

## **PRODUCT TERMS FOR SUPPLEMENTARY SERVICES**

### **Appendix to the product terms of Posti Ltd's Domestic Goods Transport and Domestic Freight Service**

**October 3, 2016**

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## SUPPLEMENTARY SERVICES IN DOMESTIC GOODS TRANSPORT

### 1. Scope of application and validity

The product terms in this appendix apply to Posti Ltd's ("Posti") supplementary services for domestic freight and parcel services. These terms are valid from October 3, 2016, until further notice.

### 2. Supplementary services

The supplementary services available for each product are specified in the product terms of freight and goods transport services. There are restrictions on how supplementary services can be combined. Supplementary services that can be combined are described on Posti's website and the ordering channel. The use of certain supplementary services requires an EDI message.

#### 2.1. Morning 09

The shipment is delivered to the addressee in the areas specified in the Delivery time inquiry on the following weekday by 9 a.m. The service includes a new delivery attempt on the same day by 4 p.m.

If the first delivery attempt is not made within the promised time, the Customer shall be entitled to be refunded the price of the Service.

If the Customer has sent a shipment for a route for which the supplementary service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for an Express parcel or Express freight.

#### 2.2. Evening 21

Posti contacts the addressee within one or two weekdays of the sending and sets the delivery interval to the following weekday at the earliest. Shipments are delivered to recipients on weekdays between 9 a.m. and 9 p.m. The service includes delivery to the address specified in the transport document, to the immediate vicinity of the recipient's entrance or front door.

Unhindered access is a requirement for such a delivery, and the maximum weight of an individual package in the transport unit is 85 kg. Packages weighing more than 85 kg are unloaded at a location indicated

by the recipient, in the immediate vicinity of Posti's vehicle.

#### 2.3. Freight Home delivery

Posti contacts the addressee within one or two weekdays of the sending and sets the delivery interval to the following weekday at the earliest. Freight shipments are delivered to recipients on weekdays between 9 a.m. and 9 p.m. The service includes delivery to the address specified in the transport document, inside the recipient's premises.

Unhindered access is a requirement for such a delivery, and the maximum weight of an individual package is 85 kg. Packages weighing more than 85 kg are unloaded at a location indicated by the recipient, in the immediate vicinity of Posti's vehicle.

#### 2.4. Same-Day 00

Shipments are picked up from the customer in accordance with the location- and service-specific timetable or in accordance with the customer contract and delivered to the recipient on the same day by 4 p.m. Pick-up orders must be made by 9 a.m.

The supplementary service requires that the shipments are packed in transport units separate from other shipments.

If the Customer has sent a shipment for a route for which the supplementary service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for an Express parcel or Express freight.

#### 2.5. COD (Cash on delivery) ("Postiennakko")

The shipment 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 cash on delivery assignment on the transport order. The sender shall be invoiced 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.

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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.

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

The payment traffic does not relay information.

## **2.6. COD (Cash on delivery) (“Jälkivaatimus”)**

The freight shipment 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 maximum amount 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.

## **2.7. Fragile**

The Fragile supplementary service involves special handling of the shipment. This supplementary service requires that the shipment is labeled as fragile, and an EDI message is also required.

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.

## **2.8. Pickup reminder by mail (iPost)**

A reminder letter will be sent to the recipient of a shipment as a text message if the recipient has not picked up the shipment within eight (8) days of its arrival.

## **2.9. Registration**

A registered shipment 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.

## **2.10. Handing over to the Addressee in Person**

The shipment is handed over only to the addressee specified on the shipment. The identity of the person picking up the shipment is always verified.

## **2.11. Handing over without Signature**

The shipment is delivered to the address specified in the transport document without the signature of the recipient.

By using the supplementary service, the sender authorizes the Posti driver to register the dispatch event and to sign it with their own name without the addressee being present.

After the dispatch registration, Posti will not be responsible for any loss, decrease or damage of the shipment or for reclamations or liability for damages resulting thereafter.

## **2.12. Extended Storage Time**

With the Extended Storage Time service, the sender can prolong the storage period of shipments by seven (7) days.

The use of the service requires that the sender submits an EDI message informing about this supplementary service.

## **2.13. Call before Delivery**

The addressee is contacted by phone before the delivery and notified of the exact delivery time.

## **2.14. Saturday Delivery**

A shipment sent on Friday is delivered to the recipient on an ordinary Saturday by 2:00 p.m. in the areas and between the locations specified in the Delivery Time Inquiry. If the delivery attempt fails, a second attempt will be made on the next weekday in accordance with the

delivery schedule of an Express parcel. The recipient's telephone number must be indicated on the shipment's address label.

### 2.15. Delivery to Specific Location

This service includes the delivery of the shipment inside the addressee's premises at a specific location, such as floor, office, etc. Posti agrees on the detailed delivery location and specifies the delivery time to within an accuracy of two hours in advance by telephone with the recipient.

The heaviest package in the shipment determines the delivery location as follows:

- Packages weighing less than 35 kg are delivered to the specified location.
- Shipments weighing more than 35 kg are delivered to locations with unobstructed access.

### 2.16. Shelving Service

The shipment is delivered to the recipient's premises, unpacked and placed in its correct place on the shelf. The detailed content of the Shelving service supplementary service is subject to separate agreement with the Customer.

### 2.17. Transport to Recycling

In connection with the delivery of the shipment, Posti picks up an old product from the addressee in exchange for the new product, to be appropriately transported to recycling or disposal. For each new product, the Customer can have one corresponding product recycled.

The Customer shall provide the information required by the service on the transport document and the electronic order message.

Requirements of the supplementary services:

- The equipment to be transported to recycling must be free for delivery, disconnected, unhooked, and uncoupled.
- Direct access to the pickup location must be available.
- The Customer shall instruct the recipient to protect their floors appropriately.

### 2.18. Scheduled Delivery

Shipments are delivered to recipients according to the schedule. Postal code-specific time frames can be seen in the electronic order channel.

### 2.19. Delivery to Terminal

Customers can take their freight shipments that are ready for delivery directly to the terminal for onward transport. The maximum chargeable weight for shipments delivered to a terminal is 2,500 kg. Posti's transport liability begins once Posti and the sender together have checked the shipment and Posti has signed it as received.

### 2.20. Pickup from Terminal

The Customer can address the shipment directly to the terminal, from where the recipient will pick it up. Posti contacts the recipient once the shipment in question has arrived at the terminal. The sender must include the recipient's phone number in the transport document. 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 assignment shall be considered as completed once the shipment has been moved to the terminal's delivery area and confirmed.

### 2.21. Consumer Delivery

Posti contacts the recipient to agree on a delivery date and, prior to delivery, calls the recipient's number provided in the order. The freight is 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, as well as the receipt inspection.

### 2.22. Electronic Pre-notification

Posti sends an advance notification about a shipment to be delivered. The pre-notification is sent to the mobile phone number or email address specified on the EDI message.

### 2.23. Equipment Installation

Installation includes the delivery of the equipment to the installation site indoors, installation subject to a permit (ready for use), and the removal of packing waste to recycling. The service is available for most household appliances and electronic products.

Shipment batch restrictions to simultaneous equipment installations:

- Express Freight Evening 21 supplementary service: the shipment batch may include a maximum of four simultaneous equipment installations.

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- Freight Home Delivery supplementary service: the shipment batch may include a maximum of seven simultaneous equipment installations.
- Delivery to Recycling: the shipment batch may include a maximum of four simultaneous equipment installations.

The service is available in limited areas.

#### **2.24. Installation (ready for use)**

Installation (ready for use) includes the delivery of the device to the installation site indoors, the installation (ready for use), and the removal of packing waste to recycling. Installation tasks subject to a permit cannot be included in the service.

The maximum duration of the installation is 15 minutes.

#### **2.25. Product Package Removal**

The shipment's transport and product package is removed at one location, and the packaging material is removed and disposed of as appropriate.

The terms on the unloading location at the transport unit are the same as in the Transport Package Removal supplementary service.

#### **2.26. Transport Package Removal**

The parcel's transport package is removed, the freight shipment is unloaded from the transport platform, and the packaging material is removed and disposed of as appropriate. The heaviest package in the shipment determines the unloading location as follows:

- Packages weighing less than 35 kg are unloaded from the transport unit and delivered to the specified location.
- Packages weighing between 35 kg and 85 kg are moved using an assistive device (hand truck) to a location to which the device has direct access.
- Packages weighing more than 85 kg are unloaded by removing them from the transport unit and placing them in the immediate vicinity of the unit.

#### **2.27. Packaging of Returned Equipment**

The service includes packaging a device picked up from a consumer, including the packaging material.

#### **2.28. Heated Transport**

The shipments are transported in a heated (> +0 degrees) cargo space. The Heated transport service is available on weekdays from October 1 to April 30.

#### **2.29. Crane Delivery Service**

Pickup and/or delivery of freight shipments is made using crane equipment. The Crane service is available for shipment batches weighing under 5,000 kg, and a single load cannot weigh more than 2,500 kg.

#### **2.30. Oversized**

The Oversized supplementary service can be used for address-labeled shipments the size of which exceeds the normal maximum size of the main product, up to the maximum size for the Oversized supplementary service.

#### **2.31. Long Shipment**

This supplementary service applies to articles and bundles that are 2.4–7.0 meters long and stackable.

Goods that are over seven meters long are subject to a separate agreement.

### **3. Transport of Dangerous Goods (VAK) by Posti**

In Posti's 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.

Transporting dangerous goods is subject to Posti's safety advisor giving advance approval for the transportation of the goods in question. Posti does not transport explosives (class 1), spontaneously combustible substances (class 4.2) or radioactive material (class 7). Posti has the right not to transport dangerous goods or objects, substances, or materials that cause danger.

In addition to statutory markings, the shipments must be marked by VAK (dangerous goods) tape.

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

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### 3.1. LQ Transport

The service enables the lawful transport of dangerous goods packed in limited quantity, provided for in the Finnish Act on the Transport of Dangerous Goods.

The supplementary service requires the dispatch of an EDI message to Posti. On the EDI message, the Customer reports the LQ gross mass and number of packages and prints out the same information on the address labels.

#### 3.1.1. Additional requirements concerning address-labeled shipments:

Posti picks up the shipments on the basis of a separate agreement or individual transport order. The Customer cannot leave LQ Transport shipments at Posti's service points.

If the delivery attempt fails, a contact request will be left with the recipient. A new delivery subject to a charge must be ordered for the shipment.

### 3.2. Transport of Dangerous Goods (VAK)

This supplementary service can be used for sending class-labeled materials that are classified as dangerous materials in the Finnish Act on the Transport of Dangerous Goods. The materials can be sent as address-labeled shipments or with a waybill.

#### 3.2.1. Additional requirements concerning address-labeled shipments:

In address-labeled parcels, a vessel containing a dangerous material may contain a maximum of 30 kg of solids and a maximum of 30 l of liquid.

The VAK information required by the Finnish Act on the Transport of Dangerous Goods must also be provided in the statutory format in a specific VAK document, made out in duplicate. The VAK document must be made out in duplicate so that at least one copy is attached to the goods and one copy is given to the driver.

The supplementary service requires the dispatch of an EDI message to Posti. Each address label of a batch must indicate the total number of packages in the batch.

Posti picks up the shipments on the basis of a separate agreement or individual transport order. The Customer cannot drop off Transport of dangerous goods shipments at Posti's service points.

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If the delivery attempt fails, a contact request will be left with the recipient. A new delivery subject to a charge must be ordered for the shipment.