



Complaints Procedure

This is what you need to do, if you wish to make a complaint or provide feedback on postal services, or a claim for compensation.

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itella●

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post●i

Itella Corporation is Finland's leading service and logistics company. We serve corporate customers under the Itella brand in nine countries and, in Finland, we serve consumers under the Posti brand. We make around 12 million deliveries daily. Although errors are rare, they are possible.

The General Delivery and Contract Terms of Itella Corporation (hereinafter Itella) as well as its liability for compensation are based on the Postal Services Act and the provisions thereof. Our operations are also governed by the Road Transport Agreement Act and the international agreements of the Universal Postal Union (UPU).

ADVICE AVAILABLE FROM ITELLA'S CUSTOMER SERVICE

You can give us feedback through our internet pages, by phone or by using a customer feedback form available at Posti shops and other sales outlets.

You may also give feedback and obtain further details on our services via email. The email address for consumer customers is asiakaspalvelu@posti.fi and for business customers asiakaspalvelu@itella.com

You can contact us in writing at:

Itella Oyj
Customer Feedback Centre
P.O. Box 1755
70101 KUOPIO

IF YOUR MAIL IS DAMAGED

If a mail item is damaged, it pays to notify us as soon as the delivery is received. Then, you and the Itella representative can agree on the damage caused. The Itella representative can then complete a damage notification form, to be signed by you, the customer.

If the damage was not identified on receipt of delivery, the notification must be submitted within 14 days of the recipient noticing the damage or when he/she should reasonably have noticed it.

IF YOUR MAIL IS DELAYED OR LOST

In the event of a delivery going missing, enquiries should be made either by completing a delivery enquiry form available from a Posti shop or other sales outlet or by telephoning Itella Customer Service. If the delivery item has a barcode for tracking purposes, it would be helpful to have the barcode number available.

A notification of the loss or delay of a delivery item must be submitted at the latest within 30 days of the posting of the item. For international postal services, the enquiry must be submitted within six months of posting.



Vahingonkorvaushakemus Ansökan om skadeersättning

Vastaanottamerkinntä (Suomen Posti Oyj)
Mottagningsanteckningar (Posten Finland Abp)

Soinipaikka ja aika Ort och tid

Puh./Tfn

Vastaanottaja Mottagar nr (Nimenselvennys kään. kirjityksessä)

Suomen Posti Oyj:n palveluja ja vahingonkorvaamista koskevat ehdot on esitetty Postipalvelujen yleisissä toimintuehdoissa ja kuljetusehdoissa. Villkoren för Posten Finland Ab:s tjänster och betalning av skadeersättningar finns i de allmänna leveransvillkoren för posttjänsterna och i transportvillkoren.

Vahingon laatu Skadans natur

<input type="checkbox"/> Katoaminen Förlisnande	<input type="checkbox"/> Vahingoittuminen Skada	<input type="checkbox"/> Viivästyminen Fördröjning	<input type="checkbox"/> Muu syy, mikä Annans orsak, vilken
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Tiedot lähetyksestä Uppgifter om försändelsen

<input type="checkbox"/> LÄHETYS FÖRSÄNDELSE	<input type="checkbox"/> Kirje Brev	<input type="checkbox"/> Paketti Paket	<input type="checkbox"/> Muu lähetyks Annan försändelse	<input type="checkbox"/> Lisäpalvelut, mikä Tilläggsjärlnster, vilka
Lähetäjän nimi Avsändarens namn Yhteyshenkilö Kontaktperson		Puh./Tfn.	Vastaanottajan nimi Adressatens namn Yhteyshenkilö Kontaktperson	
Lähetysosoite Utdelnings adress		Jakeluosoite Utdelnings adress		
Postinumero Postnummer	Postitoimipaikka Postkontor	Postinumero Postnummer	Postitoimipaikka Postkontor	
Postituspaikvi Postningsdag	Postituspaikka ja tapa Postningsställe och sätt	Postituskattien nr Postningskittat nr		

Liitteet/ selvitys vahingosta Bilagor/ utredning om skada

<input type="checkbox"/> Katoamis tiedustelu, liitteenä Reklamation om förlisnande i bilaga	Selostus vahingosta: Beskrivning av skadan:
<input type="checkbox"/> Vahinkoilmoitus liitteenä	

SUOMEN POSTI OYJ POSTEN FINLAND ABP
 Itella-Henkilöstö: Vahingonkorvausyksikkö
 00101 Helsinki • 0100000000
 Itella.fi

LIABILITY FOR COMPENSATION

Itella is responsible for any loss incurred by the sender or recipient of the delivery item resulting from any delay to, damage to or loss of the item up to the statutory maximum compensation sum. Delivery-specific maximum compensation amounts valid at any given time are listed in Itella's General Delivery and Contract Terms and/or their appendices.

Itella will compensate for any damaged delivery item provided that the contents thereof were damaged during transport and the item was appropriately packed. Separate terms have been drawn up for fragile deliveries and for items classified as dangerous. The despatch of certain goods is entirely prohibited.

Itella will compensate for a delay to a delivery item if the delivery misses its designated delivery time and results in a financial loss.

Itella will compensate for the loss of a tracked delivery item if Itella is unable to verify the delivery of the item to its recipient or its return to its sender according to the delivery terms, or the contents of the item are lost as a result of damage to the item sustained during transit.

Tangible financial loss suffered constitutes grounds for compensation. Compensation will be paid for any material damage and for the related costs incurred. The damage and costs incurred should be verified through receipts and other written evidence to the extent necessary. Itella is not responsible for

any indirect damage.

The damage must be confirmed by an Itella representative, in order to determine that it was caused whilst the delivery item was Itella's responsibility.

Itella is not responsible for any damage resulting from a pre-existing fault in the item. Neither is compensation payable for an item's antique, sentimental or other specific value. To safeguard against these types of losses, transport insurance is available from insurance companies.

Itella shall be free of liability if the damage was due to reasons beyond its control or which were the responsibility of the customer.

If Itella or a third party acting on its behalf has caused the damage deliberately or due to gross negligence, Itella cannot claim exemption from liability or limit compensation to the normal maximum stipulated in the Postal Services Act or Road Transport Agreement Act.

PROCEDURE FOR MAKING A CLAIM FOR COMPENSATION

A claim for damages resulting from any damage or delay must be submitted at the latest within one year of making the initial enquiry about the delivery item. If the damage has been caused deliberately or due to gross negligence, the period in question is three years. For international postal services, the compensation claim must be submitted within six months following the response to the initial enquiry.

Compensation Claim Forms are available from Posti shops and other sales outlets. The form can also be printed out from the Itella internet site. The claim should be accompanied by the damage notification form with respect to any damage, plus the delivery enquiry form together with the response received and any other evidence listed on the claim form.

The completed compensation claim form or a free-format claim for damages should be submitted to the nearest Posti shop or other sales outlet, or sent by post free of charge to the following address:

Itella Oyj
Compensation for Losses
Code 5013242
00003 FREEPOST

Completing the claim form clearly and attaching any appendices and items of evidence will speed up the handling of the matter at Itella.

PROCESSING TIME FOR COMPLAINTS

Itella processes compensation claims within approximately 14 days. At Itella, the processing time for appeals is a maximum of 30 days in respect of domestic postal

services and, in respect of overseas postal services, it is 40-60 days, depending on the country.

APPEAL METHODS

In cases in which Itella and the customer cannot reach agreement, the customer may refer any claims concerning the contractual relationship between the two, or Itella's liability for compensation, to the Helsinki District Court.

Alternatively, a consumer customer may file a claim with his/her local general lower court of justice. The consumer may also take the matter to The Consumer Disputes Board in order to obtain a recommendation.

The address of the Consumer Disputes Boards is P.O. Box 306, 00531 HELSINKI, telephone 010 366 5200 (switchboard) and the email address kuluttajavl@om.fi

The customer may also refer any disputes regarding postal deliveries or delivery schemes for resolution by the Finnish Communications Regulatory Authority (FICORA). Applications to FICORA must be made within 60 days of receiving a notification on the matter under dispute.

The address of FICORA is P.O. Box 313, 00181 HELSINKI, the telephone number for its Customer Services is (09) 6966 500 and its email address info@ficora.fi

If an address-holder and Itella cannot reach agreement on the location of an individual letter box, the location shall be determined by the Local Authority Building Control Services.

Our Customer Service Unit can provide advice and welcomes customer feedback.

Posti Customer Service, Consumer Customers

Telephone 0200 71000 (call charges apply)

Mon – Fri 8.00am – 8.00pm, Sat 9.00am – 2.00pm

www.posti.fi

Itella Customer Service, Business Customers

Telephone 0200 77000 (call charges apply)

Mon – Fri 8.00am – 6.00pm

www.itella.fi