

International goods transport product terms for contract cus- tomers

February 1, 2018

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INTERNATIONAL GOODS DELIVERY SERVICES

1. General

1.1. Scope of Application

These Product Terms apply to the international goods transport services provided to the contract customers of Posti Ltd and other companies that belong to Posti Group (hereinafter "Posti"). These Product Terms specify the general and item-specific product terms and features of the international goods transport services.

In addition to these Product Terms, the services are subject to the contract between the customer and Posti as well as Posti Ltd's general contract terms for corporate customers ("General contract terms"). Priority and EMS services are governed by the conventions of the Universal Postal Union UPU. The Act on Road Transport Contracts shall be followed with regard to other services.

Any changes with material effect on the services are notified no later than one month before the changes take effect.

Posti is not responsible for the measures taken by the authorities with regard to items.

1.2. Customer's obligations

In addition to what has been stated in the General Contract Terms, the Customer shall be responsible for instructing senders or recipients that are not parties to the agreement to comply with the provisions specified in this contract.

The Customer shall comply with the instructions issued by Posti.

The Customer shall check with Posti to ensure that the selected Service is available for the location in question and that the selected additional services are available in connection with the selected Service. If the Customer's choices are in conflict with each other or the shipment, Posti has the right to deviate from the Service ordered by the Customer as laid down in section 1.11.

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 name and Finnish mainland address of the sender must always be

indicated on items in the event that they need to be returned.

The delivery destination must provide direct access.

The Customer shall be responsible for using Posti's transport documents and the customs documents or other such documents required by the authorities. The Customer shall continue to pay the price specified in the price list in force for the Service after the expiry of this Contract if deliveries have been sent using Posti transport documents with the Customer's contract number.

1.3. Definitions

A shipment refers to goods or a batch of goods listed in the transport document to be transported from a single location and one sender to another single location and one recipient on the same occasion.

Transport document refers to the address label which, in addition to identifying and directing the item, serves as an invoicing document.

1.4. Item content restrictions

The restrictions for the content of items are specified in the General Contract Terms, unless otherwise specified on a product-by-product basis. The restrictions can be checked by customer service. The destination country may have its own additional restrictions. The Customer shall find out the destination country's prohibitions and import restrictions in force at each time. Posti is not responsible for the execution of the service if the sender has not followed the restrictions and terms and conditions issued by the destination country.

Posti is not responsible for customs declarations or the authorities' decisions related to customs clearance. Information on import permit matters and other import matters is available at the representative office of the destination country.

International shipments may not contain any substances or materials classified as prohibited or dangerous in relation to ground, sea, or air transport, such as aerosol cans, lithium batteries, or even small amounts of inflammable liquids or oxidizing agents. For further information on country-specific restrictions and prohibitions, please visit www.posti.fi.

1.5. Delivery time estimate and service levels by route

Only a delivery time estimate is given for international shipments. Priority service is available to all countries, other services only to separately specified countries. The country-specific estimated transport times and availability of services by country are available on Posti's website.

1.6. Delivery days

Delivery days vary by destination country.

1.7. Transport documents

Each package in a shipment of goods must include an appropriate transport document with a unique shipment ID. Additional services must be marked in each transport document.

Delivery services include Posti's adhesive address labels and the use of the address label printing software. Address labels are subject to a separate charge. Posti will deliver transport documents to the address specified in the Customer's contract as ordered by the Customer. The Customer may also use another address label or printing software approved by Posti in advance at their own cost. The transport document must always state the Customer's contract number.

The Customer may only use the same shipment ID once per year when printing address labels.

1.8. Pricing and payment

The price of the Express Business Day service always include the pickup of the item from the Customer. The prices of other services only include transport and delivery.

Pricing is based on the destination country, number of items and the measured weight or cubic content of the items, whichever is the higher. The cubic measure used for parcels is $1 \text{ m}^3 = 250 \text{ kg}$. In cases in which the actual weight or volume cannot be measured, the default invoicing weight is 250 g.

The pricing of SmartPOST parcels is based on the item's standardized size. Shipment sizes include S, M, L and XL.

Pricing of transport units is based on the destination country, number of items, shipment lots, transport

unit types, transport zones, pickup and delivery zones and the supplementary services used.

The MPS price of parcels is comprised of the item charge and total weight of parcels in the batch. Either the volume weight or actual weight is taken into account at the parcel level. The maximum size of an MPS batch is 10 parcels or 99 pallets.

The MPS price of transport unit is comprised of the total number of parcels in the mailing batch using the formula $1 \times \text{price of 1st unit} + (n-1) \times \text{price for next unit}$.

The shipment lot pricing (MPS) of parcels and transport units requires the sender to deliver the shipment lot-specific information to Posti in an EDI message.

Any fuel surcharges specified on Posti's website valid at the time are invoiced separately.

Posti will invoice for the Services used by the Customer at one-week intervals.

Posti will invoice for tasks not included in the Services ordered by the Customer in accordance with the price list in force.

1.9. Shipment tracking

The item is registered in Posti's item tracking system in Finland, and in most destination countries also upon delivery.

1.10. Return to sender

If an item cannot be returned for a reason not attributable to Posti, the item will be handled in accordance with the instructions specified by the Customer.

Express Business Day and Parcel Connect parcels will always be returned.

If an item is returned, the return costs will be charged to the Customer. If an item cannot be returned to the sender, it is processed as a non-deliverable item in accordance with the general terms of contract.

1.11. Posti's right to deviate from the Service ordered by the Customer

Posti has the right to deviate from the Service ordered by the Customer if the Services selected by the Customer are in conflict with each other or the item. Posti aims to carry out the Service in a way that secures the benefit of the Customer. In case of a conflict, Posti may amend the main product or additional services. If the

Customer's shipment does not comply with the requirements of the product selected by the Customer, Posti shall be entitled to process and invoice them as a Service the characteristics of which correspond to those of the Customer's shipment.

If the Customer has selected a service level that is not available for the route of the item, Posti shall nevertheless be entitled to charge for the service level selected by the Customer.

1.12. Complaints and damages

Maximum damages

Priority and EMS

According to the conventions of the Universal Postal Union (UPU), the sender must make queries regarding an item to investigate the damage and to obtain any compensation within six months of the item's dispatch date. The sender shall forfeit any right to compensation if the sender fails to submit a written claim to Posti within one year from having received a reply to the query.

Loss, theft and damage of a Priority item:

Maximum reimbursement of the Universal Postal Union SDR 40/item + SDR 4.50/kg.

A corresponding maximum reimbursement for EMS items is €500/item.

In accordance with the conventions of the Universal Postal Union, damages are not paid for the delay of shipments.

Other items

The recipient must inspect the item and file complaints regarding any externally visible damage immediately upon receipt. Complaints regarding damage other than externally visible damage must be filed in writing within seven days of receiving the item, not including Sundays and mid-week public holidays.

A complaint regarding a delay in the delivery must be filed in writing within 21 days of the item's delivery to the recipient in accordance with the product's terms. If an item is not delivered as agreed, a written complaint must nonetheless always be filed no later than three months from the date of dispatch.

According to the Act on Road Transport Contracts, compensation for damage must be claimed no later than

1. the date of delivery when goods are missing or damaged, or delivery was delayed;
2. within thirty days from the agreed handover date when the goods are lost, or within sixty days from the date on which the freight carrier took the goods into transport if no specific handover date was agreed; and
3. in other cases, within three months of the date on which the transport contract was concluded.

Posti's liability shall be determined in accordance with the Act on Road Transport Contracts and the General Contract Terms. Posti always compensates for damage incurred during transport to its customers. The Customer shall be entitled to transfer the right to damages to a third party by informing Posti of this in writing in connection with the processing of the claim.

The maximum compensation for a lost or damaged item is SDR 8.33/kg according to CRM, except for Parcel Connect parcels, for which it is EUR 500/item. In addition, transportation charges are returned to the extent of the fault. The maximum reimbursement for delivery delays is limited to the amount of the transportation charge. The right to receive compensation for Parcel Connect does not exist if the claim is not presented to Posti in writing within six months.

Customs clearance of items

The recipient pays for the customs and official fees and taxes of the item. If the item cannot be handed over to the recipient, any unpaid customs and official fees will be collected from the sender.

No appended documents are required when sending items to the EU area. The sender must furnish items addressed to other destinations with a commercial invoice or proforma invoice unless instructed otherwise. Information on any necessary documents to be appended to items and the related regulations is available at www.posti.fi or Posti's customer service.

2. International goods transport services

2.1. Express Business Day

Express Business Day items are delivered to the recipients' addresses. Delivery practices vary by destination

country. The service includes at least one delivery attempt. The delivery time is not agreed with the recipient in advance.

Import and export customs clearance are included in the price of the Service for shipments outside the EU.

The service is also available as an import shipment from EU countries with Finland as the destination country.

Posti has the right to invoice the sender for the costs incurred to Posti due to failure to send an EDI message. Import shipments include one delivery attempt. If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from an outlet in the destination country.

2.2. EMS

EMS items are transported using the fastest connections to separately specified countries or limited areas. The countries and areas are listed on Posti's website.

If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from a service point in the destination country. The service includes at least one delivery attempt. If the item is not picked up by the end of the storage period, it will be returned.

Items will not be delivered to post office box or Poste restante addresses.

The items are handed over against signed receipt to a person present in the address.

Outward clearance service is not included in the service price.

This service requires an EDI message.

2.3. Priority

A Priority parcel is transported with fast connections from Finland to the destination country. Items are primarily delivered to the recipient, but in some countries items are delivered to a postal outlet for the recipient to pick up.

Items will not be delivered to post office box or Poste restante addresses.

Posti Oy

The export clearance service for items over €1,000 in value is included in the price when sending items to Iceland, Norway and Switzerland.

This service requires an EDI message.

2.4. Consumer Parcel

Consumer Parcels are delivered to an outlet determined on the basis of the recipient's address for the recipient to pick up.

The parcel will be handed over to the person presenting the notice of arrival or to the person asking for the shipment with its item ID.

Supplementary services: COD for destination countries is indicated separately.

2.5. Parcel Connect

Parcel Connect items are delivered for pick-up by the recipient or to the address depending on the practices of the destination country. The delivery of the item is recorded.

This service requires an EDI message. The recipient's e-mail address must always be included in the EDI message. The mobile phone number is recommended for all destination countries and it is compulsory if the target country is Sweden, Denmark, Estonia, Latvia or Lithuania.

Restriction: The value of a Parcel Connect, including VAT, may not exceed EUR 25,000.

Supplementary services: Bulky, Home Delivery and COD

2.6. SmartPOST for Estonia

Posti delivers SmartPOST parcels to be picked up at a parcel terminal specified by the sender or other Pickup Point within the time indicated in Posti's Delivery Time Inquiry, on the second weekday after their drop-off and otherwise on the fourth weekday after the drop-off at the latest.

The notice of arrival is delivered to the recipient on the date of arrival by SMS. In addition to the notice of arrival, a reminder SMS message is sent for items delivered to a Posti parcel terminal if they have not been picked up within 4 days.

A parcel which is not either sent or received through a parcel terminal may not be left for transport as a SmartPOST product.

The Customer may only drop off individual items in a parcel terminal. In other cases, Posti picks up the SmartPOST items from the Customer as separately agreed or the Customer drops the items off at a Posti outlet.

This service requires an EDI message. The EDI message must always include the recipient's mobile phone number.

Supplementary services: COD, Multi-parcel shipment, Payer if not the sender, Special handling, LQ Limited quantity.

2.7. Parcel Return Connect

Parcel Return Connect is a customer return product which can be dropped off at Parcel Connect service points in the country where the parcel is received. A complete Parcel Return Connect address label must be attached onto the item.

This service requires an EDI message. The EDI message must always contain the mobile phone number of the recipient (the original sender).

Parcel Connect items are delivered to the recipient's address according to the practices of the destination country.

3. Supplementary services

3.1. Home Delivery

Home Delivery to the destination countries Finland, Estonia, Latvia, and Lithuania The service includes one delivery attempt.

3.2. Bulky

If the dimensions of a parcel of normal size 120 cm x 60 cm x 60 cm are exceeded, the Bulky additional service must be selected for the item. It is then possible to send items of maximum length 200 cm. However, length + circumference may not exceed a maximum of 360 cm. Posti invoices the Bulky supplementary service based on the country of origin and destination zone, and for returned parcels it is based on the zone of origin and destination country.

The service includes one delivery attempt.

There may be country-specific limitations in the service.

3.3. Cash on delivery (COD)

The COD supplementary service is possible for the specified routes. For Parcel Connect, COD is only available with the Home Delivery supplementary service. COD for Finland is implemented in accordance with the product terms for Finland.

The item 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 additional service in Posti's Tariffs and Rates for Companies.

Posti shall have the right to charge the COD amount back to 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, for instance due to a claim made by the buyer on the deal.

The maximum amount of COD is EUR 2,000

The payment traffic does not relay information.

COD in Sweden

This additional service requires a bank account with a Swedish bank. The cash on delivery amount will only be paid into a Swedish bank account.

Notice of the COD additional service, the COD amount and the bank account number must be included in the EDI message.

COD in Estonia

This additional service requires a bank account with an Estonian bank. The cash on delivery amount will only be paid into an Estonian bank account.

Notice of the COD additional service, the COD amount, the bank account number and a reference number must be included in the EDI message.

