



Service Appendix to Posti Ltd's
General Delivery Terms, February 9, 2015

Delivery Services

August 1, 2011

1. Mail delivery

1.1. General

Mail delivery is governed by the Postal Act and the Finnish Communications Regulatory Authority's regulation (61/2011) on the positioning of mailboxes. The Postal Act and the Finnish Communications Regulatory Authority's regulations govern Posti Ltd (hereinafter "Posti") letters delivered in the five-day delivery scheme and notices of arrival concerning parcels to be picked up from Posti outlets within the letter and general services. With regard to basic deliveries, other shipments can also be delivered, such as magazines and notices of arrival concerning other parcels.

1.2. Definitions

Delivery point refers to a single drop-off point for mail, such as a mailbox, pigeonhole, mail slot or equivalent.

Delivery place refers to the location of a delivery point specified by Posti or otherwise agreed upon.

Apartment building refers to a building with at least two storeys and three separate apartments where different apartments are located one on top of the other.

Residential apartments in apartment buildings refer to apartments intended for residential use and mainly applied to residential use that are accessed through the building's stairway.

House refers to single-family houses, two-family houses, terraced houses and otherwise connected private houses.

Balcony access block refers to a building where apartments are accessed through open or closed corridors located on the outside of the building instead of a stairway within the building.

Basic delivery refers to the weekday delivery prescribed in the Postal Act.

1.3. Basic delivery

As a service included in the carriage fee, all letters and papers of a maximum size of 25 x 40 x 3 cm in size and 2 kg in weight that can be handed over without specific signing are delivered in Posti's five-day basic delivery on weekdays (Mon–Fri) by 4:00 p.m., as well as all shipments specified separately in service appendices, and notices of delivery concerning shipments that need to be signed or are too large for basic delivery and cannot be delivered in the basic delivery.

Shipments where home delivery is not included in the service selected by the sender, or that cannot be delivered within the scope of the basic delivery, are delivered to the post office or other collection point for the recipient to collect.

In rural areas (excluding sparsely populated areas outside the centres of Helsinki, Vantaa, Espoo, Kauniainen, Tampere and Turku), these shipments, excluding transportation units and other shipments that do not fit into a delivery car, are delivered to private households on the basis of a one-off order during the basic delivery when the distance to the post office specified for the address is more than five (5) kilometers away and mail is delivered in the area using a car. The recipient must be at the address in order to receive the delivery. If the recipient cannot be reached during the delivery round, the shipment can be collected from the location specified in the notice of delivery.

The basic delivery is carried out to specified delivery places according to permanent addresses (locations of mailboxes determined by Posti for each address). Delivery to a delivery point located elsewhere is subject to a separate contract. Within the basic delivery, mail is only delivered to addresses other than permanent addresses when the receipt of mail at the specific address is in connection with the permanent residents' delivery place.

2. Obligations

2.1. Posti's obligations

Posti is obligated to deliver shipments to the primary address marked on the shipment according to the item's product terms. However, if the recipient has made a valid change of permanent address regarding the address marked on the shipment, Posti is to deliver letters and general service parcels to the valid permanent address pursuant to the notification, unless otherwise agreed upon with the sender.

If the recipient has made an agreement on forwarding shipments, Posti's obligation is to deliver all items within the scope of the contract to the location specified in the contract.

2.2. The mail recipient's obligations

The mail recipient is obligated to acquire a mailbox suitable for receiving mail (including slots, pigeonholes and other equipment and structures required for receiving mail), and place it in a location specified by Posti or otherwise agreed upon following Posti's instructions.

The mail recipient is responsible for installing and maintaining his or her mailbox. The mail recipient is obligated to ensure that the mailbox can be easily accessed by the delivery vehicle used by Posti in the area. Outdoor mailboxes must be located so that mail can be directly placed inside them from the delivery vehicle. The mail recipient must empty his or her mailbox so that there is sufficient space for the mail to fit in it.

The mail recipient must clearly mark his or her name and address details on the mailbox. The mail recipient is obligated to provide all senders with up-to-date address details.

3. General principles governing the specification of delivery places

The delivery place is determined according to the mail recipient (private persons, companies/organizations) and the nature of the area as presented below.

In addition to what has been prescribed in the Finnish Communications Regulatory Authority's regulations, the following is taken into account in the selection of the delivery place and the positioning of the mailbox:

- Equal and unprejudiced treatment of mail recipients
- Safety at work
- Cost-efficiency

3.1. Delivery place in residential apartments

Apartments in apartment buildings

According to the Postal Act, letters delivered to apartments must be inserted into apartment-specific mail slots.

If an apartment-specific slot delivery is not possible due to the building's structure, mail is delivered to pigeonholes, mailbox groups or other similar structure located in the building or its immediate vicinity.

Balcony access block

In balcony access blocks where apartments are accessed from outdoors without any separate stairway, letters are mainly inserted into pigeonholes or a group of mailboxes located outside the building.

Houses in urban areas

According to the Postal Act, letters must be delivered to houses in a mailbox located at a reasonable distance from the mail recipient's plot or building, taking local conditions into account.

Mailboxes for houses are primarily located in uniform groups of mailboxes. A mailbox can be located on the other side of the street when viewed from the mail recipient's address if the street does not contain bus traffic or significant through traffic.

If a mailbox is located on the other side of the street when viewed from the mail recipient's address, the mailboxes must be located on the pedestrian route, unless otherwise required by traffic safety or other similar reason.

A reasonable distance is defined as a maximum of 50 meters from the address when measured in one direction. The distance is calculated from the main access point of the address.

Houses located at a single address

If a single address contains more than two houses, their mailboxes are to be placed in a uniform group next to the access route of the address or in a practical place on the plot considering mail delivery and collection. When positioning the mailbox, it should be considered that the delivery points are along the mail recipients' natural pathway. Recommended locations include jointly-used buildings, such as maintenance buildings or similar in housing cooperatives.

3.2. Delivery to houses in sparsely populated areas

In sparsely populated areas, letters are delivered to a mailbox which can be at a maximum distance of 500 meters from the mail recipient's actual residential apartment.

The mailbox can be placed at a maximum distance of one kilometer from the mail recipient's residence if:

- the carrier would otherwise need to deviate from the delivery route for the basic delivery of only one mail recipient household or organization,
- the building is not located along a public road or a road used around the year,
- the road is not plowed or gritted in winter so that it can be used for mail delivery, or
- it is not possible to turn the mail delivery car around on the road.

Mailboxes are primarily to be located in groups. The groups of mailboxes are to be located on the road-side, or in safe and visually clear areas on public or private roads, so that the positioning or use of the mailboxes does not cause any danger to the mail recipient or to traffic, or significantly hinder road maintenance.

A mailbox or group of boxes must never be placed in a location where:

- lines of sight are impeded
- there are no-passing marks on the road or crossing signs
- the delivery car would need to stop in a slow lane on a hill
- access to the mailbox requires driving in the opposite lane
- reversing on the road would be dangerous.

The distance between mailboxes or groups of boxes must usually be at least 200 meters in sparsely populated areas.

3.3. Buildings other than residential houses

The positioning of organizations' mailboxes follows the same principles as those set out for houses where applicable. If a building contains several apartments for different mail recipients, delivery points can also be located inside the building if it is practical for the mail delivery. In this case, the delivery points are located next to the entrance.

3.4. Delivery on the basis of a contract or dispute

General delivery

If the mail recipient and Posti have not reached an agreement on mail receipt arrangements and there is no valid legal decision regarding the matter, Posti has the right to store items addressed to the mail recipient and make them available for collection at a post office or other outlet determined according to the mail recipient's address.

If the mail recipient neglects his or her duty to enable mail delivery to a delivery point in accordance with the address or another contract, Posti has the right to store mail and make it available for collection in a post office determined by the address or another outlet and charge a reasonable fee for the storage of mail. Such neglect includes a missing or sealed mailbox, or frequently neglected maintenance of the surroundings of the mailbox, preventing delivery to the mailbox.

Mail drop-off

In rural areas, shipments can be placed into a drop-off box upon approval of the mail recipient.

3.5. Local conditions and individual special requirements of mail recipients (special household delivery)

In addition to the specification governing delivery methods and the positioning of mailboxes, local conditions or the mail recipient's special requirements, such as mobility problems or being aged 75 or over, can be taken into account in individual cases.

The mobility problem may be caused by the mail recipient's disability, or chronic or other long-term illness.

Upon request, people with a physical disability or those over 75 years of age are entitled to have their mail delivered to a mailbox placed either at the plot boundary in the drive or access connection, or to a mail slot in their apartment.

The precondition for exceptional mail delivery is that all mail recipients in the household are entitled to the exceptional service. However, a person with a physical disability or a recipient aged over 75, who is regularly or repeatedly alone when residing in a shared household, meaning that it is considerably more difficult for them to collect the mail, is also entitled to the aforementioned service.

If a disability cannot be otherwise verified, Posti may request the mail recipient to provide a doctor's statement on Posti's form, indicating, without going into specific details, whether or not the mail recipient is able to collect his or her mail from their mailbox and whether the collection may cause harm or danger to his or her health.

Exceptional arrangements in mail delivery are always in effect until further notice. If the preconditions for the exceptional arrangement are terminated, mail will be delivered to the delivery point determined by the delivery plan governing the address.

A mail recipient entitled to the special household delivery is obligated to notify Posti immediately of any changes in conditions that cause the preconditions for the service to be terminated.

4. Mailbox placement

Posti determines the address-specific delivery place (§44 of the Postal Act). Mail can be delivered to another location on the basis of a contract subject to a charge or a special household delivery at no extra charge.

Before positioning a mailbox, the mail recipient must first contact Posti and request an address-specific delivery place at which the mailbox can be located.

Mailboxes or their use must not cause any danger to public traffic or significantly hinder road maintenance or other use of a public area, such as parking. Mailboxes may be located in a public municipal area or on private land (§45 of the Postal Act). On a street or public road area, mailboxes must be placed at a minimum distance of 50 cm from the side of the sidewalk or the edge of the road.

In sparsely populated areas, mailboxes should be positioned on road sides in safe and clearly visible areas so that accessing the mailbox does not cause any danger to traffic safety or significantly hinder road maintenance.

4.1. Placing the equipment and small structures required for mail delivery

Equipment or small structures can be used for temporary storage of mail. The equipment or structures are to be located in practical places with regard to mail delivery in accordance with the Postal Services Act so that they do not cause unnecessary danger to traffic or significant damage to other use of the area.

5. Disputes and the mail recipient's means of legal protection

Any party who is unsatisfied with the location of its mailbox may request a settlement from the municipal building official (§44 of the Postal Act).

If the mail recipient and Posti have not reached a mutual agreement on mail receipt arrangements and there is no valid legal decision regarding the matter, Posti has, on the basis of §47 of the Postal Act, the right to store letters addressed to the mail recipient in question and make them available for collection from a post office or other outlet determined according to the mail recipient's address. In addition to letters, all items included in the basic delivery will be left undelivered during the interruption in delivery, including magazines, notices of delivery concerning items to be collected from the post office, and unaddressed shipments.

6. Contractual delivery services

Mail recipients may agree with Posti on exceptional arrangements, for a reasonable charge. Posti offers a variety of mail forwarding services. More information about all the services offered at any time can be found on Posti's website www.posti.fi or via customer service.

