

# **Product terms for domestic publication services, contract services in basic de- livery**

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## Table of Contents

1. Overview .....	3
1.1. Scope of application and applicable terms .....	3
1.2. General Service Description .....	3
1.3. Definitions .....	3
1.4. Customer's obligations .....	3
1.5. Methods of payment .....	4
1.6. Compensation for losses .....	4
1.7. Restrictions .....	4
2. Forwarding and undeliverable items .....	4
3. Nationwide Publication Delivery .....	4
3.1. Publication and Publication, at least 15,000 copies .....	4
3.2. Publication 1 .....	4
3.3. Magazine .....	4
3.4. Magazine 1 .....	5
3.5. Newspaper .....	5
4. Local Publication Delivery .....	6
4.1. Daytime Publication Delivery .....	6
4.2. Long-distance Publication Delivery .....	6
5. Bundle Deliveries .....	6
5.1. Bundle .....	6
5.2. Bundle Item 1 .....	7
5.3. Bundle in daytime delivery .....	7
6. Stand Delivery .....	7
7. Supplementary services .....	7
7.1. Reporting .....	7
7.2. Late posting time for a mailing batch .....	7
7.3. Additional processing, bundles to be opened .....	7

## PRODUCT TERMS FOR DOMESTIC PUBLICATION SERVICES, CONTRACT SERVICES IN BASIC DELIVERY

### 1. Overview

#### 1.1. Scope of application and applicable terms

These Product Terms shall be applicable to Posti Ltd's (hereinafter "Posti") services for publication items delivered in basic delivery ("the Services") as of July 18, 2017. 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 signed between Posti and the Customer as well as Posti Ltd's General Contract Terms ("the General Contract Terms") and the Finnish Act on Road Transport Contracts.

#### 1.2. General Service Description

Publication Services can be used for mailing publications within Finland that are similar to newspapers or magazines in terms of appearance and whose contents are largely identical regardless of the recipient. A publication may contain supplements. The supplements must be attached to the publication and remain inside it during (mechanical) processing and delivery. A supplement must not prevent the folding of an item to fit it in the mail slot. If the dimensions of a supplement exceed those of the publication, the publication or supplement may be damaged. Posti shall not be responsible for any damage caused by a supplement that is larger than a publication.

Publication Services are available for items mailed from the Finnish mainland to a Finnish address. Posten Åland Ab shall be responsible for deliveries in the Åland Islands. Daytime Publication Delivery, Stand Delivery service and Bundle delivery services are not available in the Åland Islands. Basic delivery publications are delivered on weekdays. For more information, please refer to the service-specific service level agreements (SLA).

#### 1.3. Definitions

A "mailing batch" is a batch of a single Customer consisting of a single publication that is submitted to Posti on the same day and entered in the same mailing list.

"Advance order" is information provided on a batch in advance that helps to allocate mail handling and delivery resources and ensures that the service level agreed for delivery is realized.

A "mailing plan" is a plan of leaving the batch in the agreed posting place. The purpose of the mailing plan is to ensure the service level.

A batch size may include Magazine 1, Magazine, Newspaper, Daytime Publication Delivery, or Long-distance Publication Delivery items that are of the same issue of a publication, have the same invoicing address and are delivered during the same invoicing period.

#### 1.4. Customer's obligations

In addition to what has been stated in section 16 of the General Contract Terms, the Customer must comply with Posti's mailing or other instructions when using the Services. 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 Customer must use Posti's online service for submitting advance order information and a mailing plan for those services that require an advance order.

The Customer is responsible for the accuracy of the contents of the mailing list and for ensuring that the quantity and weight information of the items correspond to the delivered batch. In the event that an item indicated on the mailing list does not meet the terms of the service selected by the Customer, Posti may change the item to correspond to the nearest equivalent service.

By agreeing to these Product Terms, the Customer gives its subcontractors the right to sort a mailing batch and its address data using Posti's Sorting Service without separate authorization. In order to use the Sorting Service, the printing, posting, or print-out house operating as a subcontractor of the Customer is required to have a valid agreement on its use with Posti.

If the Customer has breached Posti's terms or instructions and this results in additional work or other costs, Posti shall be entitled to charge from the Customer an Additional Handling Fee as per the Tariffs and Rates and/or the costs incurred. In the event that the level of preparations for which the Customer is responsible is not carried out or an advance order provided by the

Customer is not realized, Posti cannot guarantee the service level agreed for the service.

### 1.5. Methods of payment

The Services are invoiced as specified in section 6 of the General Contract Terms.

### 1.6. Compensation for losses

Under the Act on Road Transport Contracts, the maximum compensation for a damaged or lost item is €20/kg and for a delayed item the transportation charge. In accordance with the General Contract Terms, compensation is paid if it can be shown that direct material damage occurred when Posti was responsible for the item. Publications are not covered by the tracking service, so their progress in Posti's network or delivery to the recipient cannot usually be verified retrospectively.

### 1.7. Restrictions

Publications and their supplements may not contain personal communications. Personal messages must be sent using Mail Services.

Any supplements inside a publication must not prevent folding the publication so that it fits in a mail slot.

Posti is not responsible for inserts falling out from inside the publication during processing or delivery.

The maximum and minimum dimensions of items are detailed in the valid Tariffs and Rates.

### 2. Forwarding and undeliverable items

Posti delivers an addressed item to the address provided by the sender or in accordance with a recipient's mail forwarding instructions. Publication Services do not include address clarification. A publication will not be sent to a recipient's new address unless the recipient has a separate agreement on this with Posti. In case the recipient's address is incorrect or the item cannot be delivered due to another reason beyond Posti's control, Posti shall be entitled to dispose of the item according to the General Contract Terms, unless the Customer has separately agreed otherwise.

### 3. Nationwide Publication Delivery

#### 3.1. Publication and Publication, at least 15,000 copies

##### 3.1.1. Service level agreement

Publication items submitted in accordance with Posti's instructions on weekdays (Mon–Fri) are usually delivered to the recipients on the third weekday following the mailing date, excluding Tuesdays.

##### 3.1.2. Pricing principles

Pricing is based on the quantity, unit weight, batch size and processability of items as well as preparations made by the sender.

##### 3.1.3 Restrictions

Delivery for the service "Publication, at least 15,000 copies" is ordered through Posti's electronic service channel (Sorting Service).

#### 3.2. Publication 1

##### 3.2.1. Service level agreement

Publication 1 Items submitted in accordance with Posti's instructions on weekdays (Mon–Fri) are usually delivered to the recipients on the weekday following the mailing date, excluding Tuesdays. The posting place and posting time affect the service level.

##### 3.2.2. Pricing principles

Pricing is based on the quantity, unit weight, batch size and processability of items as well as preparations made by the sender.

#### 3.3. Magazine

##### 3.3.1. Service level agreement

Magazine items submitted on weekdays are usually delivered to the recipients on the third weekday following the mailing date, excluding Tuesdays.

### 3.3.2. Pricing principles

Pricing is based on the quantity, unit weight, number of issues, batch size and processability of items as well as preparations made by the sender.

### 3.3.3. Restrictions

The use of the service is subject to the Customer annually placing an advance order for mailing batches and to a mailing plan approved by the Customer.

The minimum batch size is 1,000 copies. When a publication is published at least 48 times a year, a batch size of less than 1,000 copies is possible.

### 3.3.4. Responsibility of the Customer

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge after the time limits specified in the Tariffs and Rates.

The Customer must sort and pack mailing batches and deliver them to the posting place in accordance with Posti's instructions.

### 3.3.5. Supplementary services

Publication's Additional Handling

## 3.4. Magazine 1

### 3.4.1. Service level agreement

Magazine 1 items submitted in accordance with Posti's instructions on weekdays (Mon–Fri) are usually delivered to the recipients on the weekday following the mailing date, excluding Tuesdays. The service level is agreed for each region via Posti's online service.

### 3.4.2. Pricing principles

Pricing is based on the delivery speed, unit weight, number of issues, batch size and processability of items as well as preparations made by the sender.

### 3.4.3. Restrictions

The minimum batch size is 1,000 copies. When a publication is published at least 48 times a year, a batch size of less than 1,000 copies is possible.

The use of the service requires publication at least 4 times a year.

The Customer must sort and pack mailing batches and deliver them to the posting place in accordance with Posti's instructions.

### 3.4.4. Responsibility of the Customer

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge after the time limits specified in the Tariffs and Rates.

The Customer must sort and pack mailing batches and deliver them to the posting place in accordance with Posti's instructions.

### 3.4.5. Supplementary services

Publication's Additional Handling

## 3.5. Newspaper

### 3.5.1. Service level agreement

Newspaper items submitted on weekdays are usually delivered to the recipients on the third weekday following the mailing date, excluding Tuesdays. The service level is agreed for each region via Posti's online service.

### 3.5.2. Pricing principles

Pricing is based on the quantity, unit weight, number of issues, batch size and processability of items as well as preparations made by the sender.

### 3.5.3. Restrictions

The use of the service is subject to the Customer annually placing an advance order for mailing batches and to a mailing plan approved by the Customer.

The minimum batch size is 1,000 copies. When a publication is published at least 48 times a year, a batch size of less than 1,000 copies is possible.

### 3.5.4. Responsibility of the Customer

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge after the time limits specified in the Tariffs and Rates.

The Customer must sort and pack mailing batches and deliver them to the posting place in accordance with Posti's instructions.

## 4. Local Publication Delivery

### 4.1. Daytime Publication Delivery

#### 4.1.1. Service level agreement

Daytime Publication Delivery items submitted on weekdays (Mon–Fri) in accordance with Posti's instructions are delivered to recipients primarily on the publication date, depending on the posting place and time. The service level is agreed for each region via Posti's online service.

#### 4.1.2. Pricing principles

Pricing is based on the quantity, unit weight, number of issues, coverage rate of all households in the postal code-specific delivery area (Public Notification), batch size and processability of items as well as preparations made by the sender.

#### 4.1.3. Restrictions

The use of the service is subject to the Customer annually placing an advance order for mailing batches and to a mailing plan approved by the Customer.

The use of the service requires publication at least 48 times a year.

#### 4.1.4. Responsibility of the Customer

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge after the time limits specified in the Tariffs and Rates.

The Customer must sort and pack mailing batches in accordance with Posti's instructions.

The Customer must submit mailing batches directly to the delivery area/delivery areas of its choice. The time and place must be separately agreed upon with Posti.

#### 4.1.5. Supplementary services

Publication's Additional Handling.

Late posting time for a mailing batch

Additional processing, bundles to be opened

## 4.2. Long-distance Publication Delivery

### 4.2.1.

Long-distance Publication Delivery items submitted on weekdays (Mon–Fri) are usually delivered to the recipients on the second weekday following the mailing date, excluding Tuesdays. The service level is agreed for each region via Posti's online service.

### 4.2.2. Pricing principles

Pricing is based on the quantity, unit weight, batch size and processability of items as well as preparations made by the sender.

### 4.2.3. Restrictions

The use of the service requires the use of the Daytime Publication Delivery service and publication at least 48 times a year.

### 4.2.4. Responsibility of the Customer

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge after the time limits specified in the Tariffs and Rates.

The Customer must sort and pack mailing batches and deliver them to the posting place in accordance with Posti's instructions.

### 4.2.5. Supplementary services

Publication's Additional Handling.

## 5. Bundle Deliveries

### 5.1. Bundle

#### 5.1.1. Service level agreement

Bundle items submitted in accordance with Posti's instructions on weekdays (Mon–Fri) are usually delivered to the recipients on the third weekday following the mailing date, excluding Tuesdays.

#### 5.1.2. Pricing principles

Pricing is based on the quantity and weight of items.

### 5.1.3. Responsibility of the Customer

The Customer must sort and pack mailing batches in accordance with Posti's instructions.

## 5.2. Bundle Item 1

### 5.2.1. Service level agreement

Bundle 1 items submitted in accordance with Posti's instructions on weekdays (Mon–Fri) are usually delivered to the recipients on the weekday following the mailing date, excluding Tuesdays. The mailing batch posting place and time affect the service level.

### 5.2.2. Pricing principles

Pricing is based on the quantity and weight of items.

### 5.2.3. Responsibility of the Customer

The Customer must sort and pack mailing batches in accordance with Posti's instructions.

## 5.3. Bundle in daytime delivery

### 5.3.1. Service level agreement

Items submitted in accordance with Posti's instructions on weekdays (Mon–Fri) are usually delivered to the recipients on the weekday following the mailing date. The mailing batch posting place and time affect the service level.

### 5.3.2. Pricing principles

Pricing is based on the quantity and weight of items.

### 5.3.3. Responsibility of the Customer

The Customer must sort and pack mailing batches in accordance with Posti's instructions.

## 6. Stand Delivery

### 6.1.1. Service level agreement

Items mailed on weekdays (Mon–Fri) in accordance with Posti's instructions and/or the agreement between the Customer and Posti are delivered primarily on the next weekday following their mailing date and no later than on the second weekday following their mailing, excluding Tuesdays.

The bundles are opened and the items are placed in the stand. Any old publications left in the stand are collected and recycled.

Posti shall be entitled to dispose of any items left undelivered due to a cause beyond Posti's control.

### 6.1.2. Pricing principles

Pricing is based on publication frequency, the number of stands, the number of bundles delivered to stands and the delivery area of the items.

### 6.1.3. Restrictions

The maximum weight is 10 kg per bundle. The height of the bundle cannot exceed the length of its shorter side.

### 6.1.4. Responsibility of the Customer

The Customer is responsible for stands and their location. The mail delivery person must have direct access to stands in basic delivery. The Customer must ensure that items submitted to Posti fit the stands as they are. If items are too large for a stand, a stand is damaged, a stand cannot be accessed or items cannot be delivered to a stand for a similar reason, Posti shall be entitled to charge the Customer any additional costs incurred.

The Customer must sort and pack mailing batches in accordance with Posti's instructions.

### 6.1.5. Supplementary services

Reporting

## 7. Supplementary services

### 7.1. Reporting

In the Stand Delivery service, the customer receives a separate report on the publications in the stands subject to a separate charge.

### 7.2. Late posting time for a mailing batch

In Daytime Publication Delivery service, publications can be separately agreed to have a later posting time than usual for an additional fee.

### 7.3. Additional processing, bundles to be opened

In the Daytime Publication Delivery service, an additional handling fee will be introduced for publications in openable bundles automatically by the system. Posti



also guarantees the service level for publications in openable bundles.