

## Contract customer instructions in case of damage

If the shipment is damaged,

The recipient must inspect the shipment upon receiving it and immediately give notification of any externally observed damage. Itella's representative will determine the damage and submit a damage report for the shipment.

If the shipment damage has not been noticed upon receiving the shipment, give notification of the damage either by using the electronic form at Itella's website <http://www.itella.fi/palaute/>, calling 0200 77000 or writing a free-form email to [asiakaspalvelu@itella.com](mailto:asiakaspalvelu@itella.com). On the basis of the notification, Itella will go and determine the damage, and fill out a damage report. At the same time, the shipment packaging method and any additional services used as required by the content, so you should keep the damaged goods and the packaging material.

A delayed or lost shipment

If your shipment has a delivery ID, you can use it for verifying the progress of your shipment in shipment tracking <http://www.itella.fi/online-palvelut/tyokalutjalaskurit/lahetystenseuranta.html>

If the shipment has not been delivered according to the agreed schedule, notify the delay/loss to Itella by either using the website's electronic form <http://www.itella.fi/palaute/>, calling 0200 77000 or writing a free-form email to [asiakaspalvelu@itella.com](mailto:asiakaspalvelu@itella.com). For shipments other than registered shipments, it is mainly not possible to verify shipment reception, transportation or handover.

If you are seeking compensation for damage

Separately provide Itella with a damage compensation application concerning the damage. The application form is available on Itella's website at <http://www.itella.fi/palaute/> and the forms are also available at postal outlets.

In the application, specify the event number related to the case. In case of damage, you should submit a copy of the damage report as an attachment. Also submit a copy of the bill, or a similar receipt of the sales price without VAT, and any other documents further clarifying the case.

For a contract service, the party paying for the transport makes a complaint and seeks compensation. The compensation right may be transferred to another party by giving notification of this in the compensation application or otherwise in writing on a case-by-case basis.

Compensation grounds

Itella's responsibility and damage compensation liability is determined and restricted by the applicable legislation for goods transport (the Act on the Contract for the Carriage of Goods by Road) and for postal operations (the Postal Services Act, and the Universal Postal Union convention, which is comparable to an act), as well as according to the grounds set

out in Itella's contract, delivery terms and conditions and product terms and conditions. Familiarize yourself with the damage liabilities of the sender, transporter and recipient, as set out in the above.

Compensation payment requires that an error Itella is liable for has caused damage to the customer and that the damage is compensable according to Itella's terms and conditions. The compensation will be paid according to the incurred damage; however, limited to the shipment type-specific maximum compensation.

In this table, you can check the shipment reminder time and the maximum compensation.

### Domestic goods transport services

Applicable law and conditions	General contractual terms of Itella Corporation for corporate clients (terms and conditions for contract customership and invoicing) The Act on the Contract for the Carriage of Goods by Road, and the law-based products terms and conditions for Goods transport services The contract between the customer and Itella Legislation concerning the transport of hazardous substances			
The complaint time by damage reason	Damage : 7 days, excluding Sundays and holidays	Loss: If a delivery time has been agreed, the shipment is considered lost if it has not been handed over in 14 days from the agreed time.  Other shipment is considered lost unless it has not been handed over in 28 days from submitting the shipment for transport	Delay: A written complaint has to be made in 21 days from setting the shipment to be controlled by the recipient (e.g., the shipment is available for pick-up)	Erroneous or missing payment of the cash on delivery sum: 3 months from mailing the shipment
<b>Maximum compensation</b>	<b>Damage</b>	<b>Loss</b>	<b>Delay</b>	
All shipments	EUR 20/kg	EUR 20/kg	Limited to the amount of the transport fees	

### International goods transport services outbound

Applicable law and conditions	<p>Economy, Priority, EMS:            General contractual terms of Itella Corporation for corporate clients (terms and conditions for contract customership and invoicing)            The stipulations set out in the Universal Postal Union contracts and the product terms for International transport services based on the stipulations            the product terms for contract services            The contract between the customer and Itella</p> <p>Itella Express Business Day:            General contractual terms of Itella Corporation for corporate clients (terms and conditions for contract customership and invoicing)            The international section of the Act on the Contract for the Carriage of Goods by Road: Convention on the Contract for the International Carriage of Goods by Road (CMR)</p>		
Complaint time by damage reason	<p>Economy, Priority, EMS (UPU) six months</p> <p>Itella Express Business Day (TKS/CMRL):            7 days, excluding Sundays and holidays</p>	<p>Economy, Priority, EMS (UPU) six months</p> <p>Itella Express Business Day (TKSL/CMR):            The shipment is considered lost unless it has been handed over in 60 days from submitting the shipment for transport</p>	<p>Economy, Priority, EMS (UPU) six months</p> <p>Itella Express Business Day (TKSL/CMR):            A written complaint has to be made in 21 days from setting the shipment to the controlled by the recipient (e.g., the shipment is available for pick-up)</p>
<b>Maximum compensation</b>	<b>Damage</b>	<b>Loss</b>	<b>Delay</b>
Itella Express Business Day/parcel and pallet	SDR 8.33/kg	SDR 8.33/kg	Limited to the amount of the transport fees
EMS	1680€	1680€	Not compensated, unless over 14 days, in which case limited to the transport fee
Priority and Economy	SDR 40/shipment + SDR 4.50/kg	SDR 40/shipment + SDR 4.50/kg	Limited to the amount of the transport fees
Freight	SDR 8.33/kg	SDR 8.33/kg	Limited to the amount of the transport fees

### Domestic letter services

Applicable law and conditions	<p>General contractual terms of Itella Corporation (terms and conditions for contract customership and invoicing)            The Postal Services Act            The product terms (product-specific features) for contract services of Mail Communication, as based on the Postal Services Act</p>			
Complaint time by damage	Damage: Immediately for an	Loss: 30 days from	Delay: 30 days from	Erroneous or missing payment of the cash

reason	observable damage, otherwise no later than 14 days	submission to transport	submission to transport	on delivery sum: 3 months from mailing the shipment
<b>Maximum compensation, excluding the postage share</b>	<b>Damage</b>	<b>Loss</b>	<b>Delay</b>	
Priority letter	50€	50€	50€	50€
Economy letter	50€	50€	50€	50€
Priority and Economy maxi letter	50€	50€	50€	50€
Bulk Letter	EUR 340/shipment lot	EUR 340/shipment lot	EUR 150/shipment lot	EUR 150/shipment lot
Home Direct	EUR 340/shipment lot	EUR 340/shipment lot	EUR 340/shipment lot	Not compensated
Free Paper	EUR 340/shipment lot	EUR 340/shipment lot	EUR 340/shipment lot	Not compensated
Press X	EUR 340/shipment lot	EUR 340/shipment lot	EUR 340/shipment lot	Not compensated
Press M	EUR 340/shipment lot	EUR 340/shipment lot	EUR 340/shipment lot	Not compensated
Newspaper	EUR 340/shipment lot	EUR 340/shipment lot	EUR 340/shipment lot	Not compensated
Express letter	340€	340€	340€	150€
City Express	340€	340€	340€	150€
Registered letter	340€	340€	340€	85€
Proof of receipt	340€	340€	340€	85€
Insured letter	Limited to the announced insured value	Limited to the announced insured value	Limited to the announced insured value	150€
Pikavastaus	340€	340€	340€	150€
Customer refund letter	50€	50€	50€	50€

### International letter services

Applicable law and conditions	General contractual terms of Itella Corporation (terms and conditions for contract customership and invoicing) The stipulations set out in the the Universal Postal Union contracts Product terms for Mail Communication contract services, as based on the stipulations			
Complaint time by damage reason	Damage: Six months from submitting the shipment for transport	Loss: Six months from submitting the shipment for transport	Delay: Six months from submitting the shipment for transport	
<b>Maximum compensation, excluding the postage share</b>	<b>Damage</b>	<b>Loss</b>	<b>Delay</b>	
Signed Letter (theft of the contents is also compensated)	SDR 30 (about EUR 35)	SDR 30 (about EUR 35)	SDR 30 (about EUR 35)	Not compensated
Insured letter (theft of the contents is also compensated)	Limited to the insured value of the letter	Limited to the insured value of the letter	Limited to the insured value of the letter	Not compensated
Other letter shipments	Not compensated	Not compensated	Not compensated	Not compensated