



Product terms and conditions for international goods transport services for contract customers

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1 General

1.1 Scope and definitions

These product terms apply to the Services provided to the Customers of Posti Ltd (business ID: 2344200-4), Posti Distribution Ltd Oy (business ID: 0109357-9) and companies belonging to the same group of companies (hereinafter referred to as "Posti"), unless otherwise agreed in writing. Each company providing a Service is Posti's contracting party with respect to that Service.

The contracting party for EMS, Priority and International Returns is Posti Distribution Ltd (business ID 0109357-9). The contracting party for Parcel Connect, Parcel Connect Return, Posti Parcel Baltic, Posti Parcel Baltic return, Express Business Day, Pickup Parcel, Home Parcel (DK, SE), Home Pallet, Home Parcel (EE, LV, LT), Postal Parcel, Express Parcel, Posti return, Customer Return and Customer Return Pallet is Posti Ltd (Business ID 2344200-4).

In addition to these product terms, the Services are subject to the contract concluded between Posti and the Customer as well as Posti Ltd's General Contract Terms for business customers ("General Contract Terms"). Priority and EMS services are governed by the conventions of the Universal Postal Union UPU. The Act on Road Transport Contracts shall be followed with regard to other services.

Any changes that have a significant impact on the service will be notified at least one month before the changes enter into force.

Posti is not responsible for the measures taken by the authorities in connection with the shipment.

A shipment refers to goods or a batch of goods listed in the transport document to be transported from a single location and one sender to another single location and one recipient on the same occasion.

Transport document refers to the address label which, in addition to identifying and directing the shipment, serves as an invoicing document.

1.2 Customer's obligations

The Customer is responsible for ensuring that

- they follow Posti's instructions.
- The recipient or sender, external to the contract, has been instructed to comply with Posti's terms and conditions.
- They check with Posti to ensure that the selected Service is available for the connection route in question and that the selected additional services are available in connection with the selected Service. If the Customer's choices conflict with each other or the shipment,

Posti has the right to deviate from the Service ordered by the Customer according to section 1.9.

- correct and up-to-date name, address and payment information and any other markings required by the Service (e.g. the name of the sender and an address in mainland Finland for return) are indicated on the shipment. The recipient's name and street address information must also be correctly typed in the correct message fields. The street address must be the recipient's official street address without any additions. Posti has the right to complement or correct the information that the Customer has given in the order message, based on its customer register or as requested by the recipient.
- Each shipment has a transport document as defined by Posti as well as, if required, customs or other corresponding documents required by the authorities. In addition, the Customer must provide Posti with electronic EDI messages for all shipments in advance. The Customer must provide the information required by the service on the transport document and the EDI message. The EDI message must always include the contact details of both the sender and the recipient (name, address). All services require at least the recipient's mobile phone number, and some services also require an email address as specified below. The EDI message of a customer return shipment to Finland from abroad must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's (original sender's) mobile phone number and, in some services, email address, in the correct message fields in accordance with Posti's instructions. For further information, see sections 2.1. to 3.3.
- The markings on the shipment meet the provisions in the case of transport that is subject to special regulations.
- The shipped item is packed in such a way that the item will withstand normal wear and tear during transport and will not, either unbroken or broken, cause a risk to Posti's employees, facilities or equipment or other shipments. Posti shall have the right, but not the obligation, to supplement and repair an incomplete package in order to prevent danger of damage and to charge any expenses arising out of this in accordance with a separate price list.
- Posti can pick up and deliver shipments at the agreed time, without waiting time, unnecessary driving or other obstacles.
- They shall pay the price specified in the price list in force for the Service also after the expiry of this Contract if shipments have been sent using Posti transport documents with the Customer's contract number for invoiceable service.

1.3 Shipment content restrictions

The restrictions for the content of shipments are specified in the General Contract Terms, unless otherwise specified for the product in question. The restrictions can be checked on Posti's website. The destination country may have its own additional restrictions, prohibitions and import regulations, which the Customer is responsible for finding out. Posti is not responsible for the execution of the service if the sender has not followed the restrictions and terms and conditions issued by the destination country.

Posti is not responsible for customs declarations or the authorities' decisions related to customs clearance. Additional information concerning import licenses and other import-related matters may be available from the commercial mission of the destination country.

International shipments may not contain any substances or materials classified as prohibited or dangerous in relation to ground, sea or air transport, such as aerosol cans, lithium batteries or even small amounts of inflammable liquids or oxidizing agents. Posti does not transport alcohol products abroad. Shipments with contents that require specific storage temperatures may not be sent either. For further information on country-specific restrictions and prohibitions, please visit www.posti.fi.

1.4 Delivery time estimate, service levels and delivery days

A delivery time estimate is always given for international shipments. The estimated delivery times will be calculated once Posti hands over the shipment to an international delivery partner for delivery. Priority service is available to all countries, other services only to separately specified countries. The country-specific estimated transport times and availability of services by country are available on Posti's website.

Primarily, on weekdays, from Monday to Friday. Delivery days vary by destination country.

1.5 Transport documents

Each package in a shipment of goods must include an appropriate transport document with a unique shipment ID and indication of any additional services.

The Customer may use an address label or printing software approved by Posti in advance at their own cost. The transport document must always state the Customer's contract number.

The Customer may only use the same shipment ID once per year when printing address labels.

1.6 Pricing and payment

The service charges include transport and delivery. The service charges are based on the price list valid at the time, unless otherwise agreed upon in writing with the Customer.

Pricing is based on the destination country, number of shipments and the measured weight or cubic content of the shipments, whichever is larger. The cubic measure used for shipments is $1 \text{ m}^3 = 250 \text{ kg}$. In cases in which the actual weight or volume cannot be measured, the default invoicing weight is 1kg.

Regarding transport units, pricing is based on the destination country, number of shipments, mailing batch, transportation unit type, pickup and delivery zones and additional services used.

The MPS price of parcels is comprised of the shipment charge and total weight of parcels in the batch. Either the volume weight or actual weight is taken into account at the package level. The maximum size of an MPS batch is 10 parcels or 99 pallets.

The MPS price of transport unit is comprised of the total number of parcels in the mailing batch using the formula $1 \times \text{price of 1st unit} + (n-1) \times \text{price for next unit}$. The shipment lot pricing (MPS)

of parcels and transport units requires the sender to deliver the shipment lot specific information to Posti in an EDI message.

Any fuel surcharges specified on Posti's website valid at the time are invoiced separately.

Posti will invoice for the Services used by the Customer at one-week intervals.

Posti will invoice for tasks not included in the Services ordered by the Customer in accordance with the price list valid at the time.

1.7 Shipment tracking

The shipment is registered in Posti's Tracking system in Finland, and in most destination countries also upon delivery.

1.8 Return to sender

If the shipment cannot be delivered due to a reason beyond Posti's control, the shipment will be returned to the sender, and the Customer will be charged for the cost of return or the shipment will be processed in accordance with the instructions provided by the Customer on the shipment. If the shipment cannot be returned to the sender, it is processed as undeliverable in accordance with the General Contract Terms.

1.9 Posti's right to deviate from the service ordered by the Customer

Posti has the right to deviate from the Service ordered by the Customer if the Services selected by the Customer are in conflict with each other or the shipment. Posti aims to carry out the Service in a way that secures the benefit of the Customer. In case of a conflict, Posti may amend the main product or additional services. If the Customer's shipment does not comply with the requirements of the product selected by the Customer, Posti shall be entitled to process and invoice them as a Service the characteristics of which correspond to those of the Customer's shipment.

If the Customer has selected a service level that is not available for the connection route in question, Posti shall nevertheless be entitled to charge for the service level selected by the Customer.

1.10 Complaints and compensation for damages

Priority and EMS

According to the conventions of the Universal Postal Union (UPU), the sender must make queries regarding a shipment to investigate the damage and to obtain any compensation within six months of the shipment's dispatch date. The sender shall forfeit any right to compensation if the sender fails to submit a written claim to Posti within one year from having received a reply to the query.

Loss, theft and damage of a Priority shipment:

Maximum compensation of the Universal Postal Union SDR 40/shipment + SDR 4.50/kg.

The corresponding maximum compensation for EMS shipments is EUR 500/shipment.

In accordance with the conventions of the Universal Postal Union, compensation is not paid for the delay of shipments.

Other shipments

The recipient must inspect the shipment and file complaints regarding any externally visible damage immediately upon receipt. Complaints regarding damage other than externally visible damage must be filed in writing within seven (7) days of receiving the shipment, not including Sundays and mid-week public holidays.

A complaint regarding a delay in the delivery must be filed in writing within 21 days of the shipment's delivery to the recipient in accordance with the product's terms. If a shipment is not delivered as agreed, a written complaint must nonetheless always be filed no later than three (3) months from the date of dispatch.

According to the Act on Road Transport Contracts, compensation for damage must be claimed no later than

1. within a year from the date of delivery when goods are missing or damaged, or delivery was delayed;
2. within thirty (30) days from the agreed handover date when the goods are lost, or within sixty (60) days from the date on which the freight carrier took the goods into transport if no specific handover date was agreed; and
3. in other cases, within three (3) months of the date on which the transport contract was concluded.

Posti's liability shall be determined in accordance with the Act on Road Transport Contracts and the General Contract Terms. With regard to compensable transport damage, the recipient of the compensation shall be the Customer. The Customer shall be entitled to transfer the right to compensation to a third party by informing Posti of this in writing in connection with the processing of the claim.

The maximum compensation for a lost or damaged shipment is SDR 8.33/kg according to CMR, except for Parcel Connect and Posti Parcel Baltic shipments, for which it is EUR 500/shipment. In addition, transportation charges are returned to the extent of the fault. The maximum compensation for the delay of delivery is limited to the amount of the transportation charge. The right to receive compensation for Parcel Connect, Posti Parcel Baltic, Express Business Day Parcels or pallets, PickUp Parcel, Home Parcel (DK, SE), Home Parcel (EE, LV, LT), Postal Parcel, Express Parcel and Home Pallet does not exist if the claim is not presented to Posti in writing within six months.

1.11 Customs clearance of shipments

The recipient pays for the customs and official fees and taxes of the shipment. If the shipment cannot be handed over to the recipient, any unpaid customs and official fees will be collected from the sender

No appended documents are required when sending shipments to the EU area. The sender must furnish shipments addressed to other destinations with a commercial invoice or proforma invoice unless instructed otherwise. In addition, the sender must also electronically submit the information concerning the shipment's contents, sender and recipient in advance to the destination country for customs clearance. The information must be completed in accordance with the instructions, and they must state the contents of the shipment as well as their value and countries of origin in detail for each article. The sender must also provide sender and recipient information on the EDI message for the shipment. More detailed information on any necessary documents to be appended to shipments and the related regulations is available at www.posti.fi or Posti Customer Service. Insufficient information, including the lack of an EDI message, may lead to the shipment being returned from the destination country.

2 International goods transport services

2.1 Deliveries to the recipient's address

2.1.1 Express Business Day

Express Business Day shipments (parcel and pallet) are delivered to business recipients' addresses. The delivery practices vary by destination country. The service includes at least one delivery attempt. The delivery time is not agreed with the recipient in advance. If the delivery attempt fails, a notice of arrival will be left for the recipient, and the shipment can be picked up from an outlet in the destination country. In the Baltic countries, an undelivered item is sent to the sorting center and stored there until the next delivery attempt is arranged with the recipient. Shipments will not be delivered to post office box or Poste restante addresses.

Export and import clearance outside the EU are included in the price of the service.

You can use a collection request for returning a shipment from another EU country to Finland.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's mobile phone number.

Additional services for export shipments: Cash on Delivery, Oversized, Call before Delivery, Handing over without signature, Home Delivery, LQ Process Permit

Home Delivery: Home Delivery is available for consumer deliveries to Estonia, Latvia and Lithuania. The service includes one delivery attempt.

Cash on delivery (COD): Cash on Delivery (COD) is available for Estonia, Latvia and Lithuania.

LQ Process Permit: The additional service works to the target countries Estonia, Latvia, Lithuania, Sweden, Norway and Denmark.

Additional services are available in the separately defined connection routes.

2.1.2 Express Parcel

Express Parcels are delivered to the address provided by the sender or to a Pick-up Point. Delivery time is 1–8 business days, depending on the destination address. The delivery time is calculated from the departure from Finland.

The service includes one delivery attempt. If the recipient cannot be reached, the shipment will be directed back to the sorting center to agree on a new delivery time.

The EDI message must always include the recipient's mobile phone number and email address (if an email address is available) in the correct message fields in accordance with Posti's instructions. The recipient's name and street address information must also be correctly entered in the correct message fields. The street address must be the recipient's official street address without any additions.

Additional services: Oversized, Fragile, LQ Transport, LQ Process Permit, Call before delivery, Precise location distribution, electronic advance notification, Paid by other than sender

Multi-parcel shipping (MPS) pricing is possible.

Destination countries: Estonia, Latvia and Lithuania

2.1.3 Home Parcel (EE, LV, LT)

Shipments are delivered to the address within 1–3 days of arrival in the country. If the recipient cannot be reached, the shipment will be directed back to the sorting center to agree on a new delivery time.

Delivery will take place between 08:00 and 16:00.

Destination countries: Estonia, Latvia and Lithuania

2.1.4 Home Parcel (DK, SE)

Home Parcel shipments are delivered to the consumer's address. In Sweden, deliveries are delivered without acknowledgment and in Denmark with acknowledgement. The service includes one delivery attempt. The delivery of the shipment is registered. Shipments are not delivered to post office box or Poste Restante addresses.

Restriction: The value of a Home Parcel cannot exceed €10,000.

The EDI message must always include the contact information of both the sender and the recipient (name, address), the email address and mobile phone number of both.

Additional services: Paid by other than sender, LQ process permit, Signature required (only in Sweden), ID required

Destination countries: Denmark and Sweden

2.1.5 Home Pallet

Home Pallet shipments are delivered to the consumer's address (curbside), no in-house or floor carrying. The service includes one delivery attempt. The delivery of the shipment is registered. Shipments are not delivered to post office box or Poste Restante addresses.

Restriction: The value of the Home Pallet must not exceed €100,000.

The EDI message must always include the contact information of both the sender and the recipient (name, address), the email address and mobile phone number of both, as well as the volume and weight of the pallet.

Additional services: Paid by other than sender, Precise location distribution, Unpacking from transport package, Transport for recycling, Signature required, Identity verification

Precise location distribution: Carrying into pallets. The weight of a single piece on the pallet must not exceed 70 kg.

Destination countries: Sweden

2.1.6 Customer Return

Customer Return is a customer return that is used to return PickUp and Home Parcel (DK, SE) shipments. Returns can be left at pick-up points in the country where the shipment is received. In Denmark, you can also leave a shipment at a parcel locker. The shipment must be accompanied by a transport document, and a Customer Return address label.

Customer Return shipments are delivered to the original sender.

The EDI message must always include the contact information (name, address) of both the sender and the recipient, as well as the email address and mobile phone number of the recipient (original sender).

Restriction: If the returned shipment is more than 20 kg and/or 150 x 60 x 60 cm, the return must be accompanied by the Oversized additional service, and a pick-up will be agreed for it.

2.1.7 Customer Return Pallet

Customer Return Pallet is a customer return that is used to return a shipment of a Home Pallet. A pick-up will be arranged for the return. The Customer Return Pallet customer return label must not be printed in advance and placed inside the pallet shipment to be sent. A prepared transport document, Customer Return Pallet address label, must be attached to the shipment.

Customer Return Pallet shipments are delivered to the original shipper.

The EDI message must always include the contact information (name, address) of both the sender and the recipient, as well as the email address and mobile phone number of the recipient (original sender).

Additional services: Paid by other than sender

2.1.8 Parcel Connect Return

Parcel Connect Return is a customer return product that can be left at Parcel Connect service points in the country where the shipment is received. The shipment must be accompanied by a completed transport document; the Parcel Connect Return address label.

Parcel Connect Return shipments are delivered to the original sender.

The EDI message must always include the contact information (name, address) of both the sender and the recipient and the mobile phone number of the recipient (original sender).

2.1.9 EMS

EMS shipments are delivered with the fastest connections to separately defined countries or limited areas. The delivery areas are available on Posti's website.

If the recipient cannot be reached, an arrival notification will be left for the recipient, and the shipment can be picked up from a service point in the destination country. The service includes at least one delivery attempt. If the shipment is not picked up within the storage period, the shipment will be returned. Shipments are not delivered to post office box or Poste Restante addresses.

Shipments are handed over against signature to a person present in the address.

The export declaration service (for shipments with a value in excess of EUR 1,000) is not included in the service price

The EDI message must always include the contact information of both the sender and the recipient (name, address) and the recipient's mobile phone number.

Destination countries: The Whole World

Check the current restrictions on Posti's website.

2.1.10 Priority

The Priority shipment is transported by land and air connections from Finland to the destination country. In most countries, shipments are delivered to the recipient, but in some countries, shipments are delivered to a service point for the recipients to pick up. Shipments are not delivered to post office box or Poste Restante addresses.

The export declaration service (for shipments with a value in excess of EUR 1,000) is not included in the service price.

The EDI message must always include the contact information of both the sender and the recipient (name, address) and the recipient's mobile phone number.

Destination countries: The Whole World

Check the current restrictions on Posti's website.

2.1.11 International Return (IRS)

An international return is a customer return service that can be left at the local post office service points in the receiving country. The shipment must be accompanied by a completed transport document, the International Return address label.

International return shipments will be delivered to the original sender.

The EDI message must always include the contact information (name, address) of both the sender and the recipient and the mobile phone number of the recipient (original sender).

The service includes one delivery attempt. If the recipient cannot be reached, the shipment can be picked up from Posti's Pick-up Point and an arrival notification will be sent to the recipient electronically. A notice of arrival is delivered for an additional fee. The recipient or sender can also order a new delivery for the shipment subject to a fee.

The EDI message must always include the recipient's mobile phone number and email address (if an email address is available) in the correct message fields in accordance with Posti's instructions. The recipient's name and street address information must also be correctly entered in the correct message fields. The street address must be the recipient's official street address without any additions.

Shipments are delivered to the recipient's address. One person must be able to transport the shipment to its destination with the help of a wheelbarrow. Otherwise, the shipment will be unloaded in the immediate vicinity of Posti's vehicle.

Additional services: Fragile, LQ Transport, Transport of dangerous goods (VAK), Delivery without the recipient's acknowledgement, Oversized.

Multi-package shipping (MPS) pricing is possible.

2.2 Deliveries to a service point or parcel locker

2.2.1 Postal Parcel

Postal Parcel shipments are delivered to the recipient for pick-up from parcel lockers. Shipments exceeding the maximum size of the locker (59 x 60 x 36 cm) must be accompanied by the Oversized additional service, in which case the shipments will be delivered to the recipient's address. The service includes one delivery attempt. The delivery of the shipment is registered. Shipments are not delivered to post office box or Poste Restante addresses.

The EDI message must always include the contact information of both the sender and the recipient (name, address) and the recipient's email address and mobile phone number.

Additional services: Paid by other than sender, Fragile, Oversized and LQ process permit, No delivery to outdoor parcel lockers, Extension of storage time.

Oversized: If the dimensions of a normal-sized shipment of 59 x 60 x 36 cm are exceeded, the Oversized additional service must be selected for the shipment. In this case, the longest side of the shipment can be a maximum of 200 cm, however, so that the length + circumference max. 360 cm. The shipment can weigh up to 25 kg.

Destination countries: Estonia, Latvia and Lithuania

2.2.2 Posti Return

Posti will deliver the shipment at the Customer's expense to the return address specified by the Customer in mainland Finland. Returns are available for shipments returning from Estonia, Latvia and Lithuania.

Additional services: Fragile, Oversized, Labelless shipping.

2.2.3 Posti Parcel Baltic

Posti Parcel Baltic is delivered to the recipient for pick-up from parcel lockers. Shipment exceeding the maximum size of the parcel locker (59 x 60 x 36 cm) must be accompanied by the Oversized additional service, in which case the shipments will be delivered to the recipient's address. The service includes one delivery attempt. The delivery of the shipment is registered. Shipments are not delivered to post office box or Poste Restante addresses. If the shipment is larger than the size allowed by the parcel locker, it will be delivered directly to the customer's home address.

The EDI message must always include the contact information of both the sender and the recipient (name, address) and the recipient's email address and mobile phone number.

Additional services: Paid by other than sender, Home delivery, Fragile, Oversized and LQ process permit

Oversized: If the dimensions of a normal-sized shipment of 59 x 60 x 36 cm are exceeded, the Oversized additional service must be selected for the shipment. In this case, the longest side of the shipment can be a maximum of 200 cm, however, so that the length + circumference max. 360 cm. The shipment maximum weight is 35 kg.

Destination countries: Estonia, Latvia and Lithuania

2.2.4 Posti Parcel Baltic Return

Posti Parcel Baltic customer returns can be taken to parcel lockers or service points. If the shipment has been linked to the Oversized additional service, you can order a pick-up for the return. On top of the shipment there must be a ready-made transport document, the Posti Parcel Baltic Return address label.

Posti Parcel Baltic customer return will be delivered to the original sender.

The EDI message must always include the contact information (name, address) of both the sender and the recipient and the mobile phone number of the recipient (original sender).

2.2.5 PickUp Parcel

PickUp Parcel shipments are delivered to the consumer for pick-up from parcel lockers and pick-up points. The delivery of the shipment is registered. Shipments are not delivered to post office box or Poste Restante addresses.

Restriction: The value of a PickUp Parcel must not exceed €10,000.

The EDI message must always include the contact information of both the sender and the recipient (name, address), the email address and mobile phone number of both of them, and the address of the pick-up point of the shipment.

Additional services: Paid by other than sender, LQ process permit, Oversized

Destination countries: Sweden and Denmark

Oversized: To be used when the returnable package is more than 20 kg and/or 150 x 60 x 60 cm.

2.2.6 Parcel Connect

Parcel Connect shipments are delivered to the destination address in accordance with the policy of the destination country. The service includes one delivery attempt. The delivery of the shipment is registered. Shipments are not delivered to post office box or Poste Restante addresses.

Restriction: The value of a Parcel Connect shipment including VAT must not exceed €25,000.

The EDI message must always include the contact information of both the sender and the recipient (name, address) as well as the recipient's email address and mobile phone number.

Additional services: Paid by other than sender, Oversized

Oversized: If the dimensions of a normal-sized shipment of 100 x 60 x 60 cm are exceeded, the Oversized additional service must be selected for the shipment. In this case, max. 200 cm tall, length + circumference max. 360 cm, and max 35 kg shipments

3 Dimensions and weight

Product	Minimum size	Maximum size	Maximum size with Oversized add-on
Posti Parcel Baltic	15 x 15 x 1 cm, 100 g	59 x 60 x 36 cm, 25 kg	Longest side up to 200 cm, longest side and total circumference up to 360 cm, 35 kg
Posti Parcel	15 x 15 x 1 cm, 100 g	59 x 60 x 36 cm, 25 kg	Longest side up to 200 cm, longest side and total circumference up to 360 cm, 25 kg
PickUp Parcel	23 x 13 x 1 cm, 100 g	Longest side 100 cm and other sides up to 60 cm, longest side and total circumference up to 300 cm, 20 kg	Longest side up to 150 cm, longest side and total circumference up to 300 cm, 20 kg
Home Parcel (SE, DK)	23 x 13 x 1 cm, 100 g	Longest side up to 100 cm and other sides up to 60 cm, longest side and total circumference up to 300 cm, 20 kg	Longest side up to 200 cm, longest side and total circumference up to 300 cm, 35 kg

Home Pallet		EUR pallet: 120 x 80 x 200 cm, weight 750 kg Half pallet: 60 x 80 x 150 cm, 400 kg	
Parcel Connect	15 x 11 x 1 cm, 100 g	Longest side up to 100 cm, and other sides up to 60 cm, 25 kg	Longest side up to 200 cm, longest side and total circumference up to 360 cm, 35 kg
EMS	25 x 15 x 3 cm, 100 g	Longest side up to 100 cm, and other sides up to 60 cm longest side and total circumference up to 300 cm, 25 kg (country restrictions)	Longest side up to 150 cm, longest side and total circumference up to 300 cm, 30 kg (country-specific restrictions)
Priority	25 x 15 x 3 cm, 100 g	Longest side up to 100 cm and other sides up to 60 cm, longest side and total circumference up to 300 cm, 25 kg (country restrictions)	Longest side up to 150 cm, longest side and total circumference up to 300 cm, 30 kg (country-specific restrictions)
Express Business Day -parcel	25 x 15 x 3 cm, 100 g	Longest side up to 100 cm and other sides up to 60 cm, longest side and total circumference up to 300 cm, 25 kg	Longest side up to 200 cm, longest side and total circumference up to 300 cm, 35 kg
Express Business Day - pallet		EUR-pallet 120 x 80 x 210 cm, weight 740 kg, Half pallet 60 x 80 x 210 cm weight 370 kg	Maximum EUR Pallet height to Sweden and Norway is 200 cm, and for Half Pallet 150 cm.
Express parcel (EE, LV, LT)	15 x 15 x 1 cm, 100 g	Longest side up to 100 cm and other sides up to 60 cm, longest side and total circumference up to 300 cm, 25 kg	Longest side up to 240 cm, longest side and total circumference up to 350 cm, 35 kg
Home Parcel (EE, LV, LT)	15 x 15 x 1 cm, 100 g	Longest side up to 100 cm and other sides up to 60 cm longest side and total circumference 300 cm, 25 kg	Longest side up to 240 cm, longest side and total circumference up to 350 cm, 35 kg