

# PRODUCT TERMS OF ADDITIONAL SERVICES

**Appendix to the product terms of Posti Ltd's freight services**

January 15, 2024

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## ADDITIONAL FREIGHT SERVICES 15/1/2024

### 1. Scope of Application and validity

The product terms in this appendix apply to the Freight and Express Freight additional services of Posti Ltd (2344200-4).

### 2. Additional services

Additional services that are available for each product are described on Posti's website and the ordering channel. There are restrictions concerning the combining of additional services. Additional services that can be combined are described on Posti's website and the ordering channel.

Additional services that are necessary for completing the assignment but are not included in the order will be charged according to the price list.

#### 2.1 Morning 09

The item is delivered to the recipient 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 customer has sent an item on a route for which the additional service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for Express Freight.

#### 2.2 Evening 21

Posti electronically contacts the recipient within one or two weekdays of the shipping and sets the delivery window to the following weekday at the earliest. The item is delivered to the recipient 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.

The maximum weight of a single package is 85 kg. Items exceeding the weight limit are unloaded at an accessible location indicated by the recipient, in the immediate vicinity of Posti's vehicle.

The service includes the removal of the transport package, i.e. the packaging materials and the transport unit are removed and appropriately recycled.

The Customer shall instruct the recipient to protect their floors appropriately.

#### 2.3 Evening 21 Yard Delivery

Posti electronically contacts the recipient within one or two weekdays of the shipping and sets the delivery window to the following weekday at the earliest. The item is delivered to the recipient on weekdays between 9 a.m. and 9 p.m. The service includes delivery to the yard of the address indicated in the transport document, in the immediate vicinity of Posti's vehicle.

The service does not include carrying in the packages included in the item. Drivers are unable to assist with carrying items subject to the Yard Delivery services.

#### 2.4 Chosen Delivery Day

This additional service applies to goods shipped as freight. Posti delivers the item on the chosen delivery day as specified in the service register. The available options are 1–10 weekdays after the first possible delivery day.

#### 2.5 Home Delivery

Posti electronically contacts the recipient within one or two weekdays of the shipping and sets the delivery window to the following weekday at the earliest. The item is delivered to the recipient 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.

The maximum weight of a single package is 85 kg. Items exceeding the weight limit are unloaded at an accessible location indicated by the recipient, in the immediate vicinity of Posti's vehicle.

The service includes the removal of the transport package, i.e. the packaging materials and the transport unit are removed and appropriately recycled.

The Customer shall instruct the recipient to protect their floors appropriately.

#### 2.6 Same-Day 00

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

The additional service requires that the items be packed in transport units separate from other items.

If the customer has sent an item on a route for which the additional service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for Express Freight.

#### 2.7 Handing Over to the Addressee in Person

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

#### 2.8 Handing Over Without Signature

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

By using the additional service, the sender authorizes the Posti driver to register the dispatch event and to sign it with their own name without the recipient being present. After the handover has been registered, Posti shall not be liable for any loss of, decrease in or damage to the item or for complaints or liability for damages resulting from these.

#### 2.9 Call Before Pickup

The sender is contacted by phone at least one hour before the pickup and notified of the exact pickup time.

#### 2.10 Call Before Delivery

The recipient is contacted by phone no later than one hour before the delivery and notified of the exact delivery time.

#### 2.11 Carry Out

This service applies to the carrying out of packages with a maximum chargeable weight of 35 kg from a specific location, such as a particular floor or office. The item as a whole must allow handling by a single person.

Posti calls the sender in advance to arrange the detailed pickup location and notifies them of the scheduled pickup time within a timeframe of two hours.

#### 2.12 Carry In

This service applies to the carrying in of packages with a maximum chargeable weight of 35 kg to a specific location, such as a particular floor or office. The item as a whole must allow handling by a single person.

Posti calls the recipient in advance to arrange the detailed delivery location and notifies them of the scheduled delivery time within a timeframe of two hours.

The service includes the removal of the transport package, i.e. the packaging materials and the transport unit are removed and appropriately recycled.

The Customer shall instruct the recipient to protect their floors appropriately.

### 2.13 Pickup from Specific Location

The service includes the pickup of the item from a specific location that can be directly accessed with a pallet jack or rolltainer, such as a particular floor or office. Posti calls the sender in advance to arrange the detailed pickup location and notifies them of the scheduled pickup time within a timeframe of two hours.

The size, shape and weight of the item must allow handling by a single person. The service does not include carrying any packages included in the item.

### 2.14 Delivery to Specific Location

This service includes the delivery of the item to a specific location that can be directly accessed with a pallet jack or rolltainer, such as a floor or an office. Posti calls the recipient in advance to arrange the detailed delivery location and notifies them of the scheduled delivery time within a timeframe of two hours.

The size, shape and weight of the item must allow handling by a single person. The service does not include carrying any packages included in the item.

### 2.15 Transport Package Removal

The item is unloaded to one place next to the transport unit. Packaging materials and the transport unit are removed and disposed of appropriately. The weight, size and shape of the packages in the item must allow handling by a single person.

If the customer wants the item to be unloaded to a specific location, the Delivery to Specific Location service must be separately ordered.

### 2.16 Shelving Service

The item is delivered to the recipient's premises, unpacked and placed in its correct place on the shelf. The detailed content of the additional Shelving Service is subject to separate agreement with the customer. The use of the service must be agreed on separately with Posti.

### 2.17 Transport to Recycling

In connection with the delivery of an item, Posti picks up an old product corresponding to the new product to be appropriately transported to recycling or disposal. For each new product, the customer can order the transport of one corresponding product to recycling.

The customer must provide the information required by the service on the transport document and the EDI message.

Requirements of the additional service:

- 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

Items are delivered to recipients according to the schedule. Postal code-specific delivery windows can be seen in the electronic ordering channel.

The service does not include selecting the delivery day.

### 2.19 Delivery to Terminal

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

## 2.20 Pick-up from Terminal

The customer can address the item directly to the terminal where the recipient can pick it up. Posti will contact the recipient once the item 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 items to terminals is 2,500 kg. When a recipient picks up an item at the carrier's terminal, the assignment shall be considered as completed once the item has been moved to the terminal's delivery area and confirmed as received.

## 2.21 Consumer Pickup

Posti contacts the sender to arrange a pickup date and, prior to the scheduled pickup time, calls the sender's phone number provided in the order. The item is loaded from the immediate vicinity of the vehicle and the service does not include tasks such as carrying the item out. The customer must inform the sender of the content and restrictions of this service as well as the packaging of the item in a manner that will withstand transport.

One weekday of additional delivery time is reserved for consumer pickups.

The service will be charged for every time a freight item is picked up from a consumer.

## 2.22 Consumer Delivery

Posti electronically contacts the recipient to arrange a delivery day 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 item inside. The customer must inform the recipient of the content and restrictions of this service as well as the receipt inspection.

One weekday of additional delivery time is reserved for delivery to private customers.

The service will be charged for every time a freight item is delivered to a consumer.

## 2.23 Agreeing Delivery Time by Phone

Posti contacts the recipient by phone within one or two weekdays of the shipping and sets the delivery time window to the following weekday at the earliest. Arranging the delivery time electronically is included in the home delivery services. Arranging the delivery time by phone should only be ordered if it is absolutely necessary to make the agreement by phone.

## 2.24 Electronic Pre-Notification

Posti sends advance information about an item to be delivered. The notification is sent to the mobile phone number or email address of the sender specified on the EDI message.

## 2.25 Equipment Installation

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

Equipment installation is ordered in advance.

Shipment lot restrictions to simultaneous equipment installations:

- Express Freight with Evening 21 additional service: the shipment lot may include a maximum of 4 simultaneous equipment installations
- Home Delivery 21 additional service: the shipment lot may include a maximum of 4 simultaneous equipment installations
- Transport to Recycling additional service: the shipment lot may include a maximum of 4 simultaneous equipment installations.

The service is available in limited areas.

## 2.26 Installation (Ready for Use)

Installation (Ready for Use) includes the delivery of the item to the installation site indoors, which must be directly accessible, the installation (ready for use), and the removal of packing material waste to recycling. Installation tasks subject to a permit cannot be included in the service. Installation (ready for use) is a product-specific service.

The detailed content of the Installation (Ready for Use) additional service is separately agreed on with the customer.

The maximum duration of the installation is 15 minutes.

The service is available in limited areas.

## 2.27 Replacement Delivery

In connection with the delivery of the item, a corresponding item is accepted from the recipient for a return delivery.

The customer must pack the returned product in durable packaging or in the same package as the delivered item.

The service does not include the disconnection or connection of the replaceable part or similar. The returned product must be ready. The return address card must be ready in connection with the item delivery.

When placing the order, the customer should enter the following details in the additional information field: Replacement Delivery

The use of the service must be agreed on separately with Posti.

## 2.28 Product Package Removal

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

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

## 2.29 Heated Transport

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

## 2.30 Crane Delivery Service

Pickup and/or delivery of freight items is made using crane equipment. The Crane Delivery Service is available for shipment lots with a chargeable weight under 5,000 kg, and a single package may not weigh more than 2,500 kg. A crane delivery requires an extra weekday of delivery time.

## 2.31 Oversized Shipment

The Oversized Shipment fee is charged on Express Freight items that are larger than the standard maximum size of the transport unit. The maximum size of an oversized shipment is 50% larger than the transport unit.

## 2.32 Long Parcel

This additional service applies to goods, objects and bundles over 2.4 meters long that are transported as freight. One weekday of additional delivery time is reserved for the transport.

In addition to the weight and volume weight, the pallet-meter weight is always taken into account when calculating the chargeable weight of an item longer than 5 meters.

The transport of goods over 7 meters long must be separately arranged.

### 2.33 Green Freight

With the Green Freight additional services, you can send products to your customers fossil-free. Green Freight provides Posti's customers with an earmarked and verified fossil-free transport. Fossil-free transportation refers to transportation produced with renewable fuels or fossil-free electricity.

The Green Freight service is based on an international guarantee-of-origin model developed for transport. You will receive an emissions report for transportation four times a year. The report shows the share of fossil-free transports attributable to your company.

Read more about [green freight](#).

### 2.34 LQ Transport

The service enables the lawful transport of dangerous goods (VAK; TDG) packed in limited quantities, as provided for in the Finnish Act on the Transport of Dangerous Goods.

The Customer reports the LQ gross mass and number of packages on the EDI message and prints out the same information on the address labels.

### 2.35 Transport of Dangerous Goods (VAK)

This additional service, subject to a separate agreement, can be used for sending class-labeled substances that are classified as dangerous goods in the Finnish Act on the Transport of Dangerous Goods. The goods can be sent as address-labeled items or with a waybill.

#### **2.35.1** *Additional requirements on address-labeled items*

In address-labeled shipments, a receptacle containing dangerous goods may contain a maximum of 30 kg of solids and a maximum of 30 l of liquid.

The TDG information required by the Finnish Act on the Transport of Dangerous Goods must also be provided in the statutory format in a specific TDG document, made out in duplicate. The TDG 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 additional service requires the dispatch of an EDI message to Posti. Each address label of an item lot must indicate the total number of packages in the batch.

Posti picks up the items on the basis of a separate agreement or individual transport order. The customer cannot drop off Transport of Dangerous Goods additional service items 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 item.