



## The service in a nutshell

February 9, 2015

A postal parcel from the web service is transported in 0–3 weekdays. The service is available on the Finnish mainland. Posti will send a notice of arrival to the recipient by SMS and will hand over the parcel against the code given in the text message.

Parcel storage time in Parcel Points is seven days and, in other pick-up locations, two calendar weeks after the week of arrival. An uncollected item will be returned to the sender at the sender's expense.

Maximum dimensions

Size options (height \* width \* depth) for Parcel Points and pickup points:

S: 12cm \* 36cm \* 60cm

M: 20cm \* 36cm \* 60cm

L: 38cm \* 36cm \* 60cm

XL: 60cm \* 36cm \* 60cm

Minimum parcel dimensions: 25cm x 15cm x 3cm Maximum weight: 35kg

Parcels weighing less than 10kg can be sent free of charge to the pickup point in the recipient's changed place of residence as per the sender's request. The free-of-charge change requires that the item was sent to the recipient's previous address for which the recipient has a valid change of address notification. A typo in the recipient's mobile phone number can be corrected free of charge as per the sender's request.

Consumers have the right to cancel an order placed in the web service in accordance with the provisions on distance selling in the Consumer Protection Act by informing Posti of it within fourteen (14) days of purchasing the delivery service. If the parcel has already been sent, the collected service fee will not be returned.

Posti's General Terms of Delivery can be found in their entirety from below.

[General Delivery Terms, Cash and Consumer Customers](#)

[Service Appendix, Goods Transport Services](#)

[File description](#)