



The Product Terms of International Goods Transport Services Effective as of June 1, 2010

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INTERNATIONAL GOODS TRANSPORT SERVICES

These products terms apply to the international goods transport services of the contract customers of Itella Corporation and Itella Group companies (hereinafter "Itella"). These product terms specify the general and shipment type specific product terms and features of the international goods transport services.

The customer shall be notified of changes materially affecting the services no later than one month before the changes take effect.

In addition to the product terms, the contract between the customer and Itella as well as Itella's general contract terms for corporate customers shall be applicable. The Economy, Priority, and EMS services shall be governed by the conventions of the Universal Postal Union UPU. With other services, the CMR convention shall be observed in international road transport and Finland's Road Transport Agreement Act (345/1979) in domestic road transport. The use of the Itella Express Business Day (Global Premium) service must be agreed on separately with Itella.

Itella's liability for damages is restricted in accordance with the peremptory legislation regarding the mode of transport in question. Itella has no liability for direct or indirect damages such as income or profit losses, unearned profits, interest losses, or other similar financial damages.

In addition to what is stated in these product terms and/or Itella's general contract or delivery terms, Itella shall not be liable for circumstances not attributable to Itella, such as:

- a) force majeure, e.g., war, strike, flood, fire, boycott, terrorism, vandalism, civil unrest, and other similar events;
- b) national or local disturbances in transport networks, mechanical problems in transport equipment or vehicles;
- c) measures or omissions by any customs, airline, airport or State authorities; or
- d) the sender's neglect in matters for which the sender is responsible.

When the transport and additional service fees for the services are charged on the basis of the customer contract, the customer shall enter the Logistics contract code of Itella on the parcel address label.

1. COMMON FEATURES OF THE SERVICES

The general product features apply to all services unless stated otherwise for any service.

1.1. Transport documents

The customer is responsible for filling in the transport documents and for the accuracy of the information.

If the recipient's address information is incorrect, Itella will be entitled to collect from the sender the costs of returning or forwarding the item.

Itella's contract customers shall obtain a license free of charge for the use of Itella's Prinetti printing software which produces adhesive address labels. Upon termination of the contract, the customer is required to discontinue the use of the Prinetti printing program. A customer printing parcel address labels with tracking barcodes (parcel ID) from his own

system shall have the parcel address labels approved by Itella before using them.

The customer shall ensure that the parcel ID in the parcel address label is not repeated during one and a half years (18 months).

1.2. Collection of invoicing information and pricing

Itella uses an automatic data system to collect invoicing data for each parcel/pallet.

Pricing and invoicing of services are based on the information collected by Itella. Itella is entitled to invoice the customer for the agreed prices and charges even if the customer had not entered the information required by Itella on the shipments or their address labels, or if the collection of the invoicing information by means of the automatic data system is not possible.

Pricing is based on the number of items and the measured weight or cubic content of the shipment, whichever is higher, taking into account:

- Country of destination
- Cubic term $1\text{m}^3 = 250\text{kg}$
- Additional services

In Itella Express Business Day (Global Courier), EMS, Priority, and Economy services, the weight of an individual item is rounded up to the next kilogram. In EMS and Priority services, the weight of the first item in a multiple parcel shipment lot is also rounded up to the next kilogram. Additional items will be priced according to the actual measured weight or cubic weight. The invoicing period is one week, and invoicing is based on the contract. Customers can order a separate chargeable invoicing report in connection with the invoice, either for each invoice or on a continuous basis, by calling the invoicing service number tel. +358 (0)20 451 7352.

1.3. Leaving items for transport

The items shall be packaged and labeled in a manner defined in the Appendices to the Contract with Itella. Consignments of goods

addressed to countries outside the European Union shall be accompanied by the necessary customs clearance documents.

If the customs authorities of the destination country impose customs charges, taxes, fines, or costs at their own discretion or because the sender or the recipient did not supply the correct documents, permits or licenses necessary in connection with the shipment, the recipient shall be invoiced first upon the delivery of the shipment.

If the recipient refuses to pay the charges and the item is returned to the sender, the sender shall be invoiced for the charges. The sender shall take into account any import restrictions in the destination country.

Itella shall not be liable for a delay of shipment or its return to the sender if the sender is sending goods that are restricted or forbidden in the destination country.

1.4. Hand-over of the items

See under service-specific features.

1.5. Item tracking

Each service indicates whether shipment tracking is available.

The item is registered at different stages of the transport chain and in connection with delivery. To check the transport status, please call Itella's Customer Service or visit Itella's website at www.itella.fi.

1.6. Transport times

The transport times between different locations can be viewed at www.itella.fi.

1.7. Contents of the shipments

Cash, securities, precious metals, jewels, and other valuables shall always be posted as Insured Items. The shipment may not contain any substances specified as dangerous in road or air transport, such as aerosol cans, or even small amounts of flammable liquids or

oxidizing substances. More information is available online at www.itella.fi.

1.8. Return to sender

If an item cannot be delivered to the recipient, and no instructions have been received from the sender within a reasonable time, or they cannot be reasonably complied with, Itella has the right to sell the item in a manner that secures the justified benefit. Itella is also entitled to sell the item if the sender refuses to accept the shipment or if it has not been otherwise possible to return the shipment to the sender.

If selling is not possible or practical, Itella will be entitled to destroy the goods instead. Itella may sell or destroy the goods without waiting for the sender's instructions if the goods are perishable or if the costs of storing the shipment are not reasonably proportionate to the value of the goods.

The sender of the shipment should, when possible, be notified in advance that the item will be sold or destroyed.

1.9. Customer service

Service numbers

Businesses

Tel. +358(0)200 77 000 (local network charge/mobile call charge)

Weekdays from 8:00 a.m. – 6:00 p.m.

Transport orders

Tel. +358(0)200 92000 (local network charge/mobile call charge)

Weekdays from 8:00 a.m. – 6:00 p.m.

1.10. Customer feedback, complaints, and compensation for damages

Economy, Priority, and EMS

According to the conventions of the Universal Postal Union, the sender must make queries of the shipment to investigate the damage and to obtain any compensation within six months from the shipment's dispatch date. The sender

will forfeit any right to compensation if it fails to submit a written demand to Posti within one year from having received a reply to the query.

Other services

The recipient of the shipment must inspect the shipment and file complaints of any externally visible damages immediately upon receipt. Complaints regarding damages other than externally visible ones must be filed in writing within seven days of the receipt of the shipment. A complaint regarding a delay in the delivery must be filed in writing within 21 days from the delivery of the shipment to the recipient in accordance with the product terms. If the shipment was not delivered as agreed, a written complaint must be filed not later than three months from the shipment date.

The customer is responsible for providing instructions to the recipient of the shipment to take the actions referred to above.

Customer feedback may be given on our website, by telephone, or by using the customer feedback forms available at Posti and postal agency outlets. Feedback may also be given by e-mail. The e-mail address for business customers is asiakaspalvelu@itella.com. Complaints cannot be filed over the telephone.

Written customer feedback can also be sent to:
Itella Corporation
Customer Feedback Center
P.O. BOX 1755
FIN-70101 KUOPIO

According to the Road Transport Agreement Act, compensation for damages must be sought within one year

- 1) from the date of delivery when goods are missing or damaged, or delivery was delayed;
- 2) within thirty days from the agreed delivery date when the goods are missing, or within sixty days from the date on which the freight carrier took the goods into transport if no specific delivery date was agreed; and

3) in other cases, within three months from the date on which the transport agreement was signed.

Instructions on how to seek compensation for damages are available at Itella Customer Service and on Itella's website.

2. INTERNATIONAL GOODS DELIVERY SERVICES

2.1. Itella Express Business Day (Global Premium)

The shipments will be picked up from the sender in accordance with the Contract, or they may be left in a postal outlet. Express Business Day parcels addressed to destinations in the domestic market area or from the domestic market area (Finland, Sweden, Denmark, Norway, Estonia, Latvia, and Lithuania) to Finland are picked up from the sender in time to place them in the line haul of the destination country. Shipments will be delivered to the recipient during the business day in accordance with the specified service level.

This Service may be used only if agreed upon in the Product Contract of Goods Transport Services between the customer and Itella.

The address labels shall always be printed using the printing software. The EDI message is compulsory. If the customer fails to send an EDI message complying with Itella's specifications and does not correct the message to comply with the specifications after being so instructed, the items will not be accepted into Itella's process until the error has been corrected.

Itella has the right to invoice the costs due to a missing EDI message from the sender. In addition, a transport charge shown in the valid price list shall be charged.

The service includes one delivery attempt. Import and export customs clearance are included in the price of the Service for

shipments outside the EU. Customs duties and taxes incurred in the destination country shall be paid by the recipient. In non-EU countries, the recipient or his/her representative shall be responsible for handling the customs clearance. If the recipient refuses to pay and the shipment is returned from outside the EU, the charges will be invoiced to the original sender

The storage period of the shipment after the delivery attempt is the week in which the shipment arrives and the following week. The storage period of import shipments (destination country Finland) is the same as for the domestic Itella Express Business Day service.

If the shipment has an incorrect or insufficient address, or if the recipient refuses to accept the shipment or fails to pick up the shipment during the storage period, the shipment is returned as an Itella Express Business Day shipment to the address of the sender entered in the address label. The transport fee for the returning shipment shall be invoiced to the original sender.

The items shall be handed over against a signed receipt to a person present in the address.

Prices

The Express and Economy product families available to the Logistics contract customers offer a range of flexible pricing alternatives. The prices and the pricing and data transfer model to be applied can be agreed on separately with each customer.

The pricing of shipments may be based on the number of items, the number of shipments, the transport distance, the measured weight or cubic content of the shipment, or parcel type. Several different combinations of these pricing alternatives are also available.

Contract prices at the time the contract is signed are listed in the price list (Price Appendix) appended to the **Order Confirmation**

or **Product Contract for Goods Transport Services** provided to contract customers.

Weight, dimensions, and cubic content

Parcel

Minimum size: 25cm x 15cm x 3.5cm

Minimum weight: 250g

Maximum size: 120cm x 60cm x 60cm

- In the domestic market area: Maximum length 180cm, length + circumference max. 300cm

Maximum weight: 35kg/item

	Shop pallet	EUR pallet	FIN pallet
Maximum gross weight	370kg	1000kg	1000kg
Max. measurements	Length 60cm Width 80cm Height from the ground 210cm	Length 80cm Width 120cm Height from the ground 210cm	Length 100cm Width 120cm Height from the ground 210cm
Volume	0,94m ³	1,87m ³	2,34 m ³
Default freighting weight	370kg	EUR 740kg	FIN 925 kg

Pallet:

Transport units are shop pallet and FIN/EUR pallet

Additional services: Payer Other than the Sender

2.2. EMS

The items are picked up without charge on the basis of a separate contract or a one-time order. The one-time pick-up should primarily be ordered before 12 noon on the order day. Itella's transport order service number will take the orders and confirm a pick-up time. Shipments may also be left at an Itella service point to be transported.

The items shall be handed over against a signed receipt to a person present in the address.

There will be one to four attempts to deliver the shipment to the recipient, depending on the destination country. If the recipient is not

reached and the shipment is not picked up within the storage time, the shipment will be returned. Information about country-specific storage times is available at the Customer Service. Itella is entitled to invoice the sender for the costs incurred by the return of the item.

The Service includes insurance for goods shipments up to EUR 1,680 for loss or damage or misplacement.

The tracking information of the shipment, the country-specific transport times, restrictions on contents, and other restrictions on shipments can be checked either at www.itella.fi or at Itella's Customer Service (see Customer Service).

Minimum size: 15cm x 25cm

Maximum size: length 150cm (with country-specific restrictions); length + circumference 300cm (with country-specific restrictions); Maximum weight: 30kg/ parcel (with country-specific restrictions)

An EMS address label shall be used for EMS items with a shipment code starting with the letters EE.

Three different packages included in the price of an EMS shipment are available at Itella service points:

DocPack (size 24.9cm x 43.2cm) maximum 500g for documents, SealPack resilient plastic bag (size B3), and MaxiPack cardboard box for fairly lightweight goods (inner dimensions 38.4cm x 28.8cm x 9.6cm).

If the customer uses his own package, EMS adhesive labels available at Itella service points shall be affixed on the package.

No appended documents are required when sending items to the EU area. Items sent elsewhere must be accompanied by a commercial or pro forma invoice. Information on any appended documents necessary and the related regulations can be checked at www.itella.fi or at Itella's Customer Service.

Check the country-specific restrictions and regulations regarding the transport of dangerous goods and other forbidden shipments at www.itella.fi or at Itella's Customer Service.

Additional services: -

2.3. Priority

The items are picked up on the basis of a separate contract or a one-time order subject to a charge. The one-time pick-up should primarily be ordered before 12 noon on the order day. Itella's transport order service number will take the orders and confirm a pick-up time. Shipments may also be left at an Itella service point to be transported.

Priority shipments are delivered directly to the recipient in the countries and areas listed at www.itella.fi. This service feature does not apply to private recipients in all countries; these derogating countries are listed at www.itella.fi. The items shall be handed over against a signed receipt to a person present in the address. In other countries, the shipments are taken to a service point of the delivery operator to be picked up by the recipient.

If the recipient is not reached and if the shipment is not picked up within the storing period, the shipment shall be returned to the sender and Itella has the right to invoice the original sender for any costs incurred by the return.

Import and export customs clearance is included in the service fee in the countries and areas listed at www.itella.fi. Customs duties and taxes incurred in the destination country shall be paid by the recipient. In non-EU countries, the recipient or his/her representative shall handle the customs clearance. If the recipient refuses to pay and the shipment is returned from outside the EU, the charges will be invoiced to the original sender

The tracking information of the shipment, country-specific transport times, restrictions on

contents, and other restrictions on shipments can be checked either at www.itella.fi or at Itella's Customer Service (see Customer Service).

Minimum size: 15cm x 25cm

Maximum size: length 150cm (with country-specific restrictions), length + circumference 300cm (with country-specific restrictions)

Maximum weight: 30kg/ parcel (with country-specific restrictions)

A Priority address label shall be used for a priority parcel with a shipment code starting with the letters CE.

No appended documents are required when sending items to the EU area. Items sent elsewhere have to be accompanied by a commercial or pro forma invoice. Information on any appended documents necessary and the related regulations can be checked at www.itella.fi or at Itella's Customer Service.

Check the country-specific restrictions and regulations regarding the transport of dangerous goods and other forbidden shipments at www.itella.fi or at Itella's Customer Service.

Additional services: Hard copy POD (with country-specific restrictions)

2.4. Economy

Economy is Itella's international basic parcel to all countries with delivery normally to a postal service outlet in the destination country. The country-specific transport times, restrictions on contents, and other restrictions on shipments can be checked either at www.itella.fi or at Itella's Customer Service.

Posting can take place at an Itella postal outlet, or the item may be picked up from the Customer in accordance with a separate contract.

If the recipient is not reached and if the shipment is not picked up within the storage period, the shipment shall be returned to the sender and Itella has the right to invoice the

original sender for any costs incurred by the return.

Minimum size: 15cm x 25cm

Maximum size: length 150cm (with country-specific restrictions), length + circumference 300cm (with country-specific restrictions)

Maximum weight: 30kg/ parcel (with country-specific restrictions)

An Economy address label shall be used for an Economy parcel with a shipment code starting with the letters CP.

No appended documents are required when sending items to the EU area. Items sent elsewhere have to be accompanied by a commercial or pro forma invoice. Information on any appended documents necessary and the related regulations can be checked at www.itella.fi or at Itella's Customer Service.

Check the country-specific restrictions and regulations regarding the transport of dangerous goods and other forbidden shipments at www.itella.fi or at Itella's Customer Service.

Additional services: Hard copy POD (with country-specific restrictions) and Transport Insurance.

3. ADDITIONAL SERVICES

Information on country-specific restrictions is available from the Itella's Customer Service number or at www.itella.fi.

3.1. Hard Copy POD

The sender obtains a written certificate of the handing over of the item to the recipient. A Hard copy POD form (CN 07) must be affixed on the item.

3.2. Transport Insurance

Transport insurance may be included in the items by indicating the desired insured value (maximum 15,000 EUR) in the field reserved for it in the address label.

The insurance will increase Itella's liability for loss of and damage to the item, up to the maximum insured value. Transport insurance may not be used to increase the liability of Itella for damages for delay.

Only shipments of goods may be insured.

Transport insurance is not granted for items containing money, securities, or other valuables. These items must always be sent as an Insured letter (see the Delivery Terms of Itella Corporation and the appendix Letter Services).