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POSTI Ltd.

DOMESTIC FREIGHT

Product terms



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1. Posti Ltd, Domestic freight, product terms

Valid from January 1, 2015.

1.1. Scope of Application

These product terms concerning domestic freight services are applicable to all domestic freight traffic services carried out by companies belonging to Posti Group (hereinafter "Posti" or "the Carrier"), unless otherwise expressly agreed. The terms shall not be applicable to transports which do not fall under the scope of the Act on Road Transport Contracts or which are subject to their own product terms. These terms are not applicable to the following transports, which must always be agreed upon separately:

- Oversized transport: If the cargo exceeds the maximum width, height, length, or weight allowed for a vehicle, the transport shall be subject to a separate agreement with the Carrier. Oversized shipments are always freighted and scheduled case-specifically and with observance of any regulations pertaining to special transport.
- Temperature-controlled: Temperature-controlled transport is carried out only in accordance with a separate agreement.
- Foodstuffs: Foodstuffs, which fall under the scope of own-check, are transported only in accordance with separate agreements.
- Animals: live-animal and dead-animal transport is carried out only in accordance with a separate agreement.
- Hazardous waste transport: Goods traffic transport hazardous waste only on a case-by-case basis and pursuant to separate transport contracts.
- Removal goods, fragile, particularly valuable or unpacked goods, or products unsuitable for freight (e.g. products causing odors) are only transported in accordance with a separate contract.

Furthermore, the services shall be subject to Posti Ltd's general terms of agreement (general terms), the Act on Road Transport Contracts valid at any given time, the Act on the Transport of Dangerous Goods and pricelists for domestic freight.

1.2. Contract number, the transport contract and its coming into force

The transport contract is concluded with a written agreement signed by the Customer and Posti or when the Customer orders a transport from Posti, in which case the transport contract is confirmed with a waybill.

Customer will receive a contract number, which the Customer must add to the waybill for invoicing. If the Customer's contract number is missing from the waybill, Posti has the right to charge the service according to the pricelist in spite of customer-specific fees.

In the event that the amount of goods dispatched falls below the amount the transport was ordered for, the Carrier shall have the right to invoice the freight pursuant to the amount ordered. If the actual amount is bigger than what has been indicated, the payer for the freight shall be charged a freight equaling the actual amount. The Carrier shall be entitled to refuse loading a larger amount than that indicated in the transportation order in question.

Transportation order

The transportation order should be submitted via the order channels determined on Posti's website and within the order times determined by Posti. In case a transportation order is drafted in some other manner than the above, or not confirmed due to reasons dependent on the orderer or sender, Posti shall be entitled to charge fees in accordance with its price list for its provided services. A transportation order must be cancelled no later than two (2) hours prior to the pickup time requested by the Customer.

The minimum information required from the customer at the point of ordering:

- Sender's name and pickup address
- Details about the goods; the quality, weight and quantity of the goods; dimensions and volume
- TDG transport
- Need for warm transportation
- Classified as dangerous
- The UN number of materials and articles classified as dangerous, the proper/official name of the material or article, the numbers of warning labels, packaging group if specified (otherwise a classification code), as well as the total quantity of each dangerous material.

- Special instructions (schedule preferences, contact request for recipient, including contact information, exact delivery address, etc.)
- The final delivery destination of the goods
- Preferred pickup date

1.3. Waybill as transport document

The transport document employed by Posti's domestic freight services is a transport document approved by Posti at any given time. These include the customer's own waybill, or a waybill printed out from an electronic order channel or Posti's system. Any transport documents created in the Customer's system and any other Customer transport documents must be approved by Posti beforehand. The waybill should comply with the SFS - 5865 standards.

The Customer must provide the waybill in four copies of each shipment. A waybill must contain at least the following information:

- Waybill number
- The sender's customer number provided by Posti
- The sender's name, street address and postal code
- The goods' dispatch location and postal code and date of dispatch
- The recipient's name, street address and postal code
- The goods' delivery address, if different to the recipient's
- The party paying for the freight and said party's possible customer number, in case the party is not the sender
- Number and type of packages and their contents
- The goods' actual gross weight
- Volume in cubic meters given to one decimal place
- In large shipments, the space required by the goods in pallet meters and pallet places, with consideration to securing the goods in place
- The length of long goods
- The UN number of a material or article classified as dangerous, preceded by the initials "UN", the proper/official name of the material or article, supplemented by a technical name as necessary, the numbers of the warning labels and packing group, if determined, and the total quantity of each dangerous material.

The driver confirms the shipment's receipt for transportation electronically or by other verifiable means. With regard to cargo space loaded by the sender, the Carrier's receipt inspection and confirmation can be conducted in some other location separately agreed on with the customer (such as in a terminal).

Upon request, the Carrier will provide the transport customer with a copy of the electronic waybill, which the Carrier may charge according to its pricelist. Responsibility for the transport is transferred according to these terms and conditions and the Act on Road Transport Contracts.

1.4. Responsibility of the Customer

In addition to the statements regarding Customer responsibility in Posti's general 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 sender shall be responsible for packing the product in such a way that it endures the normal stress in the cargo space experienced during stowage, terminal handling, and transportation, and the securing and/or support in cargo space in accordance with good practice. Posti shall have the right to supplement and repair an incomplete package in order to prevent danger and to charge any expenses arising out of this in accordance with a separate pricelist. In case supporting or protecting the goods requires securing means other than those provided by basic securing equipment, the sender must, at its own expense, provide the Carrier with said means when the shipment is being picked up. Damage to the transportation package will not be compensated.

The sender must equip all packages included in a shipment with address labels. The address label markings must include the total number of packages in the shipment unambiguously as well as the recipient address and handling notes, so that the packages can be handled and delivered to the correct recipient even without a waybill. The sender must always indicate the package's center of gravity, if said mass centers higher than at the package's mid-height.

The Carrier, insofar as possible, shall follow the handling instructions supplied by the customer in the order and on the package labeling. A mere transport document does not constitute binding instructions. The sender shall hold liability for the dangerous goods submitted for transport being applicable to goods traffic

and for the fulfillment of sender liabilities prescribed by law. The sender shall be responsible for any costs accrued due to incomplete dispatches of dangerous goods.

In the event that the customer fails to act in accordance with the above, Posti has the right to charge any costs accrued due to additional work.

The sender is responsible for any costs arising out of a failure to inform the Carrier of the delivery's actual (gross) weight.

In case the shipment is not available for pickup at the agreed-upon location or in the agreed-upon way, or if the pickup is delayed due to a reason attributable to the Customer or sender, Posti shall be entitled to charge a fee for the standby time and/or the time wasted on driving pursuant to its pricelist. Posti is entitled to charge a separate fee for any changes to agreed-upon pickup times and extra pickups. The recipient shall be responsible for checking the shipment upon delivery. Reclamation times are determined by the Act on Road Transport Contracts and Posti's general terms.

1.5. Posti Ltd's liability

The commencement and conclusion of transportation liability

Posti's transportation liability begins when the shipment has been accepted for transport and ends when the delivery has been delivered to the recipient pursuant to legislation pertaining to the transportation of goods and these terms and conditions, or when the delivery has, in accordance with what has been agreed, been placed in the recipient's use at the destination location, or when the delivery has been returned to the sender.

Posti is responsible for transporting the shipment in accordance with the contract to the recipient indicated in the package markings. Posti shall be responsible for the road safety of the transport unit and the cargo, as well as for complying with legislation concerning transportation, insofar as has not been otherwise provided for with regard to transportation events.

The shipment is delivered to the recipient encountered at the given address and in exchange for a signature.

Posti's responsibilities and limitation of liability

Pursuant to the Act on Road Transport Contracts, Posti is liable for any loss and reduction of or damage to goods for the duration of the time between accepting the goods for transportation and delivering them. The Act on Road Transport Contracts determines the maximum compensation per kilogram for damaged or lost goods. It also determines that the compensation paid for damage caused by delay shall not exceed the value of the cargo. The damages are based on the actual loss or damage caused.

1.6. Basis for chargeable weight

Shipments which, due to their volume or other qualities related to loading, do not with their actual weight meet the loading capacity of the transport unit are provided with a chargeable weight. In case the chargeable weight declared by the sender is found to be inaccurate, the Carrier shall have the right to adjust the chargeable weight.

Volume weight: 333kg/m³ (cubic weight)

The volume acting as basis is the shipment's length x width x height, rounded off to cubic meters with an accuracy of one decimal point. Used when the shipment's actual weight is less than 333kg/m³, when other goods can be loaded on top of the shipment, and when the shipment can be loaded on other goods.

Pallet-meter weight: 1,850 kg

Used when the shipment takes up the entire width of the cargo space and no other goods can be loaded under, on top of, or next to the shipment.

FIN-pallet weight: 925 kg/pallet

Used when the actual weight of a shipment loaded on a cargo pallet of the size 1 x 1.2 m is less than 925 kg and other goods cannot be loaded on top of it or under it.

EUR-pallet weight: 740 kg/pallet

Used when the actual weight of a shipment loaded on a cargo pallet of the size 0.8 x 1.2 m is less than 740 kg and other goods cannot be loaded on top of it or under it.

Outlet pallet weight: 370 kg/pallet

Used when the weight of a shipment loaded on a pallet of the size 0.8 x 0.6 m or the actual weight of two pallets loaded one on top of the other is less than 370 kg and other goods cannot be loaded on top of it or under it.

Empty cargo pallets and other reusable packages

Individual FIN pallets and equivalent 60-kg packages, EUR pallets and equivalent 50-kg packages, outlet pallets and equivalent 20-kg packages; others according to volume. More than one according to volume.

Long objects:

Long objects and object bundles (shipment length always recorded in the waybill):

object length 2.4–3.9 m 2 x own weight; always at least 150 kg
object length 4.0-5.9 m 3 x own weight; always at least 250 kg
object length 6.0-9.9 m 5 x own weight; always at least 500 kg
object length 10.0-13.0 m 6 x own weight; always at least 1.000 kg

Chargeable weight multiplied by length is the number of pallet places used at most for the shipment multiplied by pallet place weight. Actual weight is primarily used for long shipments weighing less than 35 kg.

Instructions on the minimum chargeable weights of exceptional shipments:

- Transportation of a single bicycle 90 kg
- Motorcycle 925 kg
- Scooter/moped 500 kg
- Snowmobile 1,850 kg
- All-terrain vehicle 1,850 kg

1.7. Top-loading possibility of packages

The possibility to load packages one on top of another may be accounted for when the following conditions are met:

- The shipments' packages' weight, shape, and durability allow them to be stacked to a height of 2.4 m.

- If the shipment consists of only a single package, it should allow loading both on top and underneath.
- The height of one package or pallet may not exceed 1.2 m.
- The package must be flat, compact, and in good condition.
- The package's mass may be at most half of the chargeable weight of an equivalent pallet place.
- The products loaded on top must allow machine handling. In case the product does not allow loading on top, it must be clearly indicated on the package.
- TDG class goods do not allow loading on top.

A shipment which consists of packages or bundles > 2.40 meters long, and with a unit weight of > 35kg/piece, are freighted according to the pallet places needed for the shipment's loading and support, the shipment's gross weight, or its pallet meters, in case the width of the shipment exceeds 1.2 meters.

The sender is obligated to pack the shipment on a machine-handled loader, provided that the mass of a single package is more than 35 kg. If the shipment consists of more than ten (10) packages, the packages must always be unitized on the loader. In freighting details, packages unitized for one loader and clearly attached together shall be considered as a single package. Packages with a weight of more than 1,000 kg must indicate the gross weight in accordance with occupational and industrial safety legislation.

Domestic freight complies with the regulations of the [FI 2002 wood packing system](#).

1.8. Transport service

The domestic freight transport service includes:

- Transportation in a dry cargo space in outdoor temperature.
- One pickup from the sender in accordance with a schedule separately provided by the Carrier and from the vehicle's immediate vicinity (max. distance 5 meters) from a location that a truck can access unhindered.
- Delivery within the timeframe indicated by the Carrier's SLA.
- One delivery to the address indicated in the transport document, in the vehicle's immediate vicinity (max. distance 5 meters) from a location that a truck can access unhindered.
- Driver's handling of the shipment with a forklift, provided that the weight of a single package is less

than 1,000 kg, and its height, width and length are less than 2.40 meters.

- Delivery on business days between 7 a.m. and 5 p.m.
- The Carrier's responsibility pursuant to the Act on Road Transport Contracts.

The Carrier reserves the right to select the type of vehicle, mode of transport, and the transport route and, upon its discretion, to transport the goods in direct traffic or via transshipment/reloading, unless otherwise agreed.

The Carrier has the right to invoice any possible exceptional procedures or delivery times in accordance with a separate service pricelist, unless otherwise expressly agreed in the transport contract. A pickup or delivery carried out with the help of a crane or other such special equipment is charged separately, on a case-by-case basis. Any overtime independent of the Carrier and related to loading and unloading is subject to a standby charge.

If the cargo exceeds the maximum width, height, length, or weight allowed for a vehicle, the shipment shall be subject to a special transport charge with case-specific pricing.

In the event that any special safety equipment (protective clothing, safety boots, mask, etc.) is needed either at the loading or unloading end, the customer must supply the driver with said equipment free of charge.

The shipment shall be delivered to the address detailed on the package address label or the transport document. This address must be a location that vehicles can access unhindered. In case a shipment cannot be delivered to a recipient's address for reasons independent of Posti, the recipient must agree on a new delivery with Posti. Should the recipient remain unavailable during the new delivery as well, the shipment shall be returned to the sender in accordance with section 1.11. Posti shall be under no obligation to store the shipment on behalf of the sender. Posti shall charge a separate fee for a shipment's storage and any deliveries or attempts at delivery occurring after the first delivery.

1.9. Transport times

Shipments for which the Customer has ordered a pickup by noon, or another pickup time agreed on a

customer-specific basis, are picked up during the same day. Shipments' delivery time varies according to the connection distance. Delivery times determined according to postal codes can be checked in the Posti SmartShip service. Shipments are primarily delivered to the recipient on the business day (Mon–Fri) following the day of dispatch. With regard to certain delivery areas, shipments will be delivered within two business days (Mon–Fri) following the day of dispatch and, in the case of certain postal codes, by means of due date delivery, with at least one delivery day per week. Forming an exception to the normal delivery times, unless otherwise agreed with the customer, are batches exceeding 5,000 kg, shipments of long and cumbersome objects, shipments requiring special equipment, and delivery to private addresses. The aforementioned transports will take one business day (Mon–Fri) longer compared to regular transport.

1.10. Domestic freight supplementary services

The following supplementary services can be added to domestic freight shipments:

Heated transportation

Customers can send liquids and other shipments sensitive to cold temperatures by means of the warm delivery service, part of Posti's range of supplementary services. These shipments are transported in a heated (> +0 degrees) cargo space throughout the various phases of the delivery and terminal network. The warm delivery service only applies to shipments transported during the winter season (the warm delivery period is October 15 – April 15). Supplementary services are charged as freight increases on a shipment-specific basis in accordance with the total chargeable weight indicated in the waybill.

TDG – transport of dangerous goods

Posti accepts TDG shipments for transport in accordance with the restrictions specified in section 1.15. Freight increases are charged on a shipment-specific basis in accordance with the total chargeable weight indicated in the waybill.

Cash on delivery

The shipment in question 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 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 transportation order and the waybill of a cash on delivery assignment. The sender shall be charged for any investigation work resulting from erroneous or deficient account or reference information according to the Charges for Other Tasks supplementary service in Posti's Tariffs and Rates for Companies.

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.

Posti shall not be responsible for handing over shipments against c.o.d. or for any damages to the sender, if c.o.d. delivery is not sufficiently clearly indicated on the shipment waybill.

Deliveries to private people

Domestic freight delivery to home addresses or similar to private people equivalent to a consumer is a supplementary service subject to a charge. With this service, Posti will contact the recipient and agree on a delivery date and will call the recipient's number given in the order before delivery. The freight will be unloaded in the vehicle's immediate vicinity and the service does not include tasks, such as carrying the shipment inside. The Customer must inform the recipient of the content and restrictions of this service.

Scheduled delivery

Shipments are delivered to recipients according to the selected schedule (two-hour time frame). Postal code-specific time frames can be seen in the electronic order channel and the Posti website.

Delivery to terminal

Customers can bring their shipments directly to the terminal for onward delivery. The normal packaging and transport document requirements apply to shipments brought to terminals. The maximum chargeable weight for shipments delivered to a terminal is 2,500 kg. A shipment delivered to the Carrier's terminal shall be considered as having been forwarded to goods traffic when it is in the Carrier's terminal's reception area unloaded, checked, and confirmed.

Pick-up from terminal

Customers can address their shipments directly to terminal, from which recipients then pick up these shipments. Posti contacts the shipment recipient once the shipment in question has arrived at a terminal. The sender must include the recipient's phone number in the waybill. The maximum chargeable weight for shipments to terminals is 2,500 kg. When a recipient picks up a shipment from the Carrier's terminal, the goods traffic assignment shall be considered as having ended when the shipment has been moved to the terminal's delivery area and confirmed.

Call before delivery

As a supplementary service, Posti can call the recipient phone number indicated in the waybill, and inform the recipient of the shipment's arrival.

1.11. Domestic freight service fees

Customers must agree on services in advance with Posti. Unless otherwise agreed with the Customer, services will be charged for according to the pricelist on Posti's website.

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 shipment. Posti aims to carry out the service in a way that secures the benefit of the Customer. Therefore, Posti has the right to charge the Customer according to the pricelist and subject to realized services and tasks.

1.12. Waybill and reservation

All reservations/reminders, which occur during the transportation chain, shall be recorded, whenever possible, in the waybill or in the Carrier's information system in such a way that the entries' chronological order can be verified afterwards.

1.13. Transports that require special measures

Dangerous goods With regard to the transportation of TDG class goods, the parties to the transport chain must abide by the provisions of the Act on the Transport of Dangerous Goods (719/1994) and any amendments and related decrees thereto.

In goods traffic, dangerous goods may be transported only as single consignments. Such materials must furthermore allow, within the framework of TDG regulations, mixed shipping with other dangerous

materials and other transported goods in the same vehicle.

Any dangerous goods and articles intended for transportation by the Customer are reviewed by Posti's TDG safety adviser prior to the conclusion of a contract. This serves to ensure that the materials or articles may be transported. It also provides a chance to give the customer any necessary further advice. Posti reserves the right not to accept dangerous goods, or harmful articles, substances, or materials for transportation.

Transports must always be separately agreed on when transporting dangerous goods falling under transport categories 0 and 1 of the exemptions table, or materials of class 1 (explosive substances and articles, excluding 1.4S), 4.2 (substances liable to spontaneous combustion), and 7 (radioactive materials). Moreover, transports such as road tanker transports, single consignment transports, temperature-controlled transports, transports which require vehicle approval or placarding (such as classes 1 and 7), or dangerous goods whose transport requires a safety plan, are carried out on a case-by-case basis.

The Carrier shall be entitled to amend the SLA should the reason for such an amendment be to ensure that the transport of dangerous goods is executed in accordance with the law.

Any and all transport of dangerous goods is subject to the valid TDG legislation. The sender shall be responsible for the correct classification/ categorization of the materials and articles and for packing, labeling, and transport documents that correspond to such classification. If any of the above are found to be materially deficient or the shipment leaks, the transport will be interrupted until the deficiency or fault has been corrected. In such cases, Posti is not required to maintain the agreed transport service level.

The customer's transportation order should detail the UN number of the goods or articles classified as dangerous, the official name of the goods or articles in question, supplemented with a technical name as necessary, and the classification (class and packing group, or if not specified, the classification code) and quantity of the dangerous goods. This ensures that the pickup driver possesses a possibly required TDG license, the safety equipment required by law, and the appropriate vehicles. The equivalent information,

provided in connection with the order, must also be indicated on the actual transport document in accordance with the format required by law.

1.14. Payment of freight

The Carrier's right to invoice arises when the Carrier confirms receipt of the transportation order. The payer for the freight must be indicated in conjunction with the transportation order.

If the vehicle's loading or unloading has not been commenced within the timeframe available for loading or unloading indicated by the Carrier, the Carrier shall have the right to leave without the cargo and yet be entitled to a full freight. The same applies if the shipment's loading proves impossible due to traffic and/or product safety reasons.

The sender shall be liable for freight payments in cases in which the freight payer indicated in the transportation order or the subsequently drafted transport contract is unwilling or unable to pay the freight invoice.