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of the Management of AS Eesti Post,
November 2nd 2010
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**AS EESTI POST
STANDARD TERMS AND CONDITIONS
FOR UNIVERSAL POSTAL SERVICE**

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1. GENERAL PROVISIONS

These standard terms and conditions include the general and service conditions for the delivery of letters, parcels and periodicals (hereinafter standard terms), in which the procedures for providing **universal postal service** by AS Eesti Post (hereinafter the Post) are specified.

These standard terms regulate the mutual rights and obligations of the Post and the user of the postal service upon using the postal service.

The standard terms are established based on Estonian legislation, primarily the Postal Act and its sub-documents, and the Universal Postal Convention and the regulations based on it.

If amendments are made to the legislation and any provision of the standard terms becomes partially or totally invalid, the remaining standard terms will remain in force.

In the field of postal communications, national supervision on the territory of the Republic of Estonia will be carried out by the Competition Board.

1.1. Definitions

Concepts used in the standard terms are defined as follows:

An address card is a document that is attached to the letter or parcel or sent along with it, containing information regarding the sender and sender's address, as well as information characterizing the postal item.

Delivery is a process that involves collecting, sorting, transporting postal items and delivering them to the addressee.

Insurance fee is a fee for an insured postal item, which depends on the value of the postal item.

A letter is an item or items addressed and properly packaged weighing up to 2 kilograms and transferred to the Post for delivery either physically or electronically.

A letterbox is a permanently installed device in the Post's collection network for the collection of letters to be sent as regular postal items.

Regular postal items are letters:

- that are delivered to the addressee or his/her representative without requiring a signature via a mailbox;
- the value of which is not disclosed to the Post;
- for which the Post has no obligation to pay compensation if they are lost or damaged.

An additional service is a service provided for a fee that supplements the postal service or adds value thereto.

A COD (cash on delivery) payment is an additional service for registered and insured postal items, in which case the sender authorises the Post to collect a specific amount from the addressee upon delivering the postal item.

Cash on delivery card is a service provided by the Post for the execution of cash transfers in the case of cash on delivery postal items.

A post office box is a mailbox rented by the Post on the basis of the contract, to which physical or legal persons can direct the arrival of letters and notices on postal items addressed to them based on a box number.

A post office – a permanent place of activity of the Post, where the provision of postal services will be guaranteed.

A parcel (hereinafter also standard package) is an item or items addressed and properly packaged weighing up to 20 kilograms and transferred to the Post for delivery.

A postal item is a letter or a parcel.

A notice regarding the arrival of a postal item is a notice delivered either to the addressee's mailbox or forwarded electronically regarding the type of postal item and the place where it will be delivered.

The addressee of a postal item (hereinafter addressee) is a person to whom or to whose address the postal item is to be delivered.

The sender of a postal item (hereinafter sender) is a person who is responsible for the contents of the postal item, and on behalf of whom and in whose name the postal item is transferred to the Post for delivery.

Postal secrecy is information regarding the contents of a postal item and the postal traffic of a specific person.

The user of the postal service (hereinafter user) is a sender or an addressee.

The provider of postal service in the context of these standard terms is AS Eesti Post.

A postal worker is an employee of the Post and a person providing postal services or fulfilling assignments on behalf of the Post.

A mailbox is a device in the possession of the addressee used for receiving letters and postal items.

An international postal item is a postal item sent from the Republic of Estonia to a foreign country or an item arriving in the Republic of Estonia from a foreign country.

SDR (Special Drawing Rights) is the unit of currency of the IMF (International Monetary Fund).

The Sorting Centre is a structural unit of the Post, where the sorting and distribution of domestic and international postal items by the post office takes place. The Sorting Centre is located at Pallasti 28, 19028 Tallinn.

A cash transfer is the acceptance of cash from customers for forwarding to third parties and the payment of cash to third parties based on the customer's order or money order.

Another provider of postal services within the context of these standard terms is a legal person or sole proprietor who provides postal services as an economic activity and uses the postal network of the Post for delivering postal items in the provision of postal services.

Registration fee is a fixed fee for registered and insured postal items.

Registered mail items (uninsured postal items) include letters and packages:

- that are delivered to the addressee or his/her representative against a signature or on the basis of another token that makes it possible to establish his/her identity;
- the value of which is not disclosed to the Post;
- for which the Post will pay compensation to the sender in the amount specified in these standard terms and conditions if they are lost or damaged.

Working days within the context of these standard terms are all the days of the week except for Saturdays and Sundays.

Universal postal service is the consistent and high-quality provision of postal services at reasonable prices to all people who wish to use the service throughout the territory of the Republic of Estonia under conditions and according to procedures provided by law. The universal postal service comprises the following domestic and international postal services:

- delivery of letter-post items weighing up to 2 kg as ordinary, registered and insured mail items;
- delivery of parcels weighing up to 20 kg as registered and insured postal items

The postal payment means for the provision of universal postal service include:

- postage stamps of the Republic of Estonia;
- packages issued by the Post with a printed payment symbol;

Notice of delivery is an additional service for registered and insured postal items, in which case the information on the sender and addressee as well as a document containing the information specified in these standard terms are returned to the sender.

Insured postal items include letters and packages:

- that are delivered to the addressee or his/her representative against a signature or on the basis of another token that makes it possible to establish his/her identity;
- the value of which is disclosed to the Post;
- for which the Post will pay compensation to the sender in the amount disclosed by the sender if they are lost or damaged.

2. FEE FOR POSTAL SERVICE

2.1. General terms for paying for postal service

- 2.1.1. Payments for the universal postal service and additional services are made according to the price list established by the Post. The price list is available at post offices and on the Post's website at www.post.ee.
- 2.1.2. The user of the postal service can pay for a postal service in cash or with a non-cash settlement, including card or mobile payment, depending on the technical possibilities of the post office.
- 2.1.3. The user of the postal service will pay for the postal service upon the transfer of the postal item or according to the agreement between the Post and the user of the postal service.
- 2.1.4. Letters are transferred to the Post with postal payment means attached. Should the sender transfer any letters that are not supplied with postal payment means, or supplied in part, the Post shall be entitled to charge a fee for attaching the postal payment means according to the price list established by the Post.
- 2.1.5. In accordance with the Universal Postal Convention, international letters can be paid for with international reply coupons issued by the Universal Postal Union. The international reply coupon is exchanged for a postage stamp of the Republic of Estonia. The front of the international reply coupon must show the name of the foreign country that sold the coupon and the impression of the date stamp of the provider of the postal service.
- 2.1.6. The amount not paid or partially paid by the sender for delivering a regular postal item will be collected from the sender or the addressee, based on the following principles:
 - If the postal item is discovered at the point of origin, it will be returned to the sender for payment in full.
 - If the postal item has no return address or it is discovered at the destination, the item is delivered to the addressee, who will pay for the delivery of the item according to the Post's price list, or in the case of an international postal item, according to the conditions established by the provider of postal services in the destination country.

2.2. Payment with postage stamps

- 2.2.1. Postage stamps may be used to verify payment for the delivery of letters and parcels.
- 2.2.2. The postal payment means are applied to the upper right corner of the postal item.
- 2.2.3. The payment for postal services is verified only by an unused, undamaged and clean postage stamp. Rejected, used, dirty, damaged or cancelled postage stamps are not valid means of payment for postal services.
- 2.2.4. In case of domestic postal services and postal items sent from Estonia to foreign countries, a postage stamp issued in Estonia will verify payment for the postal service. Postage stamps issued in foreign countries verify the payment for postal services in case of postal items arriving from foreign countries.

- 2.2.5. The Post has the right to refuse to deliver postal items if:
- the postage stamps are glued on top of each other;
 - the postage stamp is covered with plastic film;
 - the postage stamp extends over the edge of the package, thereby covering the edge;
 - the postage stamp is processed in such a way that it cannot be cancelled with the impression of a date stamp.
- 2.2.6. The Post cancels postage stamps with the impression of a date stamp.
- 2.2.7. Postage stamps that have been stamped with special cancellation stamps are valid as postal payment means only for posting on the day of the special cancellation in the place where it was stamped with the special cancellation stamp.
- 2.2.8. The sale of postage stamps is organised by post offices. The Post may also conclude agreements for the sale of postal payment means with freely chosen legal and physical persons.
- 2.2.9. Postal stamps that have been sold are not bought back or exchanged.

2.3. Packages with printed payment symbols

- 2.3.1. A package issued by the Post with a printed payment symbol may be used to pay for letters and parcels.
- 2.3.2. The price of a package issued by the Post with a printed payment symbol includes the fee for the delivery of the postal item and the cost of the package.
- 2.3.3. The Post shall cancel a printed payment symbol by the impression of the date stamp.
- 2.3.4. Packages with printed payment symbols, which have been sold, are not bought back or exchanged.

2.4. Free postal items

- 2.4.1. **The free delivery of international postal items** is based on the Universal Postal Convention and the Post delivers the following for free:
- Publications intended for the blind or seicograms, which are transferred to the post office unsealed and which are delivered by international surface transport.
 - Letters and parcels, the senders or addressees of which are prisoners of war, as well as private individuals who have been interned in a neutral country as a result of the outbreak of hostilities.
 - Official mail between a provider of foreign postal services and the Postal Union.
- 2.4.2. The limit for the free international parcels specified in clause 2.5.1 is 5 kg. The weight limit may increase to 10 kg in case of the indivisible contents of a single package if the parcel is being sent to a prison camp or to an authorised representative (*hommes de confiance*) for distribution to the prisoners.
- 2.4.3. Domestically, the Post will deliver official mail between its structural units for free.

2.5. Procedure for determining, establishing, and changing fees

- 2.5.1. An affordable fee for the universal postal service is established with a regulation of the Minister of Economic Affairs and Communications.
- 2.5.2. The Post may apply discounts if the cost of delivering the postal item is less than the cost of the provision of regular service.
- 2.5.3. In conformity with the requirements of the Universal Postal Convention, the Post may apply prices differing from regular prices for printed matter sent from one sender to one addressee at one destination (M-bag).
- 2.5.4. The principles for fees and applying discounts are available on the Post website at www.post.ee and at all post offices.
- 2.5.5. The Post will notify the public of changes in the affordable fee for the universal postal service through the Post's website and one newspaper with nationwide circulation at least thirty (30) days before the changes in the fees come into force.

3. CONTENTS, PACKAGING, ADDRESSING AND RECEIPT OF POSTAL ITEMS

3.1. Items that are prohibited from being sent in postal items and items that may be sent under special conditions.

- 3.1.1. It is prohibited to send the following in postal items:
- weapons and parts thereof;
 - ammunition or parts thereof;
 - cylinders of teargas or nerve gas;
 - hazardous substances or substances that explode or ignite easily;
 - poisonous and radioactive substances;
 - biologically infectious substances;
 - narcotic or psychotropic substances and medication containing these substances;
 - whole blood or blood components;
 - acids;
 - highly perishable foodstuffs;
 - live animals, birds, fish, insects, except in cases specified in clause 3.1.4;
 - poisonous plants;
 - items that, due to their characteristics or packaging, may jeopardize the addressee, postal workers, soil or damage other postal items, postal devices or the assets of third parties;
 - items and printed matter with indecent or unethical contents;
 - money;

- documents that are current and personal correspondence between persons other than the sender and addressee and the people living with them;
 - items, the import of which is prohibited or limited by legislation for delivery to the destination country;
 - items, the import or export of which or limit of circulation is specified by other legislation.
- 3.1.2. In addition to the items listed in clause 3.1.1, the parcels may not contain letters that are packaged into an envelope and intended for delivery.
- 3.1.3. Coins, bearer bonds, traveller's cheques, precious metals and stones, and other valuable articles may only be sent as an insured postal item.
- 3.1.4. As an exception, the following can be sent as letters sent as regular and registered postal items:
- bees, leeches and silkworms;
 - pest parasites and exterminators, which are intended for repelling pests and which are exchanged by recognized institutions;
 - flies from the *Drosophilidae* family, which are intended for biomedical research and which are exchanged by recognized institutions.
- 3.1.5. Upon the acceptance of EMS deliveries, the postal worker has the right to demand that the sender open the postal item to be convinced that the delivery does not contain substances or items that are prohibited from being mailed, including those that can be sent under special conditions and/or dangerous substances or items. If the sender refuses to open the postal item, the postal item will not be accepted for delivery.
- 3.1.6. If necessary, temporary prohibitions and restrictions on the sending of various substances and items in postal items may be established on domestic and international postal exchange by legislation of the Republic of Estonia. Upon the establishment of temporary restrictions, the Post will notify the users of the postal service and the postal administrations of foreign countries of the nature and term of the restrictions.
- 3.1.7. The Sender is required to be convinced that the substances or items that form the contents of the delivery are not listed as forbidden for acceptance by the country of destination.

3.2. Packaging conditions

- 3.2.1. The sender will choose the packaging for the postal item. The postal item must be packaged and fastened in accordance with its contents, weight, shape, means of transport, and length of transport.
- 3.2.2. The packaging and fastening must:
- protect the contents of the postal items from damage by crushing and repeated processing;
 - prevent damage to the contents of the postal item and access to the contents of the item without damaging the packaging;
 - protect the temperature-sensitive contents of a delivery from freezing or heating;
 - guarantee the safety of the addressee and postal workers;
 - prevent damage to other postal items and the assets of the Post.
- 3.2.3. The following packaging materials are **used to package letters and parcels**: envelopes, incl. security envelopes, cardboard boxes, strong paper, thick plastic packaging, envelopes, including security envelopes, wood or metal boxes, etc. The packaging is sealed with rope, string, glue or tape.
- 3.2.4. When packaging **insured postal items**, it is not allowed to use packaging that allows the contents of the postal item to be identified and does not guarantee the preservation of postal secrecy (for instance, packaging consisting of several pieces, wholly transparent packaging or packaging with transparent address windows). The envelope or packaging of an insured postal item must be durable and must not prevent the application of a stamp or the sealing of the package by some effective means. We recommend that our customers wrap the contents of postal items that contain valuable items in additional strong interior packaging (carton, plastic, metal, etc.)
- 3.2.5. The following will be accepted unpacked:
- postcards;
 - items that are inseparable from each other and which form one whole package when disassembled or compressed and supplied with lead seals or seals and tied with strong rope;
 - packages that consist of one integrated item which can be transported unpacked without damaging the postal item (pieces of wood or metal, large items, etc.);
 - items in unopened manufacturer's packaging, if the package corresponds to established requirements and guarantees the inviolability of the contents.

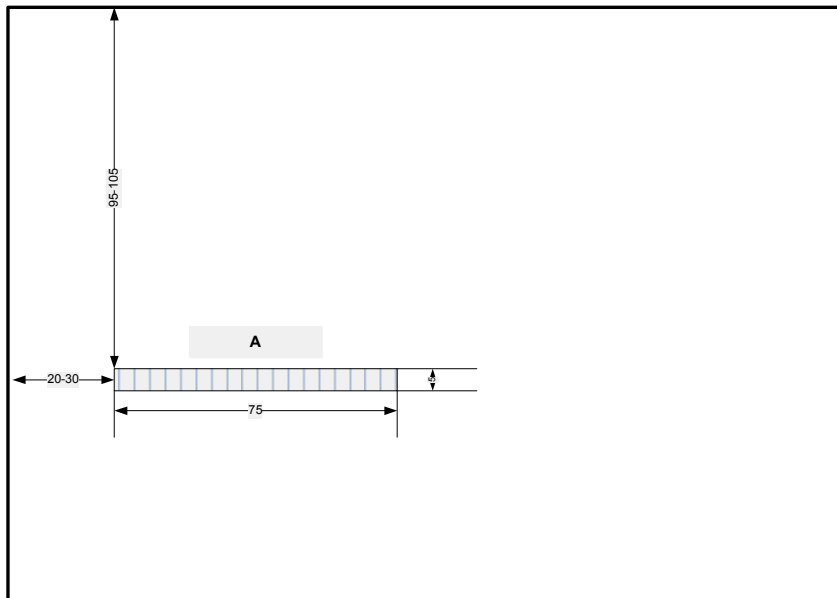
3.3. Special packaging conditions

- 3.3.1. Fragile and other delicate items must be tightly packed with strong, protective material that prevents breaking (for instance, bubble wrap newspapers, items of clothing, etc.) in boxes that prevent the items from colliding with each other and/or hitting the walls of the package during transport.
- 3.3.2. Liquid and easily liquefying substances may only be sent in hermetically sealed containers. Each container will be placed into a specially reinforced box, which is filled with a sufficient amount of the corresponding protective material to absorb the liquid should the container break. The box cover must be sealed so as to prevent its opening in the course of delivering the postal item.
- 3.3.3. Substances that liquefy with difficulty, such as salves, resins, soft soaps, etc. must be packed in a box, linen bag or plastic wrapper, and thereafter the contents of the postal item in a durable material is placed into a watertight container.
- 3.3.4. Dry paint powders will be accepted for delivery only in hermetically sealed boxes, which are in turn placed into strong boxes filled with the corresponding protective and absorbent material.
- 3.3.5. Dry non-paint powders and bulk goods will be placed into a durable container (box, bag) which is then placed into a box of strong material.

- 3.3.6. Precious metals and jewellery products must be packaged in durable metal or wood boxes, the walls of which must be 1 cm for parcels weighing up to 10 kg, and 1.5 cm for those weighing over 10 kg. The walls of a wooden box made of plywood may be 5 mm if the edges of the box are reinforced with braces.
- 3.3.7. Bees, leeches, silkworms, pest parasites and exterminators intended for repelling pests, and flies from the *Drosophilidae* families must be packed in specialized boxes, which protect them from damage and prevent their escape from the packaging in the course of the delivery.
- 3.3.8. Seeds and medications must be tightly packaged in an additional interior envelope, bag or box.
- 3.3.9. A light green tag with the corresponding symbol and markings will be attached to postal items containing samples of urgent medications and chemical agents next to the sender's address.
- 3.3.10. Plans, pictures, maps, etc. will be rolled around a strong cardboard base/cylinder.

3.4. Addressing

- 3.4.1. The letters and parcels must be labeled clearly and legibly with a written or printed sender's name and address and addressee's name and address. If the addressee's name and address is not legible, the Post has the right not to deliver the postal item due to the impossibility of delivery.
- 3.4.2. The addressee and the addressee's address will be marked on the letter or parcel parallel to the longer edge.
- 3.4.3. The addressee's address is written on the front of the letter or parcel on the right side of the address field.
- 3.4.4. The sender's address will be written into the left upper corner of an address card. On window envelopes, the addressee's address is marked in the transparent part and the sender's address in the transparent part in the upper left corner of the address side.
- 3.4.5. If a letter or a parcel is supplied with an address card, the sender's and addressee's information will be marked on the address card.
- 3.4.6. In the case of letter-post items in envelopes, area A, as shown on the figure below, must remain free for comments by the Post:



- 3.4.7. The address is written in Latin letters and Arabic numerals. If other letters and numerals are in use in the destination country, it is recommended that the address be written in these letters and numerals. For international postal items the name of the destination country is written in English or French.
- 3.4.8. The use of abbreviated names, arbitrary letters, number or marks, which are not commonly known and cause problems in delivering the postal item to the addressee, and also the wide spacing, correction or crossing out of addresses is not allowed.
- 3.4.9. If an address cannot be written or an address tag glued on the postal item, the address tag can be glued to a strong base and tied to the item. For unpacked postal items that consist of one integrated item the address information may be entered directly on the item.
- 3.4.10. The postal items are labelled with one sender's address, which must include the information specified in clause 3.4.11.
- 3.4.11. **Addressee's and sender's address information** is entered on the postal item as follows:
 - name (given name and family name of a physical person or the name of a legal person);
 - street, house and apartment number or for locations outside of cities, towns and settlements, the name of the farm;
 - name of the village and rural municipality;
 - postal code (written on the last row before the name of the city or county),
 - city or county;
 - country (for international postal items).
- 3.4.12. When sending postal items, these can be addressed for pickup on demand at the post office.
- 3.4.13. On the postal items addressed for pickup on demand, the following must be indicated:
 - addressee's name (given name and family name of physical persons);
 - the notation "Nõudmiseni";

- the name of the destination post office;
 - postal code, city or county.
- 3.4.14. When addressing international postal items for pickup on demand, the sender should enter the notation "POSTE RESTANTE" and add the name of the destination country to the address.
- 3.4.15. Letters may be addressed to a post office box. The following should be marked on letters addressed to post office boxes:
- name (given name and family name of a physical person or the name of a legal person);
 - number of the post office box;
 - name of the post office at the destination;
 - postal code, city or county.
- 3.4.16. When addressing international postal items to post office boxes, the sender should enter the notation "CASE POSTALE" or "P.O. Box" and add the name of the destination country to the address.
- 3.4.17. It is prohibited to glue tags or labels resembling postal payment means to the front of postal items or to place an impression of a stamp that could be taken to be a franking impression. When gluing tags or postage stamps to postal items they should not extend over the edges of the packaging, cover one another or the edge of the packaging or hide damage to the packaging.

3.5. Special labeling

- 3.5.1. Depending on the type of postal service and the means of delivery, the sender will mark the **special labels** listed in clause 3.5.3 and 3.5.4 on the address card or address side of the postal item in the middle of its upper part or, if space is lacking, in its upper corner under the sender's address.
- 3.5.2. The notation must be clear, legible and non-erasable. The placement of the notation must not hide the address.
- 3.5.3. Special labels for domestic postal items:
- "TÄHITUD" or "TÄHTKIRI" on letters to be sent as registered postal items;
 - "VÄÄRTKIRI euros" on letters to be sent as insured postal items;
 - "SISUKIRJAGA" on letters to be sent as insured postal items with a contents letter;
 - "LUNAMAKS euros" on letters to be sent as COD postal items;
 - "VÄLJASTUSTEATEGA" or "TÄHTVÄLJASTUSTEATEGA" on postal items with notices of delivery on the packaging or form, depending on the means of returning the notice of delivery to the sender;
 - "KÄTTETOIMETAMINE TASUTUD" for postal items with free home delivery;
 - "VÄÄRTUSeuros" on address cards with disclosed value;
 - a sticker saying "ETTEVAATLIKULT" on parcels of easily breakable items;
 - "SUUREMÕÕDULINE" on address cards of large parcels;
 - "VÄLJASTADA ISIKLIKULT" or "ISIKLIK" on letter items to be personally delivered;
 - "SEKOGRAMM" on letters with publications intended for the blind;
 - "ETTEVAATLIKULT. ELUSLOOMAD" on postal items containing live bees, leeches, silkworms, pest parasites and exterminators, and flies in the *Drosophilidae* family.
- 3.5.4. Special labels on international postal items:
- "LETTRE" for letters in non-standard envelopes;
 - "RECOMMANDÉ" for letters sent as registered postal items;
 - "VALEUR DÉCLARÉE" on letters sent as insured postal items;
 - "REMBOURSEMENT" for COD postal items;
 - "AR" or "AVIS DE RECEPTION" on postal items with notices of delivery;
 - "PAR AVION"/"PRIORITAIRE" for air mail items;
 - a sticker saying "COLIS FRAGILE" on parcels of easily breakable items;
 - "ECOMBRANT" on address cards of large parcels;
 -
 - "SERVICE DES PRISONNIERS DE GUERRE" on postal items sent by prisoners of war;
 - "SERVICE DES INTERNÉS CIVILS" on postal items sent interned civil individuals;
 - "NAVIRE" (ship) or "PAQUEBOT" (steamship) on letters posted as regular postal items on ships;
 - "CÉCOGRAMMES" on letters with publications intended for the blind;
 - "ANIMAUX VIVANTS" (live animals) on postal items containing live bees, leeches, silkworms, pest parasites and exterminators, and flies in the *Drosophilidae* family.

3.6. General terms for acceptance

- 3.6.1. Upon the acceptance of postal items, the postal worker will check the amount of the transferred postal items, the fulfilment of the addressing requirements, and the presence of the sender's special marking and a postage payment means on the postal item and/or delivery documents.
- 3.6.2. The Post has the right to refuse to deliver postal items that do not correspond to the requirements specified in these standard terms.
- 3.6.3. According to the Universal Postal Convention, the Post has the right to refuse to accept international postal items or deliver them to the addressee if the residence or location of the sender and addressee are marked as being located in the same foreign country and the postal items are transferred in large volumes with the aim of profiting from the favourable fees established in Estonia (re-mailing). If the sender has transferred postal items that correspond to this description, he/she is liable for the damage caused by the claims presented by the postal administration of the destination country to the Post.
- 3.6.4. Upon the acceptance of registered and insured postal items, the postal worker has the right to request that it be opened and to confirm in the presence of the sender that the postal item does not contain prohibited items or substances.

3.7. Acceptance of regular postal items

- 3.7.1. Regular postal items can be delivered to the Post through letterboxes, post offices, or electronically. Regular postal items, the dimensions of which exceed the dimensions of the letterbox, are transferred to the Post at the post office.

3.8. Acceptance of registered postal items

- 3.8.1. Unless otherwise provided by a contract, concluded between the Post and a sender, registered postal items are delivered to the Post at the post office or within the electronic environment.
- 3.8.2. Upon the acceptance of registered postal items, the postal worker will issue a certificate to the sender confirming the acceptance of the postal item.
- 3.8.3. Registered postal items can be sent to all countries, with the exception of registered postal items that are delivered within the electronic environment.
- 3.8.4. Upon the acceptance of registered postal items, the Post marks the postal item in a way that makes it possible to track its progress and to verify its date of arrival at the post office.

3.9. Acceptance of insured postal items

- 3.9.1. Unless otherwise provided by a contract concluded between the Post and a sender, insured postal items are transferred to the Post at the post office.
- 3.9.2. Insured postal items are transferred to the Post in sealed packaging or unpacked, if requested by the sender.
- 3.9.3. Letters sent as insured postal items can be transferred to the Post unpacked along with the inspection of the contents of the postal item (contents letter).
- 3.9.4. The contents letter is compiled in 2 copies, in which the items contained in the postal item and their monetary value is listed. One copy of the completed contents letter is put into the insured postal item, the other copy is retained by the sender.
- 3.9.5. When sending a parcel as an insured postal item, the sender must fill out the address card.
- 3.9.6. The disclosed value of the insured postal item is determined by the sender in full euros within the limits of the actual cost of the contents of the postal item. The sender can also designate a partial cost of the contents as the value of the postal item.
- 3.9.7. The disclosed value of documents is equal to the cost of their compilation and may not exceed possible replacement costs.
- 3.9.8. The disclosed value of a domestic insured postal item may not exceed 4,500 euros.
- 3.9.9. The disclosed value of international insured postal item may not exceed 4,000 SDR. If the destination country has established a lower limit for the disclosed value of insured postal items, then the disclosed value may not exceed this limit.
- 3.9.10. The Post will write the disclosed value on the packaging of the postal item and the address card in full kroons using Arabic numerals and Latin letters. For international postal items, the currency (EUR) is shown along with the disclosed value in SDR. Corrections and strikeouts are not allowed.
- 3.9.11. An impression of date stamp with the name of the post office and acceptance date is stamped on the right upper portion of the address side of the letter to be sent as an insured postal item. The exact weight of the postal item in grams is marked on the left on the address side.
- 3.9.12. Besides the notation made by the Post and the address, no other notations are allowed to be printed or glued to the insured postal item.
- 3.9.13. Upon the acceptance of insured postal items, the postal worker issues a receipt to the sender confirming acceptance of the delivery.
- 3.9.14. Insured postal items are accepted for international forwarding to countries, which have declared their agreement to allow the mutual exchange of such postal items. The corresponding list of countries is available in post offices and on the Post website at www.post.ee.
- 3.9.15. Upon the acceptance of insured postal items, the Post will mark the postal item in a way that makes it possible to track the progress of the postal item and to verify its date of arrival at the post office.

3.10. Acceptance of COD postal items

- 3.10.1. Registered and insured postal items can be sent COD.
- 3.10.2. The COD amount will be determined by the sender. The COD amount for a registered postal item may not exceed 35 euros. The maximum COD amount for an insured postal item may not exceed the combined total of the disclosed value noted on the insured postal item and the delivery cost.
- 3.10.3. The COD amount is marked on the packaging of the postal item and address card with numerals and words indicating the exchange unit (EUR) and the amount recalculated as SDR for international deliveries.
- 3.10.4. The addressee of the COD amount may be addressee of the COD postal item or a legal or physical person assigned by him/her.
- 3.10.5. The sender will fill out a form for a payment order or international or domestic money order according to the procedure established by the standard terms for the execution of cash transfers by the Post.
- 3.10.6. The Post may offer the sending of international registered and insured postal items under COD arrangement to those countries with whom an agreement regarding the execution of cash transfers and the forwarding of COD postal items exists. The list of the corresponding countries is available at post offices and on the Post's website at www.post.ee.

3.11. Acceptance of international postal items

- 3.11.1. The Post has the right to forward postal items to customs control and to charge the user of the postal service a service fee for submitting the postal item to customs and/or the clearance of customs.
- 3.11.2. Upon the acceptance of international parcels and packaged letters for countries located outside the economic territory of the European Union, a customs declaration will be filled out by the sender for the execution of customs clearing in the destination country. The exact list of the items is noted in English, French or some other language spoken in the destination country.
- 3.11.3. International postal items addressed to countries **outside the territory of the European Union**, the customs value of which exceeds the **limits established** by the Customs Act, must be declared in writing (export) on a customs declaration.
- 3.11.4. International postal items may be opened in order to inspect the contents at the request of a customs worker at the Sorting Centre. The Post is not responsible for the decisions made by the customs upon the inspection of postal items subject to inspection by customs.

4. DELIVERY OF POSTAL ITEMS

4.1. Conditions and procedures for delivery

- 4.1.1. Postal items are delivered to the addressee as follows:
 - 4.1.1.1. via a mailbox belonging to the addressee:
 - letters delivered as a regular postal items;
 - written notices regarding the arrival of a postal items;
 - 4.1.1.2. to the address noted on the postal item:
 - letters delivered as registered mail, unless not previously agreed otherwise with the addressee;
 - letters delivered as insured mail, unless not previously agreed otherwise with the addressee;
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 - letters delivered as regular postal items, for which the fee established by the Post has not been paid, or less than the necessary amount has been paid.
 - 4.1.1.3. to the post office closest to the addressee's residence or location:
 - registered parcels, unless not previously agreed otherwise with the addressee; domestic insured parcels, if not agreed otherwise beforehand with the sender or the addressee;
 - damaged postal items along with the corresponding documents;
 - letters sent as regular mail, that could not be delivered through the mailbox;
 - postal items that could not be delivered to the addressee.
 - 4.1.1.4. to the post office noted on the postal item:
 - postal items addressed for pickup on demand;
 - letters addressed to post office boxes.
- 4.1.2. Other delivery possibilities will be agreed upon in writing by the Post and the sender in a respective contract.
- 4.1.3. One attempt is made to deliver the postal items specified in clause 4.1.1.2. If it is not possible to deliver the postal item to the addressee, then a notice regarding the arrival of the postal item will be left in the mailbox of the addressee or communicated by electronic means (E-mail or SMS) and the postal item can be collected from a postal institution.
- 4.1.4. In regard to the postal items specified in clause 4.1.1.3, the Post will leave a notice regarding the arrival of the postal item in the addressee's mailbox or communicate it by electronic means (E-mail or SMS).
- 4.1.5. In regard to the postal items addressed for pickup on demand, the Post will not communicate a notice regarding the arrival of postal items to the addressee. The Post may communicate an electronic notice regarding the arrival of postal items to the addressee. A notice regarding the arrival of postal items will be left in the post office box for letters addressed to post office boxes.
- 4.1.6. In the case of a postal item to be delivered at the post office, the sender or addressee has the option of using an additional service for the paid delivery of the postal item. The Post has the right to charge a fee for this service.
- 4.1.7. The terms and conditions, specified in clause 4.1.1. will be applicable to postal items delivered in Estonia. Other terms and conditions may be established in other countries. For more information, please see the website of the Post at www.post.ee.
- 4.1.8. **A registered postal item addressed to physical persons** is considered delivered when it has been transferred to the addressee or individual who is at least 15 years old and works for the family or lives in the same residence or handed over to the addressee in person or a person authorised by him/her at a post office.
- 4.1.9. **An insured postal item addressed to physical persons** is considered delivered when it has been transferred to the addressee or individual who must be at least 15 years old and works for the family or lives in the same residence or handed over to the addressee in person or to a person authorised by him/her at a post office.
- 4.1.10. **A registered postal item addressed to legal persons** is considered delivered when it has been transferred to an employee present in his/her business premises or person continuously providing services to the legal person on the basis of some other agreement or handed over to its lawful representative or a person authorised by him/her at a post office.
- 4.1.11. **An insured postal item addressed to a legal person** is considered when it has been transferred to an employee present in his/her business premises or person who provides on-going services to the legal person on the basis of some other agreement or has been handed over to its lawful representative or a person authorised by him/her at a post office.

- 4.1.12. **A regular or registered postal item sent to a private individual at the address of a legal person** and notice on the arrival of a postal item are delivered along with the mail of the legal person to a representative of the legal person. The postal item will be delivered to the addressee by the legal person.
- 4.1.13. A personal ID document must be supplied to pick up letters sent as regular mail that cannot be transferred by mailbox from postal institutions due to their dimensions,. The list of suitable documents is given in clause 4.2.1 of the standard terms and conditions.
- 4.1.14. Upon the delivery of a registered or insured postal item, the person receiving the postal item must present his/her identity document. The list of identity documents is specified in clause 4.2.1 of the standard terms.
- 4.1.15. The person who has accepted a registered or insured postal item will confirm the delivery with a signature on the postal item's notice of arrival or another document serving as proof of the delivery, noting:
- his/her given name and family name;
 - the number of the identity document (in the case of individuals possessing a legal right of representation, the name of the document confirming the right of representation is also required);
 - the date of delivery;
 - his/her connection with the addressee, if the person who accepted the postal item is not the addressee.
- 4.1.16. If the addressee is not capable of giving a signature for a parcel sent as an insured or registered postal item, a postal worker who is not connected to the delivery may do so in the presence of the addressee. The postal worker who has provided his/her signature will provide in writing the reason for signing instead of the addressee, his/her given name and family name, and the date. The addressee may also ask a third party who presents an identity document to sign for the postal item on his/her behalf. The postal worker is obligated to ascertain the identity based on the presented document, and to note the number of the identity document of the addressee and the person signing on his/her behalf.
- 4.1.17. **COD postal items** will be delivered to the addressee after the payment of the demanded COD sum and the delivery fee for the cash transfer. The Post will issue a certificate regarding the acceptance of the COD amount and cash transfer fee.
- 4.1.18. COD amounts for international postal items that are in foreign currency will be converted into euros by the Post based on the daily exchange rate of the Bank of Estonia on the day of the arrival of the postal item at the destination. The payment of COD amounts to senders of COD postal items will take place according to the standard terms for the execution of cash transfers.
- 4.1.19. Upon the delivery of **postal item with a notice of delivery**, the addressee will confirm the receipt of the postal item with his/her signature, will print his/her given name and family name and the number of his/her identity document, and will note the date of the acceptance on the notice of delivery. The representative of a legal person will also add his/her job title.
- 4.1.20. Insured postal items with contents letters will be opened for inspection only upon the request and in the presence of the sender.
- 4.1.21. Registered postal items in damaged packaging and insured postal items with weight differences or damaged packaging are opened upon the request of the addressee upon delivering the postal item. The opening and the possible deficiency in the contents of the postal item will be fixed with a document and the contents of the postal item along with a copy of the document will be delivered against a signature. The original of the document and the packaging of the postal item will remain with the Post.
- 4.1.22. If a registered or insured postal item is opened upon delivery for the inspection of its contents at the request of the addressee and no deficiencies in the contents are ascertained, no document will be compiled.
- 4.1.23. Upon the delivery of a registered or insured postal item, the addressee may refuse to open a damaged postal item or a postal item with a weight difference for the inspection of the contents by making the corresponding notation on the notice of delivery of the postal item, which he/she will confirm with his/her signature. In this case, the Post does not bear any proprietary liability and compensation will not be paid.
- 4.1.24. In the case of regular postal items, the postal worker will make a notation on the postal item regarding its arrival in a damaged condition. Thereafter, the Post will deliver the regular postal item through the addressee's mailbox.
- 4.1.25. **Postal items subject to customs inspection**, for which the Post has filled out an import customs declaration, will be delivered to the addressee after checking a copy of the customs declaration, signing it and paying the import fees and service fee of the Post.
- 4.1.26. The Post will give the addressee one copy of the customs declaration along with the shipping documents and the certificate on the acceptance of the fees by the Post.
- 4.1.27. If the addressee does not wish to accept the customs declaration compiled by the Post, the postal worker will give the notice of the arrival of the postal item and the shipping documents of the postal item, based on which the person can compile the customs or traveller documents him/herself and pay the import taxes.

4.2. Documents on the basis of which postal items will be delivered

- 4.2.1. Postal items will be delivered upon the presentation of one of the following **identity documents**.
- 4.2.1.1 Primarily:
- passport of the Republic of Estonia;
 - identity card of the Republic of Estonia (ID-card);
 - identity card of a European Union Member State, member state of the European Union or an identity card of a citizen of the Swiss Confederation;
 - alien's passport.
- 4.2.1.2 If these are lacking, also:
- diplomatic passport;
 - temporary travel document;
 - travel document of a foreign country (passport issued in a foreign country);

- refugee travel document (document for foreigner who has been given asylum in Estonia);
- seaman's service book;
- certificate of record of service on Estonian ships;
- motor vehicle driver's license.

provided that the user's name, photo or facial image, signature or image of signature and date of birth or personal identity code has been entered into the documents listed above.

- 4.2.2. The document is valid if it corresponds to the following requirements:
- the document has been issued and the information in the document has been properly entered by a competent institution;
 - the validity of the document has not expired;
 - the document is fit for use and enables the identification of the entries made therein, their accuracy and the person using the document;
 - the document is whole and has not been damaged.
- 4.2.3. In addition to the documents listed above, insured postal items with a disclosed value of up to 35 euros and registered postal items are allowed to be delivered against a photo and signature of the owner, if the document bears the owner's name and date of birth or identity code, and the document is valid and not damaged.
- 4.2.4. Insured postal items with a disclosed value of up to 35 euros and registered postal items may be issued to a minor (a person, who has not attained the age of 18 years), against an unsigned document (i.e. student's card);
- 4.2.5. A registered postal value with a value exceeding 35 euro may only be delivered upon the presentation of documents listed in clause 4.2.1;
- 4.2.6. Registered and insured postal items addressed to persons under 18 years of age will be delivered, upon the lack of an identity document or documents specified in clause 4.2.3., to a legal representative (i.e. a parent or guardian) based on a document ascertaining the right of representation (i.e. a birth certificate or court ruling).
- 4.2.7. Postal items will be delivered to a person possessing the legal right of representation, upon the presentation of an identity document and **a document certifying the right of representation** (commercial registry A or B card, court judgment or regulation, or resolution of some other competent institution) or a document, proving a right of representation, granted under a transaction (Power of Attorney).
- 4.2.8. Standard, registered and insured items can be delivered to a person authorised by the addressee whom the addressee has given an authorisation document for the receipt of postal items. The authorisation document must be in written form, except if the legislation of the Republic of Estonia or the sender's written petition specifies that the authorisation document may be in some other form (attested by a notary, city secretary, rural municipality secretary, or by the head of an in-patient medical institution if the addressee is hospitalised).
- 4.2.9. The text of the authorisation document must include:
- the date on which the authorisation document was drawn up;
 - the name of the authorising person (in the case of a legal person) or family name and given name (in the case of a physical person), residence/location and identity code/registration code, in the case of legal persons also the given name and family name of the legal representative who signed the authorisation document;
 - the given name and family name of the authorised person, his/her personal identification code or date of birth and residence;
 - the contents of the authorisation document – which transactions the person is authorised to perform;
 - deadline for the validity of the authorisation document written in numerals and/or words;
 - the signature of the authorising person (for legal persons also the job title);
 - in case of an authorisation document attested in a form provided by law, the confirmation of the certifier of the authorisation document.
- 4.2.10. Corrections cannot be made in the text of the authorisation document, except in a notarised authorisation document, where the corrections are made by a notary him/herself and attested by the notary with a signature and seal.
- 4.2.11. The authorisation document can be non-reusable, reusable or issued for general administration.
- 4.2.12. A **non-reusable authorisation document** is issued for the acceptance of a specific postal item, and in addition to the information specified in clause 4.2.7, it includes the type and number of the postal item in relation to which the authorisation has been granted.
- 4.2.13. A **reusable authorisation document** enables the bearer to receive postal items that have arrived in the authoriser's name for a period specified in the authorisation document. Upon the delivery of the postal item, the authorised person will provide the post office with a copy of his/her authorisation document, which is stored at the post office. The authorised person must present the original of the authorisation document upon each delivery of a postal item.
- 4.2.14. **General administration authorisation documents** are issued by the authoriser for executing various transactions and the same principles apply for the delivery of postal items based on such an authorisation document as they do for the reusable authorisation document.
- 4.2.15. The Post (post office or client service centre) must be notified in writing of the withdrawal of an authorisation document (premature termination) by the addressee (authoriser). If the Post is not notified in writing, the Post will not be responsible for the proper delivery of postal items.
- 4.2.16. The delivery of postal items based on authorisation documents will be noted on the notice regarding the delivery of postal items or other documents certifying delivery, in addition to the information on the addressee's representative and the following information of his/her identity document: the words "volikirja

alusel" (against an authorisation document), the number of the authorisation document if it exists, and the date of issuance.

- 4.2.17. An authorisation document issued by a legal person to its representative for the receipt of postal items will be signed by the legal representative of the legal person (member of the management board, procurator, etc.). The authorised person will submit an identity document and authorisation and the valid (not older than 15 days before the delivery of the postal item) printout (B-card) of the represented person's registry card that certifies the signature and right of authorisation of the person who signed the authorisation document. A legal person in public law submits other documents that certify the signature and right of authorisation of the person who signed the authorisation document.
- 4.2.18. Postal items addressed to legal persons may be delivered without authorisation to a legal representative of the legal person (member of the management board, procurator, liquidator, bankruptcy trustee), according to the entry in the register where the corresponding person is registered. The legal representative must submit a valid (not older than 15 days before the delivery of the postal item) printout of the registry card information regarding the person being represented and an identity document. In this case, the name of the legal person, registry code as well as the name of the representative and the number of the identity document submitted upon delivery of the postal item will be noted on the notice regarding the receipt of the postal item.
- 4.2.19. Postal items will be delivered to sole proprietors who are not entered in the Commercial Register upon the presentation of an identity document.
- 4.2.20. The requirements established for legal persons are valid for delivery to legal persons in public law, except for the obligation to submit a printout of valid registry card information.
- 4.2.21. A postal item may also be delivered based on an authorisation document issued in a foreign country and certified by the corresponding competent person or institution, which is equal to an authorisation document attested by a notary of the Republic of Estonia. The authorisation must be translated into the Estonian language together with the notarisation of the authenticity of the translation or a translation by a sworn translator. The authorisation must be certified with an apostil or legalised, except if the authorisation is issued in a country with which Estonia has concluded an agreement for legal assistance (the respective information is available at www.kohus.ee).
- 4.2.22. The Post is not responsible for the authenticity, completeness, validity or correctness of the translations of the documents submitted regarding the right of representation.
- 4.2.23. The Post is not obligated to accept authorisation documents the contents of which are not uniformly understandable.
- 4.2.24. Postal items will only be delivered based on original documents or their notarised copies, or copies authenticated/attested by other person entitled by some other legislation.

4.3. Storage deadlines for postal items

- 4.3.1. Postal items, except for postal items to be picked up on demand and under customs supervision, will be held in the delivering post office for the addressee for **15 calendar days** from the day following their arrival in the issuing post office (included).
- 4.3.2. Postal items addressed for pickup on demand or under customs supervision will be held in the post office for the addressee for **thirty calendar days** from the day following their arrival in the post office (included).
- 4.3.3. The exact holding period of a postal item is shown on the notice of the arrival of a postal item sent to the addressee.
- 4.3.4. Upon the expiration of the deadlines specified in clauses 4.3.1 or 4.3.2, the postal item will be returned to the sender.
- 4.3.5. The sender or the addressee may extend the storage deadline for up to 2 months from the day the postal item arrives at the delivering post office by sending a request, which can be reproduced in writing (letter, e-mail, fax).
- 4.3.6. The addressee will pay the Post a storage fee for parcels and letters weighing more than 500 g that are stored at the post office. The storage fee will be calculated from the day after the day marked on the notice of arrival as the end date of the storage period until the postal item is delivered. The storage fee will not apply to publications for the visually impaired (secograms) delivered through an international service.
- 4.3.7. The addressee cannot extend the storage deadline if the sender has previously submitted a written petition to the Post not to extend the storage deadline.
- 4.3.8. If the addressee has not submitted a petition for the extension of the deadline, the Post has the right to return the postal item to the sender after the expiration of the deadline. If the Post lacks information about the sender or the sender refused to accept the postal item, clause 6 of these standard terms will be applied.
- 4.3.9. Based on the legislation of the Republic of Estonia or upon agreement with the sender, the storage deadline for the postal item may differ from that specified above.
- 4.3.10. The directives and conditions that are valid in the destination country determine the storage deadline for postal items sent abroad.

4.4. Requirements for mailboxes and their installation

- 4.4.1. A mailbox must guarantee the preservation of the postal item. The existence and maintenance of a mailbox is guaranteed by the owner or administrator of the building or apartment, unless otherwise agreed with the Post. The minimal dimensions of a mailbox are 25 cm x 35 cm x 6 cm. The minimal dimensions of a mailbox-opening intended for mail are 3 cm x 23 cm.
- 4.4.2. The Post will be notified about the installation of a mailbox. The Post is not obligated to deliver mail to a mailbox if the Post has not been notified of its installation.
- 4.4.3. The user of the postal service will notify the appropriate post office of the installation of a mailbox or a change in its location in writing or by sending the Post's client service centre an e-mail with the following information:

- the given name and family name of the petitioner/business name of the legal person,
- the telephone number of the petitioner (if available),
- the exact address where the mailbox will be installed,
- the date of submitting the statement,
- signature, except in the case of an e-mail.

- 4.4.4. In cities, towns or settlements, mailboxes will be installed on the street-side fence or gate in front of a private house or row house and in a lighted vestibule in the case of an apartment house. If the private house or row house has no fence, the mailbox will be installed in a lighted place near the street-side exterior door.
- 4.4.5. In villages, the mailbox will be installed at a reasonable distance from the location or residence of the postal service user and in a place that is accessible year round to the Post's transport vehicles.
- 4.4.6. A user of the postal service who wishes to receive his/her mail separately from the people living in the other apartments (private residence) may install a supplementary mailbox with his/her name and notify the Post of this.
- 4.4.7. The number of the apartment or private residence or the family name must be clearly marked on the mailbox. The name of the legal person must be marked on the mailboxes of legal persons.
- 4.4.8. A situation where the addressee has no mailbox or the Post has no access to the mailbox constitutes an impossibility of delivery. In case of an impossibility of delivery, the Post will be guided by clause 6 of these standard terms.

5. PROCEDURE FOR OPENING POSTAL ITEMS

5.1. The Post has the right to open postal items:

- 5.1.1. to protect the contents of a damaged postal item or to ascertain its status;
- 5.1.2. in the case of the impossibility of delivery, to identify the sender of the postal item;
- 5.1.3. to enable customs checks of postal items;
- 5.1.4. to prevent possible physical harm to people or things from the postal item.

5.2. In the cases mentioned in clause 5.1.4, the Post must immediately notify the rescue service.

5.3. If upon the forwarding of the postal item a suspicion arises regarding the existence of the contents of the postal item or it can be assumed based on external indicators that the contents have been looted or that the postal item poses a threat to other postal items, the looted postal item will be opened to ascertain its status.

5.4. The opening of damaged postal items will be carried out in the presence of the sender or addressee by a commission specially formed by the Post in rooms intended for this purpose.

5.5. For the opening of the postal item the Post will form a commission (hereinafter opening commission), which has at least three members.

5.6. The commission is prohibited from becoming more thoroughly acquainted with the contents of the postal item than necessitated by the reason for opening the postal item.

5.7. The persons present at the opening of the postal item are obligated to keep what they discover as a postal secret.

5.8. A legal document will be compiled for the opening of postal item for cases specified in clause 5.1.1, 5.1.2 and 5.1.4.

5.9. The legal document will include the reason for the opening, describe the exact external condition of the postal item, and note the weight of the postal item before the opening and the general weight after the sealing of the postal item. The list of the items comprising the contents of the postal item and the detailed description of the items (name, number and weight in case of merchandise will be included in the legal document, and a description will be provided of the parts of the postal item that are missing, looted or damaged and of the part of the postal item that will be forwarded.

5.10. Regular postal items will be entered in the document numerically. In case of registered and insured postal items, the registration number of the postal item along with the mailing information will be entered in the document.

5.11. If the addressee or sender is identified by the contents of an opened postal item, the postal item will be forwarded to the address of the addressee or sender together with a copy of the legal document compiled regarding the opening. The postal item will bear the following notation: "Avatud aadressi täpsustamiseks, postkontori nimetus ja kuupäev" (opened to specify the contents, name of the post office and date, which will be confirmed by the signature of the chairman of the opening commission).

5.12. An item or items discovered upon the opening of the postal item that are unfit for further consumption or that are prohibited from being forwarded in postal items will be removed and destroyed. After the removal of spoilt and hazardous substances or the substances that cannot be mailed, the postal item will be sent to the addressee along with a copy of the legal document of the opening commission. A copy of the legal document issued by the opening commission regarding the elimination of spoilt and hazardous substances will also be sent to the sender.

6. HANDLING OF POSTAL ITEMS UNDELIVERED DUE TO THE IMPOSSIBILITY OF DELIVERY

6.1. Impossibility of delivery

6.1.1. The impossibility of delivery is a situation in which:

- 6.1.1.1. the postal item cannot be forwarded to the addressee because his/her postal address is missing or is imprecise, illegible, and due to other similar reasons;
- 6.1.1.2. the addressee of the postal item does not pick up the postal item at a post office before the storage deadline expires or refuses to accept the postal item;

- 6.1.1.3. the postal item has not been paid for or less money than the fee established by the Post has been paid and the addressee refused to pay the missing part;
- 6.1.1.4. the postal item cannot be forwarded to the addressee because the mailbox is missing or the mailbox is inaccessible.
- 6.1.2. In the cases specified in clause 6.1.1.1, the Post will make reasonable efforts to ascertain the postal address of the addressee.
- 6.1.3. A postal item not delivered due to the impossibility of delivery will be returned to the sender after the expiration of the storage deadline.
- 6.1.4. A postal item that the addressee refused to accept, or in case of which it becomes apparent that its delivery is impossible, will be returned immediately.
- 6.1.5. Letters sent as regular postal items, except for postcards, will be returned to the country of origin.
- 6.1.6. The Post will preserve a postal item in case of which the sender cannot be identified or which the sender refuses to accept upon its return to him/her, for at least six (6) months from the first appearance of the impossibility of delivery according to the established procedures.
- 6.1.7. If, before the preservation deadline, the sender or addressee submits a statement or letter for the delivery of the stored postal item to the sender or addressee, the Post will deliver (send) the stored postal item to the person applying for the delivery of the postal item after it is convinced that the petitioner has the right to receive the postal item.
- 6.1.8. The reason for the impossibility of delivery is marked on the wrapper or address card of the postal item.
- 6.1.9. If the sender of the postal item cannot be identified or the sender refused to accept the returned postal item, the Post has the right to open the postal item according to the procedure specified in clause 5.

6.2. The procedure for destroying and selling postal items undelivered due to the impossibility of delivery

- 6.2.1. Postal items undelivered due to the impossibility of delivery which have contents that perish quickly or contain advertising and marketing materials can be destroyed by the Post immediately after the postal item is opened in the storage room if the addressee or sender has not been identified based on the contents.
- 6.2.2. Written notices and items of little value in the postal items will be destroyed after six (6) months. Letters are destroyed in a way that guarantees postal secrecy and the protection of personal data.
- 6.2.3. Other contents of the postal items will be sold according to chapter 6 of the Law of Obligations Act if this does not violate the inviolability of the privacy of the sender or addressee.
- 6.2.4. Of items taken out of postal items:
 - foodstuffs, old and worn items, and other items of little value will be destroyed;
 - gold and silver coins, precious stones and metals and items containing same and other valuable contents will be sold if this does not violate the inviolability of the privacy of the sender or addressee;
 - valid postal payment means will be used by the Post;
 - upon discovery of the documents and items mentioned in the previous clauses, the commission executing the opening will make a decision regarding each individual case, in respect to handling the documents and items contained in the postal item.
- 6.2.5. The money contained in postal items and received from the sale of items contained in postal items will remain with the Post.
- 6.2.6. The auction of items to be sold will be conducted by the Post under the specified conditions and procedures by the respective commission.

7. RIGHTS OF SENDERS AND ADDRESSEES

- 7.1.** Until delivery to the addressee, the postal item belongs to the sender, except in case when the delivery is confiscated according to legislation.
- 7.2.** Until delivery to the addressee, the sender of the registered and insured postal item has the right to:
 - request the return of the postal item if the postal item has not been delivered to the addressee;
 - change and correct the addressee's address (that is, request forwarded delivery);
 - give instructions to have a specific postal item delivered to another person at the same address;
 - give instructions to deliver a COD postal item without collecting the COD amount from the addressee;
 - give instructions for the collection of a COD amount for registered or insured postal items, which were earlier sent without a COD arrangement;
 - reduce or increase a COD sum, although not more than within the range of the disclosed value of the postal item and the fee for the postal item.
- 7.3.** The addressee has the right to:
 - give written instructions to forward all the postal items arriving in his/her name to another address;
 - give non-recurrent instructions to forward the registered and insured postal items arriving in his/her name to another address;
 - give non-recurrent instructions to return the registered and insured postal items arriving in his/her name to the sender;
 - refuse to accept postal items arriving in his/her name without opening them.
- 7.4.** A post office must be contacted for the implementation of instructions specified in clauses 7.2 and 7.3.
- 7.5.** Applications for forwarded delivery of postal items will only be accepted within the territory of the Republic of Estonia.
- 7.6.** Applications for returning postal items will be accepted for both deliveries returned within the territory of the Republic of Estonia and to foreign countries, provided that the country concerned has declared the

compliance with such instructions. The list of such countries is available at post offices and the website of the Post at www.post.ee.

- 7.7.** The instructions specified in clause 7.2 can only be executed with international deliveries, if the country concerned has declared their compliance with such instructions. The list of such countries is available at post offices and the website of the Post at www.post.ee.
- 7.8.** A sender or addressee is required to prove his/her right to forward or return registered or insured postal items to a postal worker and supply a personal identity document. A sender of a registered and insured postal item is required to submit an original certificate issued by the Post upon the transfer of the delivery concerned (original certificate).
- 7.9.** If the addressee refuses to accept a postal item without opening it, he/she must make the corresponding notation on the postal item or the notice regarding the arrival of a postal item, and confirm it with his/her signature and the date. If the addressee refuses to make this notation, the postal worker will make the corresponding notation and confirm it with his/her signature and the notation made by the postal worker will be equal to a refusal by the addressee to accept the postal item. Follow-up or returned postal items will be issued under the procedure, applicable to that type of delivery.
- 7.10.** The Post may charge a fee for the submission of the application set out in clauses 7.2 and 7.3 and determine a deadline for the validity of such instructions. In addition, the Post shall be entitled to charge a fee for the new delivery of a forwarded or returned postal item, as specified in the price list of the service concerned.
- 7.11.** If a sender requires the return of registered or insured postal items, the sending fees charged to the sender for the domestic or international delivery of registered or insured mail will be refunded to the sender, if the delivery is still available at the post office, where it was delivered for sending, at the moment when the returning request is made.
- 7.12.** Upon the expiry of the storage period, international parcels not delivered will be treated in accordance to the instructions marked onto the parcel and address card by the sender. International parcels are not returned to a country of origin, if the sender has forbidden it, by marking the respective comment onto the parcel and address card.
- 7.13.** The instructions specified in clauses 7.2 and 7.3 are formalised in written form at the post office, and the following information is noted:
- name of the submitter of the petition (given name and family name of a physical person), his/her exact address, telephone number and e-mail address;
 - in the case of a non-recurrent forwarding, the type of postal item, number, name of the post office of origin, mailing date (in the case it is to be returned, note the shown address on the postal item, in the case of forwarding, note the entire new address);
 - in the case of recurrent forwarding, the current address of the sender, the addressees' new address and the starting and ending date of the period for applying the instructions;
 - date of the submission of the petition, and the submitter's signature.
- 7.14.** The postal worker confirms the correctness of the information with his/her signature and the impression of a date stamp on the petition. After comparing the information, the original petition is returned to the sender or addressee. On the back of the petition to be returned, a notation is made regarding the content of the instructions and the date of its acceptance, which the postal worker confirms with his/her signature and the impression of a date stamp.

8. PROPRIETARY LIABILITY

8.1. The liability of the Post

- 8.1.1.** The Post is liable for proprietary damage that is caused:
- if registered and insured postal items are lost;
 - if the contents of registered and insured postal items are fully or partially damaged (including looting or defacement);
 - if the COD amount is not collected from the addressee in full or in part;
 - when returning an international parcel if the sender has refused to have the postal item returned.
- 8.1.2.** The Post is liable for direct proprietary damage, which has been caused due to the fault of the Post (intent, negligence, gross negligence) and is liable for the actual value of the looted or damaged postal item, but not more than the maximum compensation established for the corresponding type of postal item. The proprietary damage does not include indirect damages, including unearned revenues.
- 8.1.3.** In the case of the loss, looting or damage of the contents of domestic registered postal items and insured postal items, the Post is obligated to pay compensation to the following extent:
- 8.1.3.1.** to the extent of the postage costs if an advice of registered postal item is lost;
 - 8.1.3.2.** 35 euros if the contents of a registered letter or parcel have been lost, fully damaged or looted;
 - 8.1.3.3.** to the extent of the disclosed value if the contents of an insured postal item have been lost, fully damaged or misappropriated;
 - 8.1.3.4.** to the extent of the value of the looting or damage, but not more than the maximum compensation established for the corresponding type of postal item if a registered postal item is partially looted or damaged;
 - 8.1.3.5.** to the extent of the value of the looting or damage, but not more than more than the disclosed value of the insured postal item if an insured postal item is partially looted or damaged;
 - 8.1.3.6.** to the extent of the difference in the collected sum or to the extent of the uncollected amount of the COD payment if the COD sum is not fully collected from the addressee, is not collected at all or is paid incorrectly.

- 8.1.4. In case of the loss, looting or damage of the contents of international registered postal items and insured postal items, the Post is obligated to pay compensations according to the Universal Postal Convention to the following extent:
- 8.1.4.1. to the extent of the postage costs if knowledge of registered postal item is lost;
 - 8.1.4.2. 30 SDR if the contents of a registered letter have been lost, fully damaged or looted;
 - 8.1.4.3. 40 SDR for a parcel and 4.50 SDR for each kg if the contents of a registered parcel have been lost, fully damaged or looted;
 - 8.1.4.4. to the extent of the disclosed value if the contents in SDR of an insured postal item have been lost, fully damaged or misappropriated;
 - 8.1.4.5. to the extent of the value of the looting or damage, but not more than the maximum compensation established for the corresponding type of postal item if a registered postal item is partially looted or damaged;
 - 8.1.4.6. to the extent of the value of the looting or damage, but not more than more than the disclosed value of the insured postal item if an insured postal item is partially looted or damaged;
 - 8.1.4.7. to the extent of the difference in the collected sum or to the extent of the uncollected amount of the COD payment if the COD sum is not fully collected from the addressee, is not collected at all or is paid incorrectly.
- 8.1.5. The Post pays compensation for the return of a letter, sent to a foreign country from Estonia as a registered or insured postal item, if the reason for the return is not shown on the letter.
- 8.1.6. The Post shall pay compensation for new delivery fees, charged to a sender of a parcel sent to a foreign country from Estonia, upon return of the parcel, if:
- the reason for the return is not shown on the parcel;
 - the senders directions were not followed although a notation was made on the parcel or address card on how to handle the parcel;
 - the addressee was not found due to a mistake on the part of the Post.
- 8.1.7. In the cases specified in clause 8.1.5, the fee for sending the postal item back and forth as well as other possible fees and tariffs that were not annulled upon the return are refunded to the sender.
- 8.1.8. In case of the loss, looting or damaging of the contents of registered and insured postal items, the certificates issued upon the acceptance of the postal item and the petition for tracing the postal item specified in clause 9.1.1. must be submitted to the Post.
- 8.1.9. The compensation will be paid in euros for both domestic and international postal items.
- 8.1.10. In addition to the provisions of clauses 8.1.3. and 8.1.4., if a registered or insured item is lost, fully looted or damaged, the sender or addressee accordingly has the right to have all fees and payments refunded, except the insurance fee. The same applies to registered and insured items that the addressees have refused due to their poor state if the Post has caused this state and is liable for it.
- 8.1.11. If the sender has claimed an amount smaller than those specified in clauses 8.1.3 or 8.1.4 for a registered or insured postal item being lost or fully looted or damaged, the Post may pay the smaller amount.

8.2. Exempting the Post from liability, providing information and postal secrecy

- 8.2.1. The Post is exempted from liability if the registered or insured postal item is delivered according to the requirements of these standard terms.
- 8.2.2. The liability of the Post will remain in the following cases:
- 8.2.2.1. the loss of or damage to the contents of the postal item is discovered before the delivery or during delivery;
 - 8.2.2.2. a registered postal item was delivered to the addressee through his/her mailbox, except if this method of delivery resulted from the requirements specified in legislation;
 - 8.2.2.3. if, in the case of a returned postal item, the sender accepts the postal item with the proviso that the postal item is looted or damaged and immediately submits a damage claim without leaving the post office;
 - 8.2.2.4. if, despite the delivery being correctly formulated, the addressee of a parcel sent as a registered postal item or insured postal item, or the sender, if the postal item is returned to the point of origin, notes without leaving the post office that he/she has discovered the theft of or damage to the contents of the postal item. The person applying for compensation must prove that the theft or damage did not occur after the delivery.
- 8.2.3. The Post is not liable:
- in cases of force majeure specified in clause 9.3;
 - if the Post cannot account for deliveries due to the destruction of documents caused by force majeure, provided that the liability of the Post cannot be proven by some other means;
 - if the loss of the postal item or the loss of or damage to the contents are the fault of the sender, caused by the sender's negligence (incl. unsuitable package) or due to the type of contents of the postal item;
 - if the postal item contains items that are prohibited from being sent in postal items by these standard terms;
 - if the postal items are seized in accordance with legislation;
 - in case of postal items that are insured for an amount that is significantly larger than their actual value;
 - if the sender has not presented an inquiry within six months as of one day after the postal item was mailed;
 - in case of parcels of war prisoners and interned civil individuals;
 - if the sender acts malevolently with the goal of receiving compensation.
- 8.2.4. The Post is not liable for customs declarations submitted in any form or for decisions that customs has made in the course of the examining a postal item presented for a customs check.

- 8.2.5. The Post will supply information about registered and insured postal items by phone if the user of the postal service notifies the Post of the registration number of the postal item which has been assigned to the postal item upon its acceptance.
- 8.2.6. Postal workers and persons who assist in the delivery of postal items based on contracts concluded with the Post must maintain postal secrecy while the service is provided and also after that time.
- 8.2.7. Persons related to the provision of postal service may not procure more information regarding the contents of the postal item or about the more exact circumstances of the postal traffic than is necessary for the provision of postal service. The use of such information for purposes other than the provision of postal service is prohibited.
- 8.2.8. Exceptions to the obligation to maintain postal secrecy and adhere to the limits on the procurement of information may only be made in cases and under procedures specified by law.
- 8.2.9. The retention and confiscation of postal items is regulated by the legislation of the Republic of Estonia and/or the destination countries.

8.3. Force majeure

- 8.3.1. Force majeure is a circumstance that the Post could not influence and could not reasonably be expected to have taken into consideration or avoided when the contract was signed or non-contractual obligations developed or prevented or overcome its consequences.
- 8.3.2. Force majeure includes, among other things, the occurrence of technical obstructions independent of the post office, as well as hindrances to the provision of the service caused by natural disasters, catastrophes, adverse weather conditions, results of war or some other extraordinary occurrence that the post office could not foresee or prevent.
- 8.3.3. If the force majeure is temporary, the violation of an obligation is excusable only for the time that the force majeure hinders the performance of the obligation.

8.4. Liability of the sender

- 8.4.1. The sender of the postal item is liable for the bodily harm caused to postal workers or damage caused to other postal items or postal equipment by sending prohibited items or by the non-fulfilment of packaging requirements and/or requirements for special labelling.
- 8.4.2. In case of damage caused to other postal items by sending prohibited items or the non-fulfilment of packaging requirements and/or requirements for special labelling, the sender is liable for each damaged postal item to the same extent as the Post.
- 8.4.3. Upon sending prohibited items or the non-fulfilment of packaging requirements and/or requirements for special labelling, the sender shall remain liable even if the post office has accepted the postal item.
- 8.4.4. If the sender has complied with the conditions for the acceptance of postal items, he/she is not liable for the damage caused by the Post upon handling the postal item.

9. RESOLUTION OF COMPLAINTS AND PETITIONS

9.1. The procedure for resolving complaints in case of loss of, theft of or damage to the postal item or the violation of quality requirements and standards terms

- 9.1.1. Users of the postal service may submit the following to the Post:
 - complaints regarding the non-conformity with standard terms (*hereinafter complaint*);
 - written petitions for tracing a registered and insured postal item, including a petition for the compensation of damages (*hereinafter petition*) in connection with the loss of postal items, deficiencies in or damage to contents in the case of both domestic and international postal items.
- 9.1.2. The complaint or petition must be submitted to the Post by letter, fax or e-mail. The corresponding contact information is available at post offices and on the Post's website at www.post.ee.
- 9.1.3. The petition for tracing a postal item must be submitted within six (6) months as of one day after the postal item was transferred to a post office or the Post's client service centre. The certificate issued by the Post upon the acceptance of the postal item is added to the petition. If the petition is sent electronically, the user of the postal service will submit a copy of the certificate issued by the Post upon the acceptance of the delivery by mail, fax or e-mail (scanned). If the certificate is missing the Post will not guarantee the success of the trace.
- 9.1.4. The following information will be included in the petition:
 - the given name and family name of the petitioner or the business name of the legal person, address, telephone number, bank account number, if the content of the petition is the compensation of damages;
 - the data on the postal item that is the basis for the petition (type of postal item, registration number, name of the post office of origin, date on which the postal item was sent, the name and address of the addressee and the disclosed value of the postal item, and the COD sum if a COD delivery);
 - upon the submission of a petition regarding the loss of a postal item, loss of, deficiencies in or damage to the contents of a postal item, a detailed list of the contents and value of the items must also be submitted;
 - the means by which the petitioner wishes to receive the answer (orally, in writing, by mail or e-mail).
- 9.1.5. If the user of the postal service is submitting petitions regarding several postal items that are addressed to different addresses, separate petitions must be submitted for each postal item.
- 9.1.6. Tracing postal items is free.
- 9.1.7. If the petition is submitted later than the time specified in clause 10.1.3, the Post has the right not to satisfy the petition and to notify the petitioner of this fact in writing.

- 9.1.8. The Post will review the petition and complaint as quickly as possible, but no later than 10 days after the day the petition or complaint is submitted, and will answer the petitioner or complainant by the means specified by him/her.
- 9.1.9. If it is not possible to provide a satisfactory answer within the deadline specified in clause 9.1.8, the petitioner will be informed of this by a written interim answer and the final answer will be given within one month. If the time needed to resolve the complaint is longer than one (1) month, the complainant will be informed of this and an answer will be provided as soon as possible.
- 9.1.10. Applications regarding international postal items will be resolved within 2 months of the day after the application was submitted.
- 9.1.11. If the petition complaint cannot be resolved, the applicant will be given a reasoned answer (with references to valid legislation or regulations).
- 9.1.12. If an agreement cannot be reached with the Post, the sender or addressee has the right to appeal to the Competition Board or court.

9.2. The procedure for the refunding of fees charged for postal items or the compensation of damages

- 9.2.1. The refunding of fees charged for delivering postal items and the compensation of damages will take place according to the provisions of clauses 9.1 and 9.2. of these standard terms.
- 9.2.2. Generally, the Post pays the compensation to the sender, who has the right to transfer the compensation to the addressee by submitting a corresponding request to the Post in writing. The sender or the addressee may authorise a third party to receive the compensation.
- 9.2.3. The Post will pay the compensation immediately after it has been ascertained that the postal item has been destroyed or it has been ascertained as a result of a trace that the postal item is lost.
- 9.2.4. The compensation will be transferred to the bank account of the person who is entitled to compensation.
- 9.2.5. If, after the compensation is paid, the postal item that was considered to be lost or a part of it is found, the Post will notify the person that has received the compensation that he/she has the right to receive the postal item that was considered to be lost, or a part of it, within three months, if he/she refunds the compensation that has been paid out. If the person who has received the compensation refuses the found postal item or he/she does not answer the Post within 10 working days, that he/she does not wish to accept the postal item, the Post will send the same notice to the addressee or sender (the person who was not paid the compensation), giving this person the same deadline for answering.
- 9.2.6. If the sender and the addressee refuse the found postal item or do not answer the Post within the deadline specified in clause 10.2.5, the ownership of the postal item will be transferred to the Post or another provider of postal service (in the case of international postal items) who paid the compensation in connection with the destruction or loss of the postal item.

9.3. The right to appeal to the Competition Board or court

- 9.3.1. Everyone can submit a written complaint to the Competition Board regarding activities of the Post that are in violation of the legislation of the Republic of Estonia and these standard terms.
- 9.3.2. According to the provisions of the Postal Act, the Competition Board reviews the complaints mentioned in the previous clause and makes a decision within 60 days of the arrival of the complaint, unless otherwise specified by law.
- 9.3.3. The Competition Board has the right to request additional information from persons who have or who may have information necessary for making the decision specified in the previous clause, to conduct an expert examination, or to organize an expert examination by third parties. The deadline specified in clause the Director General of the Competition Board could extend 9.3.2 or a person authorised by him/her, from the time the submission of the corresponding petition until the presentation of the additional information or results of the expert examination, but not for more than one hundred and twenty (120) days.
- 9.3.4. The Competition Board must forward the decision made regarding the complaint to the complainant and the Post within five working days of the day the decision is made.
- 9.3.5. In addition to the Competition Board, the user of the postal service can also defend his/her rights by appealing to the courts in the Republic of Estonia according to the established procedure.

10. PROCEDURE FOR HANDLING AND USING PERSONAL DATA

- 10.1. Personal data is processed and used for the purpose of providing the universal postal service in accordance with the Postal Act, the Personal Data Protection Act, and the principles for processing customer data established by the Post. The principles for processing customer data are available on the Post's website at www.post.ee.

11. TERMS AND CONDITIONS FOR LETTER SERVICE

11.1. Types of letter-post items

- 11.1.1. **Standard letters** are properly addressed and packaged postal items containing paper carriers, which have been transferred to the Post for delivery and weigh up to 250 g. Paper carriers corresponding to the parameters specified in clause 11.4.1., such as letters, printed matter, postcards, etc., are delivered as standard letters.
- 11.1.2. **Maxi-letters** are properly addressed and packaged postal items that have been transferred to the Post for delivery and contain an item or items that weigh up to 2 kg.

11.2. The types of letter delivery

11.2.1. Standard domestic and international letters can be delivered as follows:

- as regular postal items;
- as registered postal items;
- as insured postal items.

11.2.2. Domestic and international maxi-letters can be delivered as follows:

- as regular postal items;
- as registered postal items;
- as insured postal items.

11.3. Additional services

11.3.1. The additional services for letters delivered as domestic registered and insured postal items are:

- delivery with regular or registered notices of delivery;
- COD delivery (see clause 3.19);
- Personal delivery of postal items addressed to a natural person.

11.3.2. The additional services for letters delivered as international registered and insured postal items are:

- delivery with a regular notice of delivery;
- COD delivery to countries that provide the respective service;
- personal delivery of postal items addressed to natural persons in countries that provide this service and have a valid agreement with the Post (see clause 3.10).

11.3.3. For domestic and international letters that are to be delivered in the post office, home delivery is provided as an additional service.

11.3.4. The sender will pay for the additional service based on the pricelist established for additional services, which is available at post offices or on the Post's website at www.post.ee.

11.4. Parameters

11.4.1. Standard letters:

Maximum weight	-	up to 250 g ¹
Minimum dimensions	-	90x140 mm (length, width)
Maximum dimensions	-	229x324x5 mm (length, width, thickness)

11.4.2. If the weight and dimensions of the letter exceed those specified in clause 11.4.1 for standard letters, they will be treated as maxi-letters.

11.4.3. Maxi-letters:

11.4.3.1.1.	Maximum weight	-	up to 2,000 g
11.4.3.1.2.	Minimum dimensions	-	90X140 mm (length, width or the rolled length and twice the diameter totalling 170 mm; longest dimension, 100 mm)
11.4.3.1.3.	Maximum dimensions	-	230 x 330 x 20 mm (length, width, thickness)
11.4.3.1.4.			

11.4.4. If the weight and dimensions of the maxi-letter exceed those specified in clause 11.4.3 for maxi-letters, they will be treated as parcels.

11.5. Customs formalities

11.5.1. When sending letters containing items from Estonia to countries located outside the economic territory of the European Union, the sender will fill out customs declaration form CN22 or CN23. Customs declaration form CN22 is used to declare contents valued up to 300 SDR. Upon sending letters containing items from Estonia to countries located outside the economic territory of the European Union, the sender must also fill out an export customs declaration, if the value of the postal item exceeds the limits established by the Customs Act. The requirements for fulfilling customs requirement for letters are available at post offices and on the Post's website at www.post.ee.

11.6. Quality standards

11.6.1. **Standard domestic letters sent as regular postal items:** at least 90% of postal items that are transferred to the Post via letterboxes or the post office before the last emptying of the letterbox will be delivered to the addressee's mailbox on the next working day of the post office after the transfer of the postal item (abbreviation 90% D+1).

11.6.1.1. When the postal item is mailed after the last transfer time marked on the letterbox or established by the post office, the transfer date is considered to be the next post office working day.

11.6.2. **Domestic maxi-letters sent as regular postal items:** at least 90% of postal items that are transferred to the Post via letterboxes or the post office before the last emptying of the letterbox will be delivered to the addressee's mailbox on the next working day of the post office after the transfer of the postal item (abbreviation 90% D+1).

11.6.2.1. When the postal item is mailed after the last transfer time marked on the letterbox or established by the post office, the transfer date is considered to be the next post office working day.

11.6.2.2. Maxi-letters that do not fit into letterboxes due to their dimensions will be delivered to the addressee at the post office nearest to his/her residence or location. A notice regarding the arrival

of the postal item at the post office will be sent to the addressee no later than one post office working day after the arrival of the postal item (abbreviation D+1).

- 11.6.3. **Domestic letters sent as registered postal items:** postal items that are transferred to the Post before the last transfer time established by the post office or in the electronic environment will be delivered to the addressee's residence or location no later than two working days after the transfer of the postal item (abbreviation D+2).
- 11.6.4. **Domestic letters sent as insured postal items:** postal items that are transferred to the Post before the last transfer time established by the post office or in the electronic environment will be delivered to the addressee's residence or location no later than two working days after the transfer of the postal item (abbreviation D+2).
- 11.6.5. The latest transfer times that are applicable in a postal institution or the electronic environment are available on the Post's website at www.post.ee.
- 11.6.6. **Incoming international letters** will be delivered according to the standards for domestic letters if the letter Tallinn Airport no later than 5 pm on working days;
- 11.6.7. If the letters arrive at the Tallinn Airport or Sorting Centre later than the times specified in clause 12.6.5, then the transfer date is considered to be the next working day of the post office.
- 11.6.8. In case the letters are subject to customs control, the time needed for customs clearance will be added to the delivery time (no more than one working day).
- 11.6.9. Letters addressed to **islands without permanent transport connections** will be delivered according to the frequency of the transport connection, but no later than one working day after the connection is made. The exception does not apply when the sender and addressee are located on the same island, where there is also at least one post office.
- 11.6.10. Letters and notices on the arrival of letters are not delivered on **national and state holidays**. Postal items are delivered on the next working day after national and state holidays.

12. TERMS AND CONDITIONS FOR STANDARD PARCEL SERVICE

12.1. Definition

Standard parcels are properly addressed and packaged domestic and international postal items containing an item or items weighing up to 20 kg and transferred to the Post for delivery.

12.2. Types of standard parcel delivery:

- as registered or non-insured postal items;
- as insured postal items.

12.3. Additional services

- 12.3.1. The additional services provided for domestic and international standard parcels are:
 - delivery with a regular or registered notice of delivery;
 - COD delivery;
 - delivery with the label "ettevaatlikult";
 - delivery with the label "suuremõõduline";
- 12.3.2. The additional services for international standard parcels are:
 - delivery with a regular notice of delivery;
 - COD delivery;
 - delivery of deliveries with fragile contents (labeled "COLIS FRAGILE");
 - delivery of large-dimensioned deliveries (labeled "ENCOMBRANT");
 - additional services will be available to international standard parcels on the provision that such services are available in the target country. For more specific information, see the website of the Post at www.post.ee.

12.4. Parameters

- 12.4.1. Standard parcels

Maximum weight	-	up to 20 kg
Minimum dimensions	-	140mmx90x20mm (length, width, thickness)
Maximum dimensions	-	Longest side up to 1,500 mm or total of length and circumference 3,000 mm.
- 12.4.2. Standard parcels, the longest side of which is over 1,050 mm or total length and circumference of which exceeds 2,000 mm will be handled as a large postal item. The dimensions of a large standard parcel may not exceed the maximum dimensions of a standard parcel.

12.5. Customs clearance

- 12.5.1. Upon the acceptance of international postal items to be sent to countries located outside the economic territory of the European Union, the sender will fill out customs declaration form CN 23. An exact list of the items will be written in English, French or any other language understood in the country of destination. When sending a parcel outside the economic territory of the EU, the sender must fill out an export customs declaration if the value of the postal item exceeds the value and quantity limits established by the Customs Act.
- 12.5.2. Standard parcels with customs fees will be delivered:
 - after checking and signing the customs declaration compiled by the Post and the payment of the import duties and fees of the Post, or
 - the execution of customs clearing at customs institution by the addressee and the receipt of a delivery permit from the customs inspector.
- 12.5.3. Information on the customs clearing for international standard parcels are available at post offices and on the Post's website at www.post.ee.

12.5.4. The sender will pay for additional services related to customs according to the established price list that is available at post offices and on the Post's website at www.post.ee.

12.6. Quality standards

- 12.6.1. **Domestic standard parcels** that are transferred to the Post before the last transfer time established by the post office will be delivered to the addressee's residence or location no later than two working days after the transfer of the postal item (abbreviation D+2). When the postal item is mailed after the last transfer time marked on the letterbox or established by the post office, the transfer date is considered to be the next working day of the post office.
- 12.6.2. A notice regarding the arrival of the postal item at the post office will be sent to the addressee no later than one working day after the arrival of the postal item (abbreviation D+1).
- 12.6.3. **Incoming international standard parcels** will be delivered to the postal institution according to the standards for domestic parcels (clause 13.6.1), if the standard parcels arrive at the Sorting Center no later than by noon on a working day. If the standard parcels arrive at the Sorting Center later than noon, one working day will be added to the delivery time.
- 12.6.4. In case the **standard parcels are subject to customs control**, the delivery time from the Sorting Centre to the post office that will make the delivery will be increased by one working day.
- 12.6.5. Standard parcels addressed to **islands without permanent transport connections** will be delivered according to the frequency of the transport connection, but no later than one working day after the connection is made. The exception does not apply when the sender and addressee are located on the same island, where there is also at least one post office.
- 12.6.6. Standard parcels and notices of their arrival are not delivered on **national and state holidays**. Postal items are delivered on the next working day after national and state holidays.