



Pickup and Delivery Service product terms

July 3, 2017



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1. Pickup and Delivery Services

1.1. Scope of Application

The product terms in this appendix apply to Posti Ltd's ("Posti") Pickup and Delivery Service ("the Service"). The Service is available to corporate and organizational customers, and its 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's General Contract Terms and the Finnish Act on Road Transport Contracts.

These terms are valid from July 3, 2017, until further notice.

1.1. Service content

The Service is an agreement on the regular pickup and/or delivery of shipments. The Service provides the Customer with the number of transport units specified in the agreement, which Posti will deliver to the Customer in connection with pickups. The Customer may separately order more transport units for an occasional need for a larger volume than agreed.

A regularly increased need requires amending the agreement. The Customer shall inform Posti if its volumes change or are expected to change considerably.

The service may be interrupted at the Customer's written request for a maximum period of two (2) months. A written notice of interruption must be submitted to Posti's customer service at least one week before the planned start of the interruption.

The invoicing period is one (1) month. The Service price is based on the number of items and pickups, the time spent on providing the Service, and on the transport distance.

1.2. Restrictions and the Customer's special obligations

The Customer shall ensure that a representative of Posti may pick up and deliver shipments without waiting time or other obstacles at the agreed time. A representative of the Customer authorized to sign for all shipments addressed to the Customer and handed over against signature must be present to receive the shipments. Posti is entitled to charge a fee as shown in the price list for the waiting time or for making an unnecessary trip.

The Service does not include the delivery of registered letters or insured items. A notice of arrival will be delivered of these items.

Ultimate responsibility for shipments mailed via Posti's pickup service shall be transferred to Posti only after the shipments have been inspected at Posti's outlet, unless the shipment has been signed for in conjunction with pickup or registered as having been received individually.