

EXPRESS BUSINESS DAY BALTICS PARCEL AND PALLET TRANSPORT

Express Business Day Baltics parcel measurements

Min. weight 100 g	Max. weight 35 kg
Min. length 15 cm	Max. length 120 cm
Min. width 15 cm	Max. width 60 cm
Min. height 1 cm	Max. height 60 cm

Express Business Day Baltics pallet measurements

1/2 EUR PALLET	EUR PALLET
Max. weight 370 kg / 0,2 LDM	Max. weight 740 kg / 0,4 LDM
Max. length 80 cm	Max. length 120 cm
Max. width 60 cm	Max. width 80 cm
Max. height 210 cm	Max. height 210 cm

1. Direction of transit: ESTONIA -> FINLAND

Brief description of the transport process:

The time for submitting an order for same-day pickup from a Tallinn address is 12 noon. Pickup of orders received later takes place on the next working day or if possible on the day (working day) on which the order was submitted. Orders whose pickup address is outside Tallinn must be submitted 1 working day prior. The sorting of parcels takes place on automatic sorting lines, which checks the measurements and weight of the parcels. The parcels move along the line along with other parcels weighing up to 35 kg, as a result of which the parcel may end up underneath other heavier parcels and the parcel may sustain impacts due to the difference in heights of the different parts of the line. If the system detects a violation of requirements in regard to the allowed weight or measurements, the parcels will be taken off the line and placed separately on a pallet and the invoice will be drawn up accordingly.

Itella Estonia OÜ' does not have any obligation to notify the sender of the goods as to tee overweight/oversize of parcels or pallets, nor does it have an obligation to package them together.

PROHIBITED ITEMS WHEN USING THE EXPRESS BUSINESS DAY BALTIC SERVICE:

The Express Business Day Baltics service may not be used to send fragile/easily breakable goods, foodstuffs, temperature-sensitive products, liquids, hazardous materials, documents and valuables, etc.

Itella Estonia OÜ

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www.itella.ee/logistics
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PACKAGING:

The parcels in terminals move along an automated sorting line, as result please allow for the possibility that the parcel may sustain impacts and/or end up underneath other heavier parcels weighing up to 35 kg. Goods must be packaged pursuant to the particulars of the parcel contents and with the consideration that the goods will be moving along sorting lines. Goods packaged on pallets may not extend beyond the edges of the pallets.



Returns:

If the delivery of a shipment is unsuccessful, the shipment will be sent back to the distribution terminal or nearest parcel point and the customer will be sent an arrival notice. The goods will be held for 7 days, after which they will be automatically returned to the sender. No separate notification regarding returns will be made. The invoice for the transport of returned goods will be sent to the original sender.

MULTI-PARCEL SHIPMENTS:

Shipments for which multi-parcel shipment service has been added on will not necessarily reach the customer the same day. The multi-parcel shipment price does not apply for an oversize parcel. The total weight of multi-parcel shipments may be a maximum of 150 kg and contain up to 10 parcels.

Delivery time:

Most destinations in Finland will be delivered on the next business day. For more details on home delivery times, consult the respective postal code on the sheet below:

https://www.posti.fi/yritysasiakkaat/tyokalut/rahdin-toimitusaika/index-en.html#_ga=2.230958175.1783257197.1559717225-2097062401.1550846584

Additional services	Parcel
Home delivery	2.00 €
COD service	5.00 €
Oversized	8.00 €
Call before delivery	2.00 €
Change of recipient	15.00 €
Execution of orders in Smartship by Itella's employees	2.50 €

2. Direction of transit: ESTONIA -> Latvia

Brief description of the transport process:

The time for submitting an order for same-day pickup from a Tallinn address is 12 noon. Pickup of orders received later takes place on the next working day or if possible on the day (working day) on which the order was submitted. Orders whose pickup address is outside Tallinn must be submitted 1 working day prior. The sorting of parcels takes place on automatic sorting lines, which checks the measurements and weight of the parcels. The parcels move along the line along with other parcels weighing up to 35 kg, as a result of which the parcel may end up underneath other heavier parcels and the parcel may sustain impacts due to the difference in heights of the different parts of the line. If the system detects a violation of requirements in regard to the allowed weight or measurements, the parcels will be taken off the line and placed separately on a pallet and the invoice will be drawn up accordingly.

Itella Estonia OÜ' does not have any obligation to notify the sender of the goods as to tee overweight/oversize of parcels or pallets, nor does it have an obligation to package them together.

PROHIBITED ITEMS WHEN USING THE EXPRESS BUSINESS DAY BALTIC SERVICE:

The Express Business Day Baltics service may not be used to send fragile/easily breakable goods, foodstuffs, temperature-sensitive products, liquids, hazardous materials, documents and valuables, etc.

PACKAGING:

The parcels in terminals move along an automated sorting line, as result please allow for the possibility that the parcel may sustain impacts and/or end up underneath other heavier parcels weighing up to 35 kg. Goods must be packaged pursuant to the particulars of the parcel contents and with the consideration that the goods will be moving along sorting lines. Goods packaged on pallets may not extend beyond the edges of the pallets.



Returns:

If the delivery of a shipment is unsuccessful, the shipment will be sent back to the distribution terminal or nearest parcel point and the customer will be sent an arrival notice. The goods will be held for 14 days, after which they will be automatically returned to the sender. No separate notification regarding returns will be made. The invoice for the transport of returned goods will be sent to the original sender.

MULTI-PARCEL SHIPMENTS:

Shipments for which multi-parcel shipment service has been added on will not necessarily reach the customer the same day. The multi-parcel shipment price does not apply for an oversize parcel. The total weight of multi-parcel shipments may be a maximum of 150 kg and contain up to 10 parcels.

Delivery time:

Orders with Riga as the destination will be delivered the next working day, while orders bound for the rest of Latvia will be delivered the working day after next.

Additional services	Parcel
Home delivery	2.00 €
COD service	5.00 €
Oversized	8.00 €
Call before delivery	2.00 €
Change of recipient	15.00 €
Execution of orders in Smartship by Itella's employees	2.50 €

3. Direction of transit: ESTONIA -> Lithuania

Brief description of the transport process:

The time for submitting an order for same-day pickup from a Tallinn address is 12 noon. Pickup of orders received later takes place on the next working day or if possible on the day (working day) on which the order was submitted. Orders whose pickup address is outside Tallinn must be submitted 1 working day prior. The sorting of parcels takes place on automatic sorting lines, which checks the measurements and weight of the parcels. The parcels move along the line along with other parcels

weighing up to 35 kg, as a result of which the parcel may end up underneath other heavier parcels and the parcel may sustain impacts due to the difference in heights of the different parts of the line. If the system detects a violation of requirements in regard to the allowed weight or measurements, the parcels will be taken off the line and placed separately on a pallet and the invoice will be drawn up accordingly.

Itella Estonia OÜ' does not have any obligation to notify the sender of the goods as to tee overweight/oversize of parcels or pallets, nor does it have an obligation to package them together.

PROHIBITED ITEMS WHEN USING THE EXPRESS BUSINESS DAY BALTIC SERVICE:

The Express Business Day Baltics service may not be used to send fragile/easily breakable goods, foodstuffs, temperature-sensitive products, liquids, hazardous materials, documents and valuables, etc.

PACKAGING:

The parcels in terminals move along an automated sorting line, as result please allow for the possibility that the parcel may sustain impacts and/or end up underneath other heavier parcels weighing up to 35 kg. Goods must be packaged pursuant to the particulars of the parcel contents and with the consideration that the goods will be moving along sorting lines. Goods packaged on pallets may not extend beyond the edges of the pallets.



Returns:

If the delivery of a shipment is unsuccessful, the shipment will be sent back to the distribution terminal or nearest parcel point and the customer will be sent an arrival notice. The goods will be held for 14 days, after which they will be automatically returned to the sender. No separate notification regarding returns will be made. The invoice for the transport of returned goods will be sent to the original sender.

MULTI-PARCEL SHIPMENTS:

Shipments for which multi-parcel shipment service has been added on will not necessarily reach the customer the same day. The multi-parcel shipment price does not apply for an oversize parcel. The total weight of multi-parcel shipments may be a maximum of 150 kg and contain up to 10 parcels.

Delivery time:

Parcels with Vilnius or Kaunas as their destination will be delivered the next working day, while parcels bound for the rest of Lithuania will be delivered the working day after next. Pallets will be delivered the business day after next Lithuania-wide.

Additional services	Parcel
Home delivery	2.00 €
COD service	5.00 €
Oversized	8.00 €
Call before delivery	2.00 €
Change of recipient	15.00 €
Execution of orders in Smartship by Itella's employees	2.50 €

Please note: Hazardous goods and irregularly shaped pallets and parcels that do not meet the Express Business Day standards cannot be transported using this service.

The price of a full EUR pallet will be charged for transport of a ½ EUR-pallet on to which the goods have been laid so that it extends beyond the pallet edges.

A 50% surcharge will be levied for a standard EUR pallet on to which the goods have been laid so that it extends beyond the pallet edges.

Placing orders: Orders are placed in SmartShip and the goods will be labelled by the sender with labels received from Smartship.

To cancel or modify orders, to get assistance, or in other questions related to transport, please contact customer service: klienditeenindus@itella.com

Price queries for shipments that do not qualify for Express Business Day Baltics services should be sent to the following address: sales.estonia@itella.com