

# COVID-19 impacts the delivery of letters and parcels sent from Finland

## PRIORITY AND EMS PARCELS AND LETTERS

Transports are operating to most of the world. Sending letters and parcels abroad from Finland to become easier – the number of countries that are cut off due to the COVID-19 pandemic is now only 20.

However, there may still be delays in shipments. The country-specific estimated transport times on Posti's website are based on the time before COVID-19. Because of the pandemic, transport times may be longer than estimated.

Transport connections are currently cut off to the following countries: Bhutan, Brunei, Ecuador, Eswatini, French Southern and Antarctic Lands, Guinea-Bissau, Honduras, Laos, Lesotho, Montserrat, North Korea, Papua New Guinea, Saint Kitts and Nevis, Saint Lucia, São Tomé and Príncipe, Seychelles, South Sudan, Syria, Tristan da Cunha and Yemen.

COVID-19 continues to impact international shipments. Due to exceptional routes and limited transport capacity, shipments are subject to delays and flight schedules may rapidly change. Items are sent using the next possible connection. Delays may occur in some cases also where the item has been stopped and is waiting for onward transport. Please note that the pandemic situation varies by country, which also impacts item deliveries in the destination country. For example, items are delivered less frequently than usual in many countries.

Upon delivery, the signature should not be verified to avoid contact. Please make note of the discontinued need to verify the signature.

Due to a force majeure, Posti is stopping with immediate effect deliveries to countries to which there is currently no transport connection.

Posti returns Priority and EMS parcels destined for countries to which there is currently no transportation connection nor will there be in the near future. Automatic return does not apply to letters. You can apply for compensation for the postage fee and transportation charge by filling out the compensation form on Posti's website at <https://www.posti.fi/en/customer-support/receiving/claims>.

## EXPRESS BUSINESS DAY, PARCEL CONNECT AND POSTI PARCEL BALTIC

- Deliveries are made to the following countries: Austria, Belgium, Bulgaria, Croatia, the Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (excluding the Canary Islands) Sweden, Switzerland and the United Kingdom.
- Please check the opening hours of the recipient of your delivery, especially B2B (business-to-business) deliveries, and that they are able to receive or hand over items. Due to the pandemic, the situation in destination countries can change quickly, and countries may impose restrictions or lockdown measures.
  - In terms of Express Business Day parcels, the maximum parcel weight limit is 31.5 kg per parcel so that one person is able to take care of pickup and delivery without having to have contact with other persons.
- Road transport is subject to border controls in many countries, which causes delivery delays.
- Upon delivery, the signature should not be verified to avoid contact. Please make note of the discontinued need to verify the signature.

### INTERNATIONAL SANCTIONS

- Postal deliveries are not made to the countries below due to international sanctions. We will not accept shipments to the following countries:

Parcels: Libya and Syria