this results in additional work or other costs, Posti shall be entitled to charge from the Customer an Additional Handling Fee as per the Tariffs and Rates and/or the costs incurred.

In the event that the level of preparations for which the Customer is responsible is not carried out or an advance order provided by the Customer is not realized or if the items have not been mailed according to Posti's instructions, Posti cannot guarantee the service level agreed for the service.

By agreeing to these Product Terms, the Customer gives its subcontractors the right to sort a mailing batch and its address data using Posti's Sorting Service without separate authorization. In order to use Posti's Sorting Service, the printing, posting or print-out house operating as a subcontractor of the Customer is required to have a valid agreement on its use with Posti.

1.8. Posti's right to deviate from the Service ordered by the Customer

Posti has the right to deviate from the Service ordered by the Customer if the Services selected by the Customer are in conflict with each other or the item. Posti aims to carry out the Service in a way that secures the benefit of the Customer. In case of a conflict, Posti may amend the main product or additional services.

If the Customer's item does not comply with the requirements of the product selected by the Customer (e.g. in terms of item size), Posti shall be entitled to process and invoice the item as a Service whose characteristics correspond to those of the Customer's item or return it to the sender.

The Service level agreement (SLA) shall not apply to situations caused by reasons other than those attributable to Posti, such as an error in the address or Change of Address, fixed-term forwarding or mail delivery interruption cases.

1.9. Laboratory samples

If an item contains laboratory samples, the Customer shall be responsible for ensuring that the substance delivered for transport has been categorized and packed in accordance with the Act on the Transport of Dangerous Goods (719/1994), that the package has correct markings and that the name and category of the substance and other required details are entered correctly in the necessary documents. The Customer must instruct the sender to comply with Posti's terms and conditions as well as specific instructions on sending laboratory samples. The contact details of the sender and the Customer must be indicated on each item.

1.10. Methods of payment

The methods of payment available at any given time are specified in the price list. The method of payment chosen by the Customer may affect the available range of services or the price of the Service.

2. Domestic letter services

2.1. Service description

Domestic letter services can be used for sending personal messages within Finland. Items are protected by the secrecy of correspondence. The maximum weight of a letter item is 2 kg. Letter items undergo address clarification and are forwarded to the recipient's new mail address without a separate fee, unless otherwise stated in the service information. If the item cannot be delivered, it will be returned without a separate fee to the Finnish mainland return address indicated by the sender on the envelope. Ordinary letters are delivered in Posti's delivery service on weekdays (Mon–Fri) unless the delivery days are service-specifically defined. If the item is handed over only in exchange for a signature or if the item cannot be delivered due to its size, the recipient is sent a notice that the item can be picked up at a Posti outlet. Letter services are governed by the Finnish Postal Act.

Posti's responsibility for the delivery time ends when the item has been delivered or the notice of arrival has been sent to the recipient.

2.2. Restrictions

The content of items is restricted as specified in Posti's General Contract Terms.

2.3. Electronic notice of arrival

Electronic notice of arrival (SSI) is mentioned separately in connection with the products for which it is available. SSI is available only if the Customer and Posti have separately agreed on the service and on electronic data transfer. The sender shall be responsible for conveying the correct contact details of the recipient to Posti and for the possibility to deliver the message concerning the notice of arrival to the recipient via the message channel in question (e.g. an SMS to a mobile phone, an email or a paper notice to the recipient's delivery address). The sender is also responsible for informing the recipient of their obligation to pay for the international costs of receiving messages abroad. An electronic notice of arrival cannot be linked to items addressed to the Åland Islands or to a Corporate Postal Code.

2.4. Posti Priority Letter and Posti Pricing Service Letter

2.4.1. Service level agreement

Priority Letter items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered to recipients primarily by the second weekday following their mailing date, excluding Tuesdays, and at least 97% of the items no later than on the third weekday following their mailing date.

Pricing Service Letter items are delivered to recipients primarily by the second weekday following their pricing date, excluding Tuesdays, and at least 97% of the letters no later than on the third weekday following their pricing date.

2.4.2. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.4.3. Pricing principles

The pricing is based on the quantity, weight, batch size and payment method of items.

2.4.4. Additional services

Cash on Delivery (not the Pricing Service Letter), Maxi Size (only for items stamped with a franking machine).

2.5. Posti Priority Standard Letter

2.5.1. Service level agreement

Priority Standard Letter items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered to recipients primarily by the second weekday following their mailing date, excluding Tuesdays, and at least 97% of the items no later than on the third weekday following their mailing date.

The use of the Priority Standard Letter service requires that the items are suitable for Posti's mechanical handling.

2.5.2. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.5.3. Pricing principles

Pricing is based on the quantity, weight, size, batch size and processability of items as well as on the preparatory work done by the sender.

2.5.4. Additional services

No additional services

2.6. Posti Priority Standard Letter Pro

2.6.1. Service level agreement

Priority Standard Letter Pro items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered to recipients primarily by the second weekday following their mailing date, excluding Tuesdays, and at

least 97% of the items no later than on the third weekday following their mailing date. In separately defined areas, items are primarily delivered to the recipients on the weekday following the mailing date.

If the Additional Handling additional service is added to the item, the delivery of the Priority Standard Letter Pro item according to the service level agreement cannot be guaranteed.

The use of the Priority Standard Letter Pro service requires using the Sorting Service, adding the 2D code provided by the Sorting Service to the letter and that the items are suitable for Posti's mechanical handling.

2.6.2. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.6.3. Pricing principles

Pricing is based on the quantity, weight, size and processability of items as well as preparations made by the sender.

2.6.4. Additional services

Additional Handling

2.7. Posti Economy Letter

2.7.1. Service level agreement

Economy Letter items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered to recipients primarily by the fourth weekday following their mailing date, excluding Tuesdays, and at least 97% of the items no later than on the fifth weekday following their mailing date.

2.7.2. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular

letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.7.3. Pricing principles

The pricing is based on the quantity, weight, batch size and payment method of items.

2.7.4. Additional services

COD (Cash on Delivery)

2.8. Posti Economy Standard Letter Pro

2.8.1. Service level agreement

Economy Standard Letter items posted on week-days (Mon–Fri) in accordance with Posti's instructions are delivered to recipients primarily by the fourth weekday following their mailing date, excluding Tuesdays, and at least 97% of the items no later than on the fifth weekday following their mailing date.

If the Additional Handling additional service is added to the item, the delivery of the Economy Standard Letter Pro according to the service level agreement will not be realized.

The use of the Economy Standard Letter Pro service requires using the Sorting Service, adding the 2D code provided by the Sorting Service to the letter and that the items are suitable for Posti's mechanical handling.

2.8.2. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.8.3. Pricing principles

Pricing is based on the quantity, weight, size, recipient delivery area and processability of items as well as on the preparatory work done by the sender.

2.8.4. Additional services

Additional Handling

2.9. Posti Express Letter

2.9.1. Service level agreement

Express Letter items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered in 1–2 weekdays following their mailing date in the areas specified in the Delivery Time Inquiry service.

The item's receipt by Posti and the handing over to the recipient is entered in the tracking system. The use of the service requires the items to be mailed separately from other items and the mailing to take place at a Posti outlet or other separately agreed location. If the item has not been posted separately from other items as described above or the item is forwarded due to an incorrect address or on the basis of an assignment from the recipient, Posti shall not be responsible for the time of delivery. Express Letters are delivered to post office boxes only if the sole address on them is the post office box address.

The delivery time based on the Express Letter's source and delivery address can be checked using the Delivery Time Inquiry service on Posti's website.

2.9.2. Damages

In accordance with the Finnish Postal Act, if an Express Letter is delayed, the maximum compensation is EUR 150 per letter. In accordance with the Finnish Postal Act, if an Express Letter is lost or damaged, the maximum compensation is EUR 340 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.9.3. Pricing principles

Pricing is based on the weight of an item.

2.9.4. Additional services

Saturday Delivery

2.10. Posti Registered Letter

2.10.1. Service level agreement

A Registered Letter includes Item Tracking. When mailing a Registered Letter, the sender is given a receipt furnished with a unique item ID. The receipt may also be in electronic form.

The letter is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient. The item will be available for pickup at the outlet primarily on the second and no later than on the third weekday following its mailing date. An electronic notice of arrival or a notice of arrival letter concerning the Registered Letter is sent to the recipient. The Registered Letter is handed over to the recipient or a person authorized by the recipient in exchange for a signature. With an additional service, the sender may limit the right of receipt confirmation so that the letter is only handed over to the recipient in person.

2.10.2. Restrictions

A Registered Letter must be used according to the General Contract Terms for sending securities, payment devices or personal identification documents assigned to a certain person, among other items.

2.10.3. Damages

In accordance with the Finnish Postal Act, if a Registered Letter is delayed, the maximum compensation is EUR 85 per letter. In accordance with the Finnish Postal Act, if a Registered Letter is lost or damaged, the maximum compensation is EUR 340 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.10.4. Pricing principles

Pricing is based on the weight of the items.

2.10.5. Additional services

Handing over to the Addressee in Person, 2nd Notice of Arrival (requires the use of an electronic notice of arrival).

2.11. Posti Letter with Advice of Delivery

2.11.1. Service level agreement

A Letter with Advice of Delivery includes Item Tracking. The sender is given a receipt furnished with a unique item ID as a proof of both the mailing of a letter with advice of delivery and the handing over of the item to the

recipient. The receipt delivered to the sender as a proof of the handing over of the item indicates the time when the item was handed over and the person to whom the item was handed over. The receipts may also be in electronic form.

The letter is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient. The item will be available for pickup at the outlet primarily on the second and no later than on the third weekday following its mailing date. The recipient will be sent a notice of arrival of the Letter with Advice of Delivery as a letter or the sender can agree separately on the use of an electronic notice of arrival. The letter is handed over to the recipient or a person authorized by the recipient against signature. With an additional service, the sender may limit the right of receipt confirmation so that the letter is only handed over to the recipient in person.

2.11.2. Restrictions

A Letter with Advice of Delivery is suitable for the same purposes as a Registered Letter as well as for cases where a proof of notification is required.

2.11.3. Damages

In accordance with the Finnish Postal Act, if a Letter with Advice of Delivery is delayed, the maximum compensation is EUR 85 per letter. In accordance with the Finnish Postal Act, if a Letter with Advice of Delivery is lost or damaged, the maximum compensation is EUR 340 per letter. The principles of damage compensation are specified in the General Contract Terms.

2.11.4. Pricing principles

Pricing is based on the weight of the items. Verifiable notifications of courts of law and administrative authorities as a Letter with Advice of Delivery are VAT exempt.

2.11.5. Additional services

Handing over to the Addressee in Person, 2nd Notice of Arrival (requires the use of an electronic notice of arrival).

2.12. Insured Item

2.12.1. Service level agreement

Cash, securities, precious metals, gems, and other valuable items delivered through Posti must always

be sent as Insured Items. Insured Items are handled in a separate secure handling.

An Insured Item includes Item Tracking. When mailing an Insured Item, the sender is given a receipt with a unique item ID. The receipt may also be in electronic form.

The item is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient. The item will be available for pickup at the outlet primarily on the second and no later than on the third weekday following its mailing date. An electronic notice of arrival or a notice of arrival letter concerning the item is sent to the recipient. The item is handed over to the recipient or a person authorized by the recipient against signature.

2.12.2. Restrictions

An insured item must be used according to the General Contract Terms for sending money, securities and payment devices, among other items.

Posti will not accept or transport any items or batches that contain a significant amount of money, securities or other valuables, not even as an insured item.

2.12.3. Damages

If an Insured Item is delayed, the maximum compensation is EUR 150 per item. If an Insured Item is lost or damaged, the insurance covers only actual and substantiated material damage in accordance with insured value. The principles of damage compensation are specified in the General Contract Terms.

2.12.4. Pricing principles

Pricing is based on the weight and insured value of the items.

2.12.5. Additional services

Cash on Delivery, Handing over to the Addressee in Person, 2nd Notice of Arrival (requires the use of an electronic notice of arrival).

2.13. Additional letter services

Additional services available may vary on the basis of the shipment product and its method of payment. More detailed information can be found in the price list.

2.13.1. Maxi Size

The Maxi Size additional service can be selected for letters stamped with a franking machine.

The Maxi Size additional service is selected whenever a single dimension of a letter exceeds the size 353 mm x 250 mm x 30 mm (more detailed dimensions in the price list). As a rule, Maxi Size items cannot be delivered to a drop-off point due to their large size. A notice of pickup will be delivered for these items. The item can also be delivered, if it is possible from the point of view of mail delivery arrangements.

2.13.2. COD (Cash on Delivery)

The recipient will receive a notice of the arrival of the item (in paper or electronic format). The notice of arrival is handed to the recipient in exchange for a fee specified by the Customer at a postal outlet.

Posti remits the payment to the Customer's account at a bank operating in Finland within two to four (2–4) weekdays (Mon–Fri) 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 COD assignment. The maximum amount of COD is EUR 2,000. Information is not disclosed through payments. The principles of damage compensation are specified in the General Contract Terms.

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 concerning the deal made by the buyer.

2.13.3. Saturday Delivery

In separately defined areas, items are delivered in a separate delivery on Saturday. In case the item cannot be delivered on Saturday, it will be delivered in the delivery of the following weekday. The services availability areas can be checked using the Delivery Time Inquiry service on Posti's website.

2.13.4. 2nd Notice of Arrival

The 2nd Notice of Arrival can be received as an additional service if the Customer uses the electronic notice of arrival. This additional service includes a reminder sent to the recipient if the item has not been

picked up as the result of the first notice of arrival included in the service.

2.13.5. Handing over to the Addressee in Person

With this additional service, the handing over of an item can be restricted only to the natural person who has been indicated as the recipient. In this case, the item will not be handed over to a person with a proxy. The handing over of an item addressed to a corporate or organizational recipient cannot be restricted with the additional service.

2.13.6. Additional Handling

If recipient information is not provided to the Sorting Service in accordance with the Contract Price List or other Posti instructions, Additional Handling (subject to a charge) will be added automatically to Economy Standard Letter Pro and Priority Standard Letter Pro items.

The additional handling fee affects the delivery speed of letters.

3. Domestic Reply services

3.1. Service description

The Customer is given the use of a code and the items bearing that code will be delivered to an address specified by the Customer in mainland Finland and related postage fees shall be charged from the Customer. Posti shall be entitled to dispose of any reply service items in case the delivery address provided by the Customer is incorrect/outdated or the Customer's contract on reply services has terminated.

The Customer stamps/prints the payment indication, reply mail item ID, possible information code and other address markings on the reply mail item according to Posti's instructions.

3.2. Restrictions

The Priority Reply service is available only when the recipient's delivery address is located in the separately specified postal code areas. Service available for postal code range 00–03. The use of this service requires that the Customer has a minimum of 250,000 Priority Reply mail items annually.

3.3. Customer's obligations

The Customer shall provide Posti with a valid Finnish mainland delivery address and info codes for reply mail

items. Any changes to the delivery address or info codes must be communicated in writing at least 14 days before the change. The Customer shall undertake to pay the postage for its Reply mail items.

3.4. Pricing principles

Pricing is based on the quantity, weight, size and of delivery speed of items.

3.5. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a regular letter cannot be tracked and, consequently, it is usually not possible to determine its reception, progress or delivery retrospectively. In accordance with the Finnish Postal Act, the maximum compensation for the loss, damage or delay of a regular letter is EUR 50 per letter. The principles of damage compensation are specified in the General Contract Terms.

3.6. Posti Economy Reply

3.6.1. Service level agreement

Economy Reply items are transported at a speed equivalent to that of Economy letters and delivered to the Customer at the delivery address provided by the Customer in the contract, in separate bundles in Posti's delivery.

3.6.2. Additional services

Additional Sorting (info code), Combination Envelope, Additional Handling

3.7. Posti Priority Reply

3.7.1. Service level agreement

Priority Reply mail items are delivered at a speed equivalent to that of Priority letters.

3.7.2. Additional services

Additional Sorting (info code), Additional Handling

3.8. Posti Express Reply

3.8.1. Service Description

Express Reply items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered

in 1–2 weekdays following their mailing date in the areas specified in the Delivery Time Inquiry service.

The item's receipt by Posti and the handing over to the recipient is entered in the tracking system. The use of the service requires the items to be mailed separately from other items and the mailing to take place at a Posti outlet or other separately agreed location. If the item has not been posted separately from other items as described above or the item is forwarded due to an incorrect address or on the basis of an assignment from the recipient, Posti shall not be responsible for the time of delivery.

3.8.2. Additional services

Additional Sorting (info code), Saturday Delivery, Additional Handling

3.9. Posti Standard Reply

3.9.1. Service Description

Standard Reply items are transported at a speed equivalent to that of Economy letters and delivered to the Customer at the delivery address provided by the Customer in the contract, in separate bundles in Posti's delivery.

The use of the Standard Reply service requires an envelope that is suitable for machine handling and equipped with a 2D code.

3.9.2. Additional services

Additional Sorting (info code), Additional Handling

3.10. Additional reply services

3.10.1. Additional Sorting (info code)

In the Additional Sorting service, Posti sorts items marked with an agreed info code apart from the other reply mail items of the Customer and the marked items can be directed to a different delivery address than other reply mail items.

3.10.2. Combination Envelope

The Combination Envelope additional service allows there to be two options on the return envelope; both reply mail items, the postage fee of which is paid by the recipient, as well as returning replies, the postage fee of which is paid by the sender themselves.

3.10.3. Additional Handling

The Additional Handling additional service is added automatically if there are handwritten address markings on the reply mail item, the payment indication is missing from the item or the payment indication is not in accordance with Posti's instructions.

4. Direct marketing services

4.1. Service description

By using direct marketing services, one can send marketing materials, notifications or other similar messages targeted at a large group of recipients. Posti primarily delivers the items to the address provided by the sender. Direct marketing services do not include address clarification. In case the recipient's address is incorrect or the item cannot be delivered due to another reason beyond Posti's control, Posti shall be entitled to dispose of the item according to the General Contract Terms, unless the Customer has separately agreed otherwise (Information Service). Items are delivered to the recipients in Posti's delivery service on weekdays (Mon–Fri) unless the delivery days area service-specifically defined.

4.2. Posti Customer Direct

4.2.1. Service level agreement

Customer Direct items submitted in the sorting center in accordance with Posti's instructions on weekdays (Mon–Fri) are primarily delivered to the recipients in 2–4 weekdays following the mailing date; however, not including Tuesdays. Rest of the items are delivered at the latest on the fifth weekday; not, however, including Tuesdays. Posting at a terminal is possible through the Terminal shuttle service. In this case, one weekday is added to the service level agreement (SLA).

If the Additional Handling additional service is added to the item, the delivery of the Customer Direct item according to the service level agreement will not be realized.

4.2.2. Restrictions

Confidential or personal items, such as invoices, bank account statements or Customer loyalty point statements, may not be sent through Customer Direct; instead, they must be sent using letter services.

If the Customer has not complied with the terms or instructions when mailing items, Posti shall be entitled to charge a fee for additional work according to the Rates and Tariffs. If the item size does not correspond to the service specifications, it will be processed and invoiced as a service that corresponds to the Customer's item.

4.2.3. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a Customer Direct item cannot be tracked and, consequently, it is usually not possible to determine its arrival, progress or delivery retrospectively. If the letter is lost, damaged or delayed due to Posti's negligence, the maximum compensation for the item amounts to its postage fee.

4.2.4. Pricing principles

Pricing is based on the quantity, weight, size, batch size and processability of items as well as on the preparatory work done by the sender.

4.3. Additional services related to Customer Direct

4.3.1. Information Service

A separate Information Service can be added to Customer Direct items. In this service, the sender is informed of a change in the recipient's address and items will be forwarded to the new address or returned to the sender.

4.3.2. Additional Handling

In the Additional Handling additional service, the Customer may purchase item preparation from Posti when, for example, an item's bundling, boxing or other product-specific characteristics differ from the specifications in the Contract Price List or in other instructions provided by Posti. Product-specific additional handling actions and prices can be found in the price list and Posti's instructions.

5. Small Items

5.1. Service description

Small item deliveries are services suitable for transporting goods in the letter mail network, subject to the Finnish Act on Road Transport Contracts.

5.2. Posti Sample Item

5.2.1. Service level agreement

Sample Items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered primarily on the next weekday following their mailing date and no later than on the second weekday following their mailing date.

The service includes the handling of fragile items.

The receipt of a Sample Item by Posti and its handover to the recipient are registered in the tracking system. The sample item is delivered to a Posti outlet for pickup, unless otherwise agreed with the recipient.

The sample item service availability areas can be checked from the service on Posti's website.

5.3. Additional services for Sample Items

5.3.1. Saturday Delivery

In separately defined areas, items are delivered in a separate delivery on Saturday. In case the item cannot be delivered on Saturday, it will be delivered in the delivery of the following weekday. The service availability areas can be checked from the service on Posti's website.

6. International letter services

6.1. Service description

International letter services can be used for sending personal messages from Finland to other countries. The extent of secrecy of correspondence varies between countries. The maximum weight of a letter item is 2 kg. The maximum and minimum dimensions of items are detailed in the price list.

6.2. Remailing fee

According to the Universal Postal Convention, the postal operator of the destination country is entitled to charge an additional fee for items if it interprets that the Customer's items have been produced or published in the destination country or some other country which is not the country of posting, or that the domicile of the shipment sender is in the destination country or said third country. Based on the remailing claim of the postal operator of the destination country, the Customer is required to pay the difference between the VAT-exclusive postage paid by

the Customer and the delivery fee charged by the postal operator responsible for the delivery in the destination country added with twenty (20) per cent.

6.3. Customs clearance

Items containing goods addressed to a destination outside the European Union and to special areas outside the Excise Duty and Value-Added Taxation Area of the Union must be accompanied by the CN22 customs declaration with a bar code if the value of the content is at most SDR 300 (approximately EUR 350). If the value of the content exceeds EUR 300, the item has to be accompanied by the upper part of the CN22 declaration and the CN23 customs declaration in the number of copies required by the destination country. In addition, the sender must also electronically submit the information concerning the item's contents, sender and recipient in advance to the destination country for customs clearance. The customs declaration and the electronic advance information must be completed in accordance with the instructions, and they must state the contents of the item as well as their value and countries of origin in detail for each article. For the electronic advance notification, the sender must also record the item's sender and recipient information. The markings in the customs declaration and electronic advance notification must be in English, French or a language approved by the destination country and itemized to the extent that import clearance can be done without difficulty in the destination country. Insufficient information, including the lack of an electronic advance notification, may lead to the item being returned from the destination country.

The Customer shall determine the customs requirements valid at the time from the documents attached to the item, information entered in the customs declaration or from other requirements of the authorities. The Customer is responsible for all information marked on the item or related to it. According to the Universal Postal Convention, postal operators are not liable for customs declarations or official decisions related to customs declarations.

Posti takes care of the presentation of goods to customs according to Council Regulation (EEC) No 2913/92 establishing the Community Customs Code and any possible later amendments thereto. If required, Posti can arrange any import and export clearance as a separate service.

6.4. Estimated delivery time

The delivery times of international mail shipments are always estimates. In accordance with UPU's regulations

concerning damages payable, Posti shall not be liable for delays in international traffic.

6.5. Restrictions

In addition to Posti's Product Terms and General Contract Terms, the restrictions and shipment limitations of the destination country apply to the contents of letters addressed to foreign countries.

6.6. Special restrictions

International deliveries are subject to special restrictions, which the Customer is always responsible for observing. Sending money, securities or precious metals by mail is prohibited in many countries. In addition to postal regulations, national customs and tax regulations, for example, may cause restrictions. Posti is entitled to refuse to deliver a shipment which violates the restrictions. The item content restrictions specified in Posti's General Contract Terms also apply.

6.7. Observing country-specific conditions

Destination countries may regulate the contents and methods of shipment of shipments arriving in the country. The Customer shall ensure that the item content is allowed to be sent to the destination country. The applicable country-specific restrictions can be checked from the destination country's commercial agency. On its website, Posti publishes some of the most common country-specific prohibitions and restrictions known to it and related to postal regulation, but Posti cannot assume liability for the completeness of the information in question. As a general rule, no content which is not allowed on flights can be sent abroad.

6.8. Content which is always prohibited

In addition to Posti's general restrictions on item content and the country-specific restrictions of the destination country, Posti does not accept, for transport abroad, items containing narcotics or psychotropic substances, perishable biological material, infectious substances, radioactive material or substances classified as dangerous for road or air transport, or live animals or insects (exceptions: the transport of bees, leeches, silkworms and insects used for pest control, and flies of the family Drosophilidae between officially recognized research institutes), guns, replicas of guns or explosives, counterfeit products or illegal copies of products.

6.9. Posti Priority Letter International

6.9.1. Service level agreement

Priority Letters mailed in Finland on weekdays (Mon–Fri) are shipped towards the destination country on the following weekday or, otherwise, on the first available connection following their mailing. The items are delivered to the destination country primarily via air mail and delivered to the recipient in the destination country within the timeframe for delivery defined by the destination country's postal operator.

6.9.2. Damages

No damage to or delays of ordinary letters are compensated in international postal operations.

6.9.3. Pricing principles

Pricing is based on the quantity and weight of items. The method of payment may affect the pricing principles applied. The pricing principles based on payment methods are shown in the price list.

6.9.4. Additional letter services for Priority Letter

Exprès Letter

6.10. Posti Economy Letter International

6.10.1. Service level agreement

Economy letters submitted to Posti on weekdays (Mon–Fri) will be sent from Finland towards the destination country no later than one week after the time of mailing. The items are delivered to the destination country via airmail or surface transport and are delivered to the recipients in the destination country within the timeframe for delivery specified by the destination country.

6.10.2. Damages

No damage to or delays of ordinary letters are compensated in international postal operations.

6.10.3. Pricing principles

Pricing is based on the quantity and weight of items. The method of payment may affect the pricing principles applied. The pricing principles based on payment methods are shown in the price list.

6.10.4. Additional services for Priority Letter

No additional services

6.11. Posti Registered Letter International

When mailing a Registered Letter, the sender is given a receipt including a unique shipment code.

The items are delivered to the destination country and handed over in the destination country according to the conditions of the country in question. In terms of some countries, the sender may limit the right of receipt so that the letter is only handed over to the receiver personally.

A Registered Letter International may only be addressed to one recipient.

6.11.1. Damages

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

A maximum of SDR 30 (Special Drawing Rights) is compensated for a missing, damaged or stolen Registered Letter. Many countries have restricted liability for damages. Delay is not considered a loss subject to damages.

When the loss or entire theft of or damage to a Registered Letter is the result of force majeure not subject to damages, the sender is entitled to a reimbursement of any payments made.

6.11.2. Pricing principles

Pricing is based on the item-specific weight and the tariff zone of the destination country.

6.12. Posti Letter with Advice of Delivery International

When mailing a Letter with Advice of Delivery, the sender is given a receipt including a unique shipment code.

In addition to the address label, an International Advice of Delivery form CN07 must be attached to the letter and "Avis de réception" or "A.R." must be written in the upper left-hand corner of the address side of the letter, under the sender details.

The items are delivered to the destination country and handed over in the destination country according to the conditions of the country in question. The sender may request that the advice of delivery addressed to any country, indicating also the date of delivery, signed by the recipient or the recipient's

proxy and the postal operator in the destination country is returned to the sender from the destination country at the speed of a Priority Letter.

6.12.1. Damages

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

A maximum of SDR 30 (Special Drawing Rights) is compensated for a missing, damaged or stolen Letter with Advice of Delivery. Many countries have restricted liability for damages. Delay is not considered a loss subject to damages.

When the loss or entire theft of or damage to a Letter with Advice of Delivery is the result of force majeure not subject to damages, the sender is entitled to a reimbursement of any payments made.

6.12.2. Pricing principles

Pricing is based on the item-specific weight and the tariff zone of the destination country.

Verifiable notifications of courts of law and administrative authorities as a Letter with Advice of Delivery are VAT exempt.

6.13. Reply Mail Item International

6.13.1. Service Description

The Customer is given the use of a code and any deliveries bearing that code will be delivered to an address specified by the Customer in mainland Finland and related postage fees shall be charged from the Customer. Posti shall be entitled to dispose of any reply service items in case the delivery address provided by the Customer is incorrect/outdated or the Customer's contract on reply services has terminated.

6.13.2. Service level agreement

Items are transported at a speed equivalent to that of Economy letters and delivered to the Customer at the Finnish mainland delivery address provided by the Customer in the contract, in separate bundles or otherwise collected together.

6.13.3. Damages

No damage to or delays of ordinary letters are compensated in international postal operations.

6.13.4. Pricing principles

Pricing is based on the quantity and weight of items.

7. Additional international letter services

7.1. Exprès Letter

Priority Letters with the additional Exprès service are sent from Finland towards the destination country on the following weekday or ordinary Saturday or, otherwise, on the first available connection following their mailing date. The item is delivered in the destination country as a special express delivery if such a service is offered in the destination country.

7.1.1. Damages

No damage to or delays of Exprès Letters are compensated in international postal operations.