

# Product Terms for International Goods Transport Services for Contract Customers

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## Contents

1. General .....	3
1.1. Scope of Application .....	3
1.2. Customer's obligations .....	3
1.3. Revisions .....	3
1.4. Definitions .....	3
1.5. Use of Posti's transport units .....	3
1.6. Leaving items for transport .....	4
1.7. Item content restrictions .....	4
1.8. Delivery time estimate and service levels by route .....	4
1.9. Delivery days .....	4
1.10. Transport documents .....	4
1.11. Pricing and payment .....	4
1.12. Item tracking .....	5
1.13. Return to sender .....	5
1.14. Posti's right to deviate from the Service ordered by the Customer .....	5
1.15. Complaints and damages .....	5
1.16. Customs clearance of items .....	6
2. International goods delivery services .....	6
2.1. Express Business Day .....	6
2.2. EMS .....	6
2.3. Priority .....	6
2.4. Consumer Parcel .....	7
2.5. SmartPOST to Estonia .....	7
3. Additional services .....	7
3.1. Payer other than the sender .....	7
3.2. Cash on delivery (COD) .....	7

## INTERNATIONAL GOODS TRANSPORT SERVICES

### 1. General

#### 1.1. Scope of Application

These Product Terms apply to the international goods transport services provided to the contract customers of Posti Ltd and other companies that belong to Posti Group (hereinafter "Posti"). These Product Terms specify the general and item-specific product terms and features of the international goods transport services.

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

The Customer is notified of any changes with material effect on the services no later than one month before the changes take effect.

#### 1.2. Customer's obligations

In addition to what has been stated in the General Contract Terms, the Customer shall be responsible for instructing senders or recipients that are not parties to the agreement to comply with the provisions specified in this contract.

The Customer shall comply with the instructions issued by Posti.

The Customer shall check with Posti to ensure that the selected Service is possible for the location in question and that the selected supplementary services are possible in connection with the selected Service. If the Customer's choices are in conflict with each other or the item, Posti has the right to deviate from the Service ordered by the Customer as laid down in section 1.14.

The Customer shall be responsible for ensuring that correct and up-to-date name, address, and payment information and any other markings required by the Service are indicated on items. The name and Finnish mainland address of the sender must always be indicated on items for the potential return of the item.

The delivery destination must provide direct access.

The Customer shall be responsible for using Posti's transport documents and the customs documents or other such documents required by the authorities. The Customer shall pay the price specified in the price list in force for the Service also after the expiry of this Contract if deliveries have been sent using Posti transport documents with the Customer's contract number.

#### 1.3. Revisions

Posti has the right to amend these terms and Services by informing the Customer of the change one month before the amendments take effect. Amendments that do not weaken the Customer's position may also be made in deviation from the one-month period of notice.

#### 1.4. Definitions

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

**MPS.** MPS pricing refers to a mailing batch of several items to the same recipient using the same product and, with regard to transport units, also the same platform type.

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

#### 1.5. Use of Posti's transport units

The use of transport units owned by Posti (cage pallets, rolltainers, and boxes) is restricted only to Posti's domestic shipments as separately agreed. The transport units may not be used for domestic freight, foreign transport, transport for other companies, or in the Customer's in-house operations.

The Customer will obtain the number of Posti transport units specified in the contract for a period of one week free of charge. Transport units may be given to the Customer for use only if the Customer has returned any previous transport units they have used as instructed by Posti.

The Customer shall be responsible for any transport units it picks up or which have been delivered to the Customer and the use thereof.

Posti is entitled to monitor and supervise the use of transport units, collect any non-returned transport units, and invoice the charges specified in the contract for the pickup of the non-returned transport units. Posti shall also have the right to perform checks in the Customer's premises in order to monitor the use of the transport units. Posti shall be entitled to charge the Customer for a compensation equaling the amount of the acquisition price in the event that a transport unit is damaged, lost, or used contrary to the contract.

### 1.6. Leaving items for transport

The Customer may leave items at Posti's service points by the deadline specified there, or Posti picks up the items from the sender by separate agreement.

### 1.7. Item content restrictions

The restrictions for the content of items are specified in the General Contract Terms, unless otherwise specified on a product-by-product basis. To check the restrictions, please contact customer service. The destination country may have its own additional restrictions. The Customer shall find out the destination country's prohibitions and import restrictions in force at each time. Posti is not responsible for the execution of the service if the sender has not followed the restrictions and terms and conditions issued by the destination country.

Postal operators are also not liable for customs manifests or official decisions related to customs declarations. Additional information related to import permits and other import-related matters may be available from the commercial mission of the destination country.

International shipments may not contain any substances or materials classified as prohibited or dangerous in relation to ground, sea, or air transport, such as aerosol cans, lithium batteries, or even small amounts of inflammable liquids or oxidizing agents. For further information on country-specific restrictions and prohibitions, please visit [www.posti.fi](http://www.posti.fi).

### 1.8. Delivery time estimate and service levels by route

Only a delivery time estimate is given for international shipments. Priority service is available to all countries, other services only to separately specified countries. The country-specific estimated transport times and availability of services by country are presented on Posti's website.

### 1.9. Delivery days

Delivery days vary by destination country.

### 1.10. Transport documents

Each parcel in a batch of items must include an appropriate transport document with a unique item ID. Supplementary services must be marked in each transport document.

Delivery services include Posti's adhesive address labels and the use of the Prinetti address label printing software. NCR address labels are subject to a separate charge. Posti will deliver transport documents to the address mentioned in Customer's contract as ordered by the Customer. The Customer may also use another address label or printing software approved by Posti in advance at their own cost. The transport document must always state the Customer's contract number.

Each parcel in a batch of items must include a transport document.

The Customer may only use the same item ID once during a year and a half (18 months) when printing address labels.

### 1.11. Pricing and payment

The price of the Express Business Day service always include the pickup of the item from the Customer. The prices of other services only include transport and delivery.

Pricing is based on the destination country, number of items and the measured weight or cubic content of the items, depending on whichever is bigger. Regarding parcels, the cubic term is  $1\text{m}^3 = 250\text{ kg}$ . In cases where the actual weight or volume cannot be measured, the default invoicing weight is 250 g.

The pricing of SmartPOST parcels is based on the item's standardized size. Shipment sizes include S, M, L and XL.

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

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

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

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

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

Posti will invoice for the Services used by the Customer with one-week periods.

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

#### 1.12. Item tracking

The item is registered in Posti's item tracking system in Finland, and in most destination countries also upon delivery. To check the transport status, please call Posti's Customer Service or visit the website.

#### 1.13. Return to sender

If an item cannot be returned for a reason not attributable to Posti, the item will be handled in accordance with the instructions specified by the Customer. If an item is returned, the return costs will be charged to the Customer. Express Business Day parcels will always be returned at the Customer's cost.

The transportation charge of a returned item is invoiced from the original payer. If the item cannot be returned to the sender, it is processed as undeliverable in accordance with the General Contract Terms.

#### 1.14. Posti's right to deviate from the Service ordered by the Customer

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

If the Customer has selected a service level that is not possible for the route of the item, Posti shall nevertheless be entitled to charge for the service level selected by the Customer.

#### 1.15. Complaints and damages

Maximum damages

##### Priority and EMS

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

Loss, theft and damage of a Priority item:

Maximum reimbursement of the Universal Postal Union SDR 40/item + SDR 4.50/kg. The corresponding maximum reimbursement for EMS items is EUR 1,680/item.

In accordance with the conventions of the Universal Postal Union, damages are not paid for the delay of shipments. However, Posti may reimburse the full or parties transportation charge of a Priority item due to considerable delay. Usually, a delay of 14 days is considered to be a considerable delay.

##### Other items

The recipient must inspect the item and file complaints of any externally visible damage immediately upon receipt. Complaints regarding damage other than externally visible damage must be filed in writing within

seven days of receiving the item, apart from Sundays and mid-week holidays.

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

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

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

Posti's liability shall be determined in accordance with the Act on Road Transport Contracts and the General Contract Terms. Posti always compensates for damage incurred during transport to its customers. The Customer shall be entitled to transfer the right to damages to a third party by informing Posti of this in writing in connection with the processing of the claim.

The maximum reimbursement for an item is SDR 8.33/kg in accordance with CMR. In addition, transportation charges are returned to the extent of the fault. The maximum reimbursement for the delay of delivery is limited to the amount of the transportation charge.

#### 1.16. Customs clearance of items

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

No appended documents are required when sending items to the EU area. Items sent elsewhere have to be accompanied by a commercial or pro forma invoice. Information on any necessary documents to be appended to items and the related regulations is available at [www.posti.fi](http://www.posti.fi) or Posti's customer service.

## 2. International goods delivery services

### 2.1. Express Business Day

Express Business Day items are delivered to the recipients' addresses. Delivery practices vary by destination country. The service includes at least one delivery attempt. The delivery time is not agreed with the recipient in advance.

Import and export customs clearance are included in the price of the Service for shipments outside the EU.

The service is also available as an import shipment with Finland as the destination country.

Posti has the right to invoice the sender for the costs incurred to Posti due to a missing EDI message. Import shipments include one delivery attempt. If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from an outlet in the destination country.

**Additional services:** Payer other than the sender

### 2.2. EMS

EMS items are transported using the fastest connections to separately specified countries or limited areas. The delivery areas are available from Posti's website or customer service.

If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from a service point in the destination country. The service includes at least one delivery attempt. If the item is not picked up by the end of the retention period, it will be returned to the sender.

Items will not be delivered to post office box or Poste restante addresses.

The items are handed over against signed receipt to a person present in the address. Outward clearance service is not included in the service price.

### 2.3. Priority

A Priority parcel is transported with fast connections from Finland to the destination country. Items are primarily delivered to the recipient, but in some countries items are delivered to a postal outlet for the recipient to pick up.

Items will not be delivered to post office box or Poste restante addresses.

If the recipient is not reached and if the shipment is not picked up within the storage period, the shipment will be returned to the sender and Posti has the right to invoice the original sender for any costs incurred by the return.

Outward clearance service is included in the price when shipping items to Iceland, Norway, and Switzerland.

#### 2.4. Consumer Parcel

Consumer Parcels are delivered to an outlet determined based on the recipient's address for the recipient to pick up.

The parcel will be handed over to the person presenting the notice of arrival or to the person asking for the shipment with its item ID.

If the recipient is not reached and if the shipment is not picked up within the destination country-specific storage period, the shipment shall be returned to the sender and Posti has the right to invoice the original sender for any costs incurred by the return.

**Additional services:** Cash on Delivery in separately specified destination countries.

#### 2.5. SmartPOST to Estonia

Posti delivers SmartPOST parcels to be picked up at a parcel terminal specified by the sender or other Pickup Point within the time indicated in Posti's Delivery Time Inquiry, on the second weekday after their drop-off and otherwise on the fourth weekday after the drop-off at the latest.

The notice of arrival is delivered to the recipient on the date of arrival by SMS. In addition to the notice of arrival, a reminder SMS message is sent for items delivered to a Posti parcel terminal if they have not been picked up within 4 days.

A parcel which is not either sent or received through a parcel terminal may not left for transport as a SmartPOST product.

The Customer may only drop off individual items in a parcel terminal. In other cases, Posti picks up the SmartPOST items from the Customer as separate agreed or the Customer drops the items off at a Posti outlet.

This service requires an EDI message. The EDI message must always show the recipient's mobile phone number.

**Additional services:** COD, Multi-parcel shipment, Payer other than the sender, Special handling, LQ Limited quantity.

### 3. Additional services

#### 3.1. Payer other than the sender

In the Payer other than the sender additional service, the items is charged to the Customer even if the sender is a different party. The additional service requires the dispatch of an EDI message to Posti.

#### 3.2. Cash on delivery (COD)

The item in question is handed over to the recipient against the payment specified by the Customer. This service requires a bank account in the destination country.

Posti is not responsible for the time taken for the bank transfer between banks. The Customer shall be responsible for the account number and reference data on the cash on delivery assignment being complete, accurate and compliant with the instructions issued by Posti. The Customer shall be charged for any investigation work resulting from erroneous or deficient account or reference information according to the price list. The maximum sum of a COD is limited on a destination country-specific basis.

The payment traffic does not relay information.

Posti shall have the right to charge the COD amount back from the Customer if the COD was paid using a credit card and the company that issued the credit card cancels or charges back the payment in accordance with its own terms and conditions, such as due to a claim made by the buyer on the deal.

#### COD in Sweden

This additional service requires a bank account with a Swedish bank. The cash on delivery amount will only be paid into a Swedish bank account.

Notice of the COD additional service, the COD sum, the bank account number and a reference number must be included in the EDI message.

- Swedish bank account number (7–10 numbers without spaces or hyphens)

- Reference (2–25 numbers, to be obtained by the customer from the Swedish bank)
- Sum total in SEK, max. SEK 10,000 per parcel
- (the account number may not be given as IBAN + BIC)
- The sender is in charge of verifying that the bank account information is correct.
- Please note! In Sweden, the assumption is that the service is a Plus giro service and the reference is given in text format. A separate agreement with Posti must be made if any other alternatives are to be used.

**COD in Estonia**

This additional service requires a bank account with an Estonian bank. The cash on delivery amount will only be paid into an Estonian bank account.

Notice of the COD additional service, the COD sum, the bank account number and a reference number must be included in the EDI message.

- Estonian bank account number (without spaces or hyphens)
- Reference (to be obtained by the customer from the Estonian bank)
- Sum total in EUR, max. EUR 1,000 per parcel
- (the account number may not be given as IBAN + BIC)

The sender is in charge of verifying that the bank account information is correct.