

PostNord Letter

Special Terms and Conditions, Finland

Valid from January 1, 2023

PostNord Letter is an international letter service that can be used to send consignments all over the world, via "PostNord Letter (Priority)" service.

In these special terms and conditions hereinafter, the price list, and any other appendices related to this service, "PostNord Strålfors" refers to PostNord Strålfors Oy.

1. Applicable terms and conditions

These special terms and conditions apply in addition to the general terms and conditions. In all respects not provided for otherwise in the general terms and conditions, these special terms and conditions, or other customer-specific terms and conditions, the rules of the Universal Postal Convention apply.

The latest version of these terms and conditions and of the general terms and conditions is available on the PostNord Strålfors website, www.stralfors.fi. The latest version of the Universal Postal Union's convention is available in Finnish at http://www.finlex.fi/fi/sopimukset/sopsteksti/2011/20110069/20110069_2.

2. Definitions

2.1. Dimensions and weight

Small letter

Maximum dimensions:

length 245 mm
width 160 mm
thickness <5 mm

Maximum weight: 0.1 kg/letter

Minimum dimensions:

length 140 mm
width 90 mm

Letter

Maximum dimensions:

length 381 mm
width 305 mm
thickness <20 mm

Maximum weight: 0.5 kg/letter

PostNord Strålfors is not obliged to deliver consignments that exceed the aforementioned maximum weights or dimensions; therefore, PostNord Strålfors reserves the right to handle such consignments in a manner other than that described in these special terms and conditions.

2.2. Packaging of the consignment

An envelope or other packaging that protects the content well must always be used as packaging for the consignment.

Rectangular cards with a maximum weight of 150 g/m² may be sent without an envelope or other packaging.

2.3. Content of the consignment

An international letter may contain documents and printed matter but not goods or hazardous substances.

Restrictions issued by the International Air Transport Association (IATA) and International Civil Aviation Organization (ICAO), specified online at iata.org, pertain to letters sent by air.

2.4. Marking of the consignment

The address of the sender and the recipient must be marked clearly and, in a manner, readily understandable in the destination country. The destination country's ISO code must be stated before the postal code.

All consignments must carry the postage markings specified by PostNord Strålfors (Port Payé). All consignments must bear a return address as specified by PostNord Strålfors.

2.5. Sorting

The letters must be sorted according to the five zones. The zones are Sweden, Denmark, Norway, EU countries and non-EU countries.

3. Customs documents

The shipment of commercial goods is not allowed.

4. Collection

The service does not include collection. However, letters can be collected from the customer under a separate agreement. If a customer sends consignments daily, PostNord Strålfors and the customer may agree on fixed collection times.

5. Delivery

5.1. Screening of consignments sent by air

Consignments sent by air are screened based on Regulation (EC) No 300/2008. If the content of the consignment cannot be identified based on the screening, the consignment cannot be delivered by air. In such

cases, the consignments are delivered to the recipient by other means, if possible. If this is not possible, the item is returned to the sender.

5.2. Delivery time and location

The delivery time varies, depending on the country. Consignments are delivered to the recipient in accordance with the regulations in effect in the destination country.

5.3. Storage times

The duration of storage varies with the regulations in effect in the country.

5.4. Returns

If a letter cannot be delivered to the addressee, it is returned to the sender. The letter is returned via the service by which it was sent.

6. Liability

6.1. Liability in general

The liability of PostNord Strålfors is specified in the general terms and conditions.

6.2. PostNord Strålfors responsibility for letters

Pursuant to the rules of the Universal Postal Convention, PostNord Strålfors is not liable for paying compensation for lost, damaged, or delayed letters.

6.3. The customer's responsibility

PostNord Strålfors handles only legal mail that complies with regulations and meets the requirements of the international postal-service agreements and standards agreed on by the Universal Postal Union. If the customer fails to meet their obligations or if there is other deviation from the mail-handling-related operation plan for reasons not due to PostNord Strålfors, PostNord Strålfors may not necessarily be able to operate in line with the operation plan.

If the customer fails to comply with the operation plan without having notified PostNord Strålfors three (3) months in advance, PostNord Strålfors is entitled to full compensation for all costs it incurs because of mail-handling measures taken pursuant to the operation plan. Among these are costs caused by arrangements that PostNord Strålfors makes for the transportation, handling, and delivery of mail and any additional costs charged by postal authorities because of a prohibited consignment sent by the customer – e.g., for ABA re-mailing (mail from country A is sent in B to be sent back to A) or ABC re-mailing (mail from country A is sent in B to be delivered to C).

Countries vary in their import regulations. The sender is responsible for making sure that a letter sent abroad

does not contain content prohibited in the destination country.