

# **Product terms of goods transport services for contract customers of the franking machine and pricing service**

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## 1. General

### 1.1. Scope of Application

These product terms shall be applicable to Posti Ltd's (Posti) domestic goods transport services (Services) shipping items with the use of a franking machine or Posti's pricing service. The Services are available to corporate and organizational customers, and their use requires a contract with Posti. In addition to the Product Terms, the Services are subject to the contract concluded between Posti and the Customer as well as Posti Ltd's General Contract Terms ("General Contract Terms"), the Finnish Act on Road Transport Contracts and, in international services, the agreements of the Universal Postal Union (UPU).

### 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 use the Delivery Time Inquiry 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 1.7.

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. 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.

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

**Delivery Time Inquiry** is a Posti service for checking the areas and locations in which Posti's goods transport services are available and what is the delivery time or other service level for the location.

**A Pickup Point** is a Posti outlet from which the recipient can pick up items. The Pickup Points available at each time are specified in Posti's register of Pickup Points.

### 1.5. 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. Pickup must always be agreed for transport units.

### 1.6. 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.

### 1.7. Handover of the items

The items transported to the delivery address are handed over against a signed receipt to a person present at the address.

Items picked up from an outlet are handed over to the person requesting the item using the item ID.

Items delivered to Posti's parcel terminals are handed over against a code sent to the telephone number, e-mail address, etc., specified by the sender.

Registered letters are handed over only to the recipient or a person authorized in writing by the recipient.

Items are handed over against signed receipt.

Items that include delivery to the recipient are delivered to the recipient's address in a location to which Posti's vehicle has direct access.

Transport unit items are unloaded on the recipient's loading platform or another suitable place in the immediate vicinity of Posti's vehicle.

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

The delivery time and available Services based on the item's source and delivery address can be checked using the Delivery Time Inquiry function on Posti's website.

### 1.9. Delivery days

Items are only delivered on weekdays (Mon–Fri), unless otherwise specified in the product terms.

### 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.

The NCR address labels included in shipping services 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 when printing address labels.

### 1.11. Pricing and payment

The Customer may agree either on pricing including the pickup from the sender, transport and delivery to the recipient or pricing that does not include pickup but only the transport and delivery of the item.

Pricing is based on the number of items and the measured weight of the items. In cases where the actual weight or volume cannot be measured, the default invoicing weight is 250 g.

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

Posti registers at least the receipt of the item at the sorting center and handing over or attempted handing over to the recipient.

The delivery information is available in Posti's tracking system on the weekday following the delivery date.

### 1.13. Storage period for items to be picked up

Items are stored at outlets for 2 full calendar weeks in addition to the week of arrival.

### 1.14. Orders concerning transport

Recipients are able to place an order to re-direct the delivery of items addressed to the recipient so that the items are delivered to an address other than the delivery address indicated on the items.

The sender or recipient may place a one-time order for re-transporting an item delivered to a postal outlet other than the Posti outlet or pickup outlet subject to a charge. Redelivery at the recipient's request will be made only once for the same item.

Such assignments may delay the delivery of the item by 1–2 days from the delivery time for the original route. Posti's responsibility for the delivery time promise for the Service ends when the item is re-directed by the recipient.

### 1.15. Return to sender

If an item cannot be returned to a reason not attributable to Posti, for example, the address on a shipped item is incorrect or incomplete, the recipient refuses to accept the item, or the recipient fails to pick up the item by the end of the retention period, the item will be returned as an Undelivered shipment parcel.

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.

### 1.16. 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 supplementary 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.

### 1.17. Damages

Posti's liability shall be determined in accordance with the Act on Road Transport Contracts or the Universal Postal Union 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.

## 2. Domestic goods transport services

### 2.1. Postal Parcel

Posti delivers Postal Parcels to be picked up at a pickup point within the time indicated in the delivery time inquiry, on the first weekday after their drop-off

for the most common routes and otherwise on the third weekday after the drop-off at the latest.

The item can be picked up from the outlet by 4 p.m. on the date of arrival.

The recipient of the item is sent a notice of arrival for the incoming item.

Additional services: Fragile, Registration, Cash on Delivery

### 2.2. Parcel to the Doorstep

Parcel to the Doorstep items are delivered to recipients' addresses within the time indicated in the Delivery Time Inquiry, on the first weekday after their drop-off for the most common locations and otherwise on the second weekday after the drop-off at the latest. As a general rule, parcels are delivered by 2:00 p.m. However, in some areas the parcels will be delivered by 5:00 p.m.

The service includes 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 the Posti outlet. The recipient or sender may also order paid new delivery for the item.

The delivery time is not agreed with the recipient in advance.

Additional services: Morning, Flex, Large Parcel, Fragile, Cash on delivery, Long  
Additional services possible with pricing service: Cash on delivery, Fragile

## 3. International goods transport services

EMS and Priority shipments are international postal items under the contracts of the Universal Postal Union and section 1.16 of the international regulations.

### 3.1. EMS

Not possible with pricing service.

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.

### 3.2. 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.

## 4. Pickup and Delivery Service

### 4.1. General

The use of the service must be agreed separately. In the Service, parcel and letter items addressed to an address specified in the agreement or individual order will be picked up and/or delivered according to the agreed schedule.

### 4.2. Restrictions and the Customer's special obligations

The Customer shall ensure that a representative of Posti may pick up outgoing items and hand over delivered items without waiting time or other obstacles at the agreed time. A representative of the Customer authorized to sign for all items addressed to the Customer and handed over against signature must be present to receive the items. Posti is entitled

to charge a fee as shown in the price list for the waiting time or for making an unnecessary trip.

The Service does not include delivery of registered letters or insured items. A notice of arrival is delivered for such items.

Ultimate responsibility for shipments mailed via Posti's pickup service shall be transferred to Posti only after the shipments have been inspected at Posti's outlet, unless the shipment has been signed for in conjunction with pickup or registered as having been received individually.

### 4.3. Pickup and Delivery Service

The Service agrees on the regular pickup and/or delivery of items. The Service includes the number of transport units specified in the agreement for the Customer's use, which Posti will deliver to the Customer in connection with pickups. For an occasional need for a larger amount of items than agreed, the Customer may separately order more transport units.

A regularly increased need requires amending the agreement. The Customer shall inform Posti if its volumes change or are expected to change considerably.

The service may be interrupted at the Customer's written request for a maximum period of two months. A written notice of interruption must be submitted to Posti's customer service at least one week before the planned start of the interruption. An interruption duration of a minimum of one month will be credited in Posti's invoicing.

The invoicing period is one (1) month. The Service price is based on the number of items to be transported, the time spent on providing the Service, and on the transport distance.

### 4.4. Separate pickup and delivery

The Service agrees on an individual pickup and/or delivery of items. The Service includes the number of transport units specified in the agreement for the Customer's use, which Posti will deliver to the Customer in connection with pickups.

## 5. Supplementary services

A maximum of four (4) supplementary services are available with items.

The product- and payment-specific supplementary service options are specified in each product's description. There are product-specific restrictions for combining supplementary services.

### 5.1. Cash on delivery (COD)

The item is handed over to the recipient against the payment specified by the Customer. Posti remits the payment to the Customer's account at a bank operating in Finland within two to four (2–4) weekdays (Mon-Fri) of payment. Posti is not responsible for the time taken for the bank transfer between banks. The Customer shall be responsible for the complete, accurate and SEPA-compliant indication of the account number and reference data on the cash on delivery assignment. The sender shall be charged for any investigation work resulting from erroneous or deficient account or reference information. Charge for other work.

The maximum sum of a COD is EUR 8,400.

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.

### 5.2. Fragile

A fragile item is not handled mechanically. Special handling may be required due to the size or content of the item.

Posti shall have the right to handle an item as an item requiring Special handling if its dimensions exceed the maximum parcel dimensions. The Customer shall always select the supplementary service for an item that requires special handling due to its content. Posti does not take markings concerning fragile content on factory packaging into account.

An item requiring special handling due to its content cannot be delivered by air, which results in the route-specific delivery time specified in Delivery Time Inquiry being prolonged by one weekday.

In spite of the supplementary service, the Customer is responsible for the correct and sufficient packaging required by the content in accordance with the General Contract Terms.

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### 5.3. Registration

A registered item is only handed over to the recipient or a person authorized by the recipient. The recipient's identity and any power of attorney are verified upon handing over.

### 5.4. Long

Long and narrow items spanning more than 100 cm (skis, rolled-up carpets, roller shutters, etc.) can be delivered as Parcel to the Doorstep items. The maximum size of an item is 300 cm x 30 cm x 30 cm.

The Long supplementary service included agreeing on a time of delivery with the recipient, i.e. the Flex additional service, with the exception of Åland Islands.

It is not possible to use the Long supplementary service simultaneously with the Morning additional service.

### 5.5. Large Parcel

An item is a Large Parcel if any of its dimensions exceeds the maximum dimensions of 100cm x 60cm x 60cm. The maximum size of a Large Parcel is 150cm x 80cm x 60cm and its maximum weight is 35kg.

The Large Parcel additional service also includes handling as fragile.

It is not possible to use the Large Parcel supplementary service simultaneously with the Morning additional service.

### 5.6. Morning

Items are delivered directly to the address marked on the address label of the item on separately defined routes and areas (see delivery times below) on the next weekday by 9 a.m. The service includes two delivery attempts during the delivery date.

It is not possible to use the Cash on delivery, Large Parcel and Flex additional services simultaneously with the Morning additional service. An additional service cannot be linked to shipments addressed to the Åland Islands.

### 5.7. Flex

Items are delivered directly to the address marked on the address label of the item. The recipient is contacted and the delivery time is agreed upon. The maximum number of contact attempts is two. If the recipient cannot be reached, a contact request will be left for

them (e.g. the phone number has not been marked, it is defective/insufficient or the recipient does not answer the call). Delivery is possible on business days (Mon-Fri).

The service cannot be used with the Morning additional service. An additional service cannot be linked to shipments addressed to the Åland Islands.

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