



# Other Services and Rates – Contract Prices June 1, 2023

The value added tax in effect at any given time will be added to the prices. The current fuel surcharge will be added to the price of the Separate Pickup and Delivery service.

## Modifications to Information of an Item Already Sent

Posti is entitled to collect charges for modifications to an item already sent.

By request of sender

- change of addressee's name/address
- altering the COD amount
- altering the account number (domestic service only)
- requesting the item's withdrawal
- altering a term of delivery (cancelling/adding delivery to addressee in person)
- delivering an item, originally collectable from the postal outlet, to the recipient (for domestic service only)
- enabling the recipient to check the item's content before taking delivery of the item at the postal outlet (domestic parcel service only)
- prolonged storage time for parcels up to 14 calendar days (for domestic parcel service only)
- are subject to a charge of **EUR 15.83 /alteration.**

The customer will be notified as to whether the service has been successfully performed with respect to requests for changes to domestic services.

## Charges for Other Tasks

Posti may collect a charge for additional work not included in the service.

- for changed invoice information or correction invoicing due to reasons arising from the customer
- ordering an electronic invoice or changes to invoicing and customer information in so far as the customer can carry out the measure as self-service online

- agreed investigation
- unnecessary investigation
- additional services at the acceptance office
- other extra tasks
- extra waiting time during pick-up or delivery
- unnecessary pick-up or delivery attempt made on the basis of the order
- clarification of incorrect Business Reply Mail markings
- for reports and reporting support services not included in the services
- are each subject to an hourly charge of **EUR 59.66**

## Copy of Dispatch Document or Invoicing Document

- available from Customer Service and subject to invoicing from the party requesting the copy
- **EUR 9.11 /document.**

## Customs Clearance Services

- timport clearance, Basic fee (includes 5 items) ..... **EUR 51.45**
  - each additional item ..... **EUR 4.84**
- financing compensation, 1,64%, minimum ..... **EUR 7.71**

## Additional Services

- opening the shipment ..... **EUR 14.16**
- completing the shipping documents,
  - Parcel card / shipment ..... **EUR 9.98**
- work paid by the hour ..... **EUR 47.63**
  - minimum charge is half an hour
- export clearance, Basic fee (includes 5 items) ..... **EUR 40.86**
  - each additional item ..... **EUR 4.84**

# Charges Collected upon Invoicing

## Paper invoice

- EUR 5.24 /invoice

## Invoicing Charge

An invoicing charge of **EUR 10.00** will apply if the ex-VAT sum total is less than EUR 100.00.

## Reminder Charges for Delayed Payment

If a payment reminder must be sent for the invoice, the payment reminder fee according to the Debt Collection Act will be charged.

## Penalty Interest

If the invoice is not paid by the due date indicated on it, penalty interest will be charged, as provided by the Interest Act, for the period after the due date.