



The Product Terms of International Goods Transport Services

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Itella Corporation

Customer Service

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TABLE OF CONTENTS

INTERNATIONAL GOODS TRANSPORT SERVICES	3
1. COMMON CHARACTERISTICS OF THE SERVICE	3
1.1. Transport documents	3
1.2. Collection of invoicing information and pricing	3
1.3. Leaving of items to be transported	4
1.4. Handing over of the items	4
1.5. Tracking of the items	4
1.6. Transport times	4
1.7. Contents of the shipments	4
1.8. Return to sender	4
1.9. Customer service	4
2. INTERNATIONAL GOODS TRANSPORT SERVICES.....	5
2.2. Itella Express Business Day (Global Premium).....	5
2.3. EMS	6
2.4. Priority	7
2.5. Economy	7
2.6. Consignment	8
3. ADDITIONAL SERVICES.....	9
3.1 COD	9
3.1. Multiple Parcel Shipment	9
3.2. HARD COPY POD	9
3.3. Transport insurance	9

INTERNATIONAL GOODS TRANSPORT SERVICES

These Product Terms define the General and product-specific Product Terms and characteristics of the International Goods Transport Services of Itella Corporation (hereinafter Itella).

The Customer shall be notified of changes in the Services no later than one month before entry into force of the changes.

In addition to the Product Terms, the contract between the Customer and Itella shall be complied with. Economy, Priority, EMS and Global Courier services shall be governed by the Postal Services Act, the Conventions of the Universal Postal Union (UPU) and the General Delivery Terms of Itella. The use of Global Premium and Consignment Services shall be subject to separate agreement with Itella. The Global Premium and Consignment Services shall be governed by the Road Transport Act and the General Contract Terms for Corporate Customers of Itella.

In addition to that stated in these product Terms and/or the General Contract or Delivery Terms of Itella, Itella shall not be liable for circumstances not attributable to Itella, such as

- a) events of force majeure, e.g. wars, strikes, floods, fires, boycotts, terrorism, mischief, civil unrest and corresponding events
- b) national or local disturbances in transport networks, mechanical problems in transport equipment or vehicles
- c) measures or omissions by any Customs, airline or State authorities.

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 dispatch note.

1. COMMON CHARACTERISTICS OF THE SERVICES

The general characteristics of the products relate to all the services unless otherwise stated in the case of a service.

1.1. Transport documents

The Customer shall be responsible for filling in the transport documents and for the correctness of the data.

If the address information of the addressee is entered incorrectly, Itella has the right to collect from the sender the costs of returning or forwarding the item.

The Contract Customers of Itella shall, free of charge, obtain a license for the use of the Prinetti printing program of Itella which produces adhesive dispatch notes. Upon the termination of the Contract, the

Customer shall refrain from using the Prinetti printing program.

A Customer printing parcel dispatch notes with tracking barcodes (shipment code) from his own system shall have the parcel dispatch notes approved by Itella prior to their introduction.

The Customer shall ensure that the shipment code of the parcel dispatch note is not repeated during one and a half years (18 months).

1.2. Collection of invoicing information and pricing

Itella shall collect the invoicing data parcel/pallet-specifically by means of an automatic data system of Itella.

The pricing and invoicing of the Services are based on the information collected by Itella.

Itella has the right to invoice the Customer for the prices and charges agreed upon, even if the Customer has not entered the information required by Itella on the shipments or their dispatch notes, or if the collection of the invoicing information by

means of the automatic data system is not successful.

The pricing is based on the number of items and the measured weight or cubic content of the shipment, depending on which is bigger, taking into account:

- country of destination
- cubic term $1\text{m}^3 = 250\text{kg}$
- additional services

The maximum weight of a single item in the Global Courier, EMS, Priority and Economy services shall always be rounded upwards to a full kilogram. In the EMS and Priority Service, the weight of the first item in a multiple parcel shipment shall also be rounded up to the next full kilogram. Additional items shall be priced on the basis of the actual weight or cubic weight. The invoicing period is one week and the invoicing is based on the contract. A separate invoice report subject to a charge can be ordered in connection with the invoice, either invoice-specifically or continuously from the Service Number of Invoicing 020 451 7352.

1.3. Leaving of items to be transported

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 addressee did not supply the correct documents or permits or licenses necessary in connection with the shipment, the addressee 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/forbidden in the destination country.

1.4. Handing over of the items

See service-specific characteristics.

1.5. Tracking of the items

The possibility to track an item can be checked per the service in question.

The item is registered at the different stages of the transport chain and upon delivery. The situation of an item can be checked at the Call Centre of Itella or at the web site www.itella.fi.

1.6. Transport times

The transport times with different connection points can be checked 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 defined as dangerous in road or air transport, such as aerosol cans or even small amounts of flammable liquids or oxidising substances. For more information see www.itella.fi

1.8. Return to sender

If an item cannot be delivered to the addressee, 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 it has not been otherwise possible to return the shipment to the sender.

Itella is entitled to destroy the item instead of selling it if it is not possible or practical to sell it. Itella may sell or destroy an item without waiting for the sender's instructions if the item is perishable or the costs of storing the shipment are out of proportion to its value.

Where possible, the sender of the shipment must be informed in advance that the item will be sold or destroyed.

1.9. Customer service

Service numbers

Companies

0200 77 000 (local network charge/mobile phone call charge)

Weekdays from 8 a.m. to 6 p.m.

Transport orders

0200 92000 (local network charge/mobile phone call charge)

Weekdays from 8 a.m. to 6 p.m.

2. INTERNATIONAL GOODS TRANSPORT SERVICES

2.1. Global Courier

Two service levels available: Courier 9.00 and Courier. The item is delivered to the recipient on the following working day almost all over the world. The information specific to the country of destination and the postal code may be checked from the Call Centre or at www.itella.fi. Courier 9.00 shall be delivered at 9:00 a.m. local time (first delivery attempt). No exact delivery time shall be determined for a Courier item.

The items are picked up without a charge on the basis of a separate contract or a one-time order. A one-time pick-up for the day of order shall primarily be ordered before 12 noon. Orders are placed with the service number of Transport Orders of Itella, which confirms the time of the pick-up. Shipments may also be left to be transported at a Service Point of Itella specifically determined at www.itella.fi.

The items shall be handed over against a signed receipt to a person present in the address. The recipient may also authorise the transport company to sign for the item.

The service includes three (3) delivery attempts. Import and export forwarding are included in the price of the Service. Customs duties and other charges of the authorities, as well as taxes, shall be paid by the recipient. If the recipient refuses to pay the charges and the item is returned to the sender, the original sender shall be invoiced for the charges.

If the item cannot be delivered within three delivery attempts, a notice of arrival shall be delivered and the recipient shall have seven (7) days to pick up the item from the service outlet of the transport operator. If the item is not picked up within the said storage period, the item shall be returned (from outside the European Union only on request of the sender). Itella has the right to invoice the costs due to the return of the item from the sender.

The Customer shall obtain for its use Dispatch Envelopes and resilient plastic bags meant as packaging material free of charge,.

The transport of parcels exceeding the maximum weight may be agreed upon separately.

The items have to be equipped with parcel dispatch notes approved by Itella. The Global Courier dispatch note shall be used as the parcel dispatch note. The transport documents shall be ordered from the customer service number of Itella and they are free of charge.

No appended documents are needed 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 the web site www.itella.fi or at the Customer Service of Itella.

Weight, dimensions

- Minimum size: 18cm x 27cm
- Maximum weight: 30kg/package (70kg by separate agreement)
- Maximum size: length 150cm, length + circumference 300cm

Additional services: Transport insurance

2.2. Itella Express Business Day (Global Premium)

The shipments shall always be picked up from the sender in accordance with the Contract.

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

The dispatch notes shall always be printed using the print-out program. The EDI message is compulsory. If the Customer fails to send an EDI message complying with the specifications of Itella and does not correct the message to comply with the specifications after being so instructed, the items will not be accepted for Itella 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 complying with the valid tariff 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 other charges of the authorities, as well as taxes, shall be paid by the recipient.

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 is as for the domestic Keltainen Kuljetus 14 and Transport Unit 14 services.

If the shipment has an incorrect or defective address, or if the addressee refuses to accept the shipment or does not fetch the shipment during the storage period, the shipment is returned as a Global Premium shipment to the address of the sender entered in the dispatch note. The transport fee for the returning shipment shall be invoiced from the original sender.

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

The pricing is based on the number of items and the measured weight or cubic content of the shipment, depending on which is bigger, taking into account:

- country of destination
- cubic term 1m³ = 250kg
- minimum invoicing weight is 250g
- additional services

With regard to pallets, the pricing is based on the number of items, taking into account:

- country of destination
- additional services

Weight, dimensions and cubic content

Item:

Minimum dimensions: 25cm x 15cm x 3.5cm

Maximum weight: 35kg

Maximum dimensions: 120cm x 60cm x 60cm

Pallet:

Size: 80cm x 120cm (EUR pallet)

Maximum weight 740kg

Maximum height of the pallet: 190cm (from the ground)

Additional services: Multiple parcel shipment, Payer other than the sender, Record of Recipient's Name

2.3. EMS

The items are picked up without a charge on the basis of a separate contract or a one-time order. A one-time pick-up for the day of order shall

primarily be ordered before 12 noon. Orders are placed with the service number of Transport Orders of Itella, which confirms the time of the pick-up. Shipments may also be left at a Service Point of Itella 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 has the right to invoice the costs due to the return of the item from the sender.

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

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/tyokalut or at the Customer Service of Itella (see Customer Service).

Minimum size: 18cm x 27cm

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 dispatch note 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 the service points of Itella:

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, it shall be affixed with EMS adhesive labels available at the service points of Itella.

No appended documents are needed 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 the web site www.itella.fi or at the Customer Service of Itella.

Check the country-specific restrictions and regulations on sending dangerous goods and on the transport of other forbidden shipments at www.itella.fi or at the Customer Service of Itella. Additional services: Multiple Parcel Shipment (to Norway, Sweden and Denmark) and Transport Insurance.

2.4. Priority

The items are picked up on the basis of a separate contract or a one-time order subject to a charge. A one-time pick-up for the day of order shall primarily be ordered before 12 noon. Orders are placed with the service number of Transport Orders of Itella, which confirms the time of the pick-up. Shipments may also be left at a Service Point of Itella to be transported.

Priority shipments are delivered direct to the recipient in the countries and areas listed at www.itella.fi. This service characteristic 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 fetched by the recipient.

If the recipient is not reached and if the shipment is not fetched within the period of storing, the shipment shall be returned to the sender and Itella has the right to invoice the original sender for any costs due to 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 other non-EU countries, the recipient or his representative shall handle the customs clearance of the shipment. If the recipient refuses to pay the charges and the item is returned to the sender from outside the EU, the original sender shall be invoiced for the charges.

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

Minimum size: 18cm x 27cm

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 dispatch note shall be used for a priority parcel with a shipment code starting with the letters CE.

No appended documents are needed 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 the web site www.itella.fi or at the Customer Service of Itella.

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

Additional services: Multiple Parcel Shipment (to countries listed separately), Hard copy POD (with country-specific restrictions) and Transport Insurance.

2.5. Economy

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

Posting either at a service point of Itella or the item is picked up from the Customer in accordance with a separate Contract.

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

Minimum size: 18cm x 27cm

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 dispatch note shall be used for an Economy parcel with a shipment code starting with the letters CP.

No appended documents are needed 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 the web site www.itella.fi or at the Customer Service of Itella.

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

Additional services: Multiple Parcel Shipment to countries listed separately, Hard-copy POD (with country-specific restrictions) and Transport Insurance.

2.6. Consignment

The Service may only be used if it is mentioned in the Product Contract between the Customer and Itella. The shipment may include items addressed to one or several recipients and they may be either individual parcels or full pallets. Pick-up subject to a separate contract. Delivered to the recipient in the country of destination in accordance with the service terms of the country of destination. The destination countries are: Sweden, Denmark, Norway, Germany, Estonia, Latvia, Lithuania and Russia.

Where necessary, Itella may handle any export and import customs clearance as an additional service. Customs clearance as joint clearance is where the entire lot is cleared with one Customs clearance document.

The shipments included in Consignment shall be equipped with dispatch notes and the lot shall always be accompanied by the Consignment Dispatch List. Consignments of goods addressed to countries outside the European Union shall be accompanied by the necessary customs clearance documents. The items shall be delivered to the

address stated in the dispatch note or a postal service point in the country of destination.

With regard to items being delivered to the addresses of the recipients, no P.O. Box address may be used. The items are handed over in accordance with the terms of the country of destination, mainly against a signed receipt. The length of the transport journey and the chosen service shall affect the time of transport.

The practices in the countries of destination vary

- Minimum size: minimum size: 17cm x 25cm (size of the dispatch note)
- Maximum weight: 20-35kg/package
- Maximum dimensions: mainly length 150cm and length + circumference 300cm

With Consignment shipments you can use either a dispatch note of the destination country or a dispatch note model to be agreed upon separately. The Customer shall be responsible for filling in the transport documents and for the correctness of the data.

Pricing is based on the number of items and their measured weight, taking into account:

- the service level chosen
- additional services, including any export and/or import clearance fees
- the lot-specific handling fee
- customs duties and taxes, as well as other charges of the authorities specific to the country of destination

The invoicing period is one week and the invoicing is based on the contract.

The storage period is in accordance with the terms of the country of destination, mainly 2-3 weeks. If an item cannot be delivered to the addressee, it is returned to the sender. The transport fee of the returning item and any additional service (sizeable) shall be invoiced from the original payer or Customer in accordance with the transport terms.

Destination-country additional services are available, such as sizeable and COD.

3. ADDITIONAL SERVICES

Information on country-specific restrictions is available from the Customer Service Number of Itella or at www.itella.fi

3.1 COD

A parcel can be sent as COD with Consignment - services. The maximum amount of the COD depends on the country of destination. The absolute maximum amount is EUR 8,400.

On the parcel label shall be written the beneficiary's bank's BIC/SWIFT code, account number in IBAN format, and the COD amount in euros.

The amount of COD collected from the addressee when the shipment is delivered will be paid to the beneficiary's bank account in the country of destination. The sender shall be liable for the full and correct marking of the account number, bank code, amount of COD, and individual reference information.

If there are shortcomings or errors in the account, reference, or currency information, Itella shall not be liable for any resulting damages.

If the shipment has been delivered to the addressee in the country of destination in a verifiable way without collecting the amount of COD, or the amount collected upon delivery is less than the amount written on the parcel label, Itella will reimburse the sender for the amount of COD not collected or a part thereof by separate application.

3.2. Multiple Parcel Shipment

A package can be sent as a Multiple Parcel Shipment to the countries listed in the Tariff for Logistics Services. The Service is not available to other countries.

A shipment can be sent as a Multiple Parcel Shipment when 2 -999 items are sent from one sender to one addressee at the same time. Each item of the shipment shall bear a complete dispatch note approved by Itella, and all the dispatch notes shall be identical with the exception of the individual bar code and the number of items in the shipment (number of package/total number). Identical Additional services and markings shall be included in all the items of a Multiple Parcel Shipment.

The appended documents covering the whole lot sent are inserted in the dispatch note bag of the first item.

3.3. HARD COPY POD

The sender obtains a written certificate of the handing over of the item to the addressee. The item shall be affixed with a Hard copy POD form (CN 07).

3.4. 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 dispatch note.

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

Only goods shipments 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).