



# **Product Terms for Contract Customers in Domestic Goods Transport**

**February 1, 2019**

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## 1. General

### 1.1. Scope of Application

These product terms shall be applicable to Posti Ltd's (Posti) domestic address-labeled goods transport services (Services). The Services are available to corporate and organizational customers, and their 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 Ltd's General Contract Terms ("the General Contract Terms") and the Finnish Act on Road Transport Contracts.

These terms are valid from February 1, 2019, until further notice.

### 1.2. 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 shipment, serves as an invoicing document.

**Delivery Time Inquiry** is a Posti service for checking the areas and locations in which Posti's goods transport services are available and for checking the delivery time or other service level for the location.

**A Pickup Point** is a Posti outlet (including parcel points) from which the recipient can pick up shipments. The Pickup Points available at each time are specified in Posti's register of Pickup Points.

### 1.3. 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 use the Delivery Time Inquiry to ensure that the selected Service is possible for the location in question and that the selected additional services are possible 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 1.16.

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 the shipment. The name and Finnish mainland address of the sender must always be indicated on the shipment for its possible return.

The Customer shall be responsible for ensuring that each package in a shipment includes a transport document in compliance with Posti's guidelines. In addition, the Customer shall provide an electronic EDI message for each shipment and item. The Customer shall provide the information required for the service on the transport document and the EDI message. The EDI message must also include contact information for delivering notices of arrival and setting delivery time frames. Posti has the right to complement or correct the information the customer has given in the order message, based on its customer register or as requested by the recipient.

The Customer is responsible for the marking of the shipment in accordance with the applicable regulations.

The Customer shall pack the product to be transported in such a way that it endures the normal stress in transport and does not intact or broken cause damage to Posti's personnel, facilities or equipment or to other shipments. Posti shall have the right, but not the obligation, to supplement and repair an incomplete package in order to prevent danger of damage and to charge any expenses arising out of this in accordance with a separate price list.

The Customer shall ensure that Posti can pick up and deliver shipments at the agreed time, without waiting time, waste driving or other obstacles.

The Customer shall pay the price specified in the price list in force for the Service also after the expiry of this Contract if deliveries have been sent using Posti transport documents with the Customer's contract number for invoiceable service.

#### **1.4. Use of Posti's transport units**

The use of transport units owned by Posti (cage pallets, rolltainers, and boxes) is restricted only to Posti's domestic transport as separately agreed. Transport units may not be used for Posti Freight, international transport, transport for other companies, or in the Customer's in-house operations. The Customer will obtain the number of Posti transport units specified in the contract for a period of one week. Transport units may be given to the Customer for use only if the Customer has returned any previous transport units they have used as instructed by Posti. The Customer shall be responsible for any transport units it picks up or which have been delivered to the Customer and the use thereof. Posti is entitled to monitor and supervise the use of transport units, collect any non-returned transport units, and invoice the charges specified in the contract for the pickup of the non-returned transport units. Posti shall also have the right to perform checks in the Customer's premises in order to monitor the use of the transport units. Posti shall be entitled to charge the Customer for compensation equal to the amount of the acquisition price in the event that a transport unit is damaged, lost, or used contrary to the contract.

#### **1.5. Leaving shipments for transport**

The Customer may leave a shipment at Posti's service point by the deadline specified there, or Posti picks up the shipment from the sender by separate agreement. The Customer may also leave single shipments to a Parcel Point.

#### **1.6. Shipment content restrictions**

The restrictions for the content of shipments are specified in the General Contract Terms, unless otherwise specified on a product-by-product basis. The restrictions can be checked on Posti's website.

Transport of dangerous goods and other regulated transports must always be separately agreed with Posti.

Transport of dangerous goods is possible with using additional services:

- LQ Process Permit
- LQ Transport
- Transport of dangerous goods (VAK)

#### **1.7. Handover of shipments**

A shipment transported to the delivery address is handed over against a signed receipt to a person present at the address.

Shipments picked up at an outlet are handed over to the person requesting the shipment using the shipment ID.

Shipments delivered to Posti's Parcel Points are handed over against a code sent to the telephone number, e-mail address, etc., specified by the sender.

Registered shipments are handed over only to the recipient or a person authorized in writing by the recipient.

Shipments are handed over against a signed receipt. At a parcel terminal, entering the correct code is considered equal to a signature. A shipment can also be handed over without the recipient's signature, with an assignment from the sender or recipient.

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Shipments that include delivery to the recipient are delivered to the recipient's address in a location to which Posti's vehicle has direct access.

Express freight shipments are unloaded on the recipient's loading platform or another suitable place in the immediate vicinity of Posti's vehicle.

**1.8. Delivery time and service levels**

The delivery time and available Services based on the shipment's source and delivery address can be checked using the Delivery Time Inquiry function on Posti's website.

Parcels may be delivered to residential buildings with parcel lockers by 8 p.m.

The product specific service level agreement only concerns those items that have been sent according to Posti's sending instructions.

**1.9. Delivery days**

Shipments are picked up and delivered on weekdays (Mon–Fri) only, unless otherwise specified in the product terms.

**1.10. Transport documents**

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

The Customer may use address label or printing software approved by Posti in advance at their own cost. The address label of the customer to be invoiced must always state the Customer's contract number.

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

**1.11. Pricing and payment**

Pricing is based on price lists valid at the moment unless agreed otherwise with the Customer in written document.

Pricing of parcel services is based on the number of packages and the measured weight or cubic content of the package, whichever is higher. In addition, pricing depends on the shipment-specific maximum size and the shipment's handling options. The cubic measure used for parcels is  $1 \text{ m}^3 = 250\text{kg}$ . If the actual weight or volume cannot be determined, the default invoicing weight is 250 g.

The pricing of express freight shipments is based on the number of packages, the mailing batch, the transport unit type, the delivery zones, and the additional services used. Shipments larger than the transport platform are subject to Posti's oversized transport unit fee.

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

The services are invoiced on a weekly basis, unless otherwise agreed. Posti will invoice for tasks not included in the Services ordered by the Customer and additional tasks resulted from paragraph 1.3 in accordance with the price list valid at the moment.

**1.11.1. Payer other than the sender**

If the shipment is paid for by someone other than the sender, the Customer must specify this in connection with placing the order.

### 1.12. Shipment tracking

Posti registers at least the receipt of the shipment at the sorting center and handing over or attempted handing over to the recipient.

The delivery information is available in Posti's tracking system on the weekday following the delivery date.

### 1.13. Storage period for shipments to be picked up

Parcel shipments delivered for pick up and unclaimed Express Freight shipments are stored in Pickup Points and terminals for seven (7) days. With the Pickup reminder by mail or Extended Storage Time service, the storage period of parcel shipments is fourteen (14) days. The recipient may extend the storage period to a maximum of 28 days

### 1.14. Amendments to the delivery address

The sender or recipient may place a one-time order for re-transporting a shipment delivered to a postal outlet other than the Posti outlet or pickup outlet subject to a charge. Redelivery at the recipient's request will be made only once for the same shipment.

Recipients may place an order to redirect the delivery of their shipments to an address other than the delivery address indicated on the shipment.

Such assignments may delay the delivery of the shipment by 1–2 days from the delivery time for the original route. Posti's responsibility for the delivery time promise for the Service ends when the shipment is redirected by the recipient.

### 1.15. Return to sender

If a shipment cannot be returned for a reason not attributable to Posti, such as an incorrect or incomplete address on a shipment, the recipient refusing to accept the shipment, or the recipient failing to pick up the shipment by the end of the retention period, the shipment will be returned as an Unclaimed Shipment.

The transport charge of a returned shipment is charged to the original payer. If the shipment cannot be returned to the sender, it is processed as undeliverable in accordance with the General Contract Terms.

### 1.16. 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 shipment. 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 with those of the Customer's shipment.

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

### 1.17. Damages

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.

## 2. Posti's domestic parcel services

### 2.1. Express Parcel

Express Parcels are delivered to addresses provided by the sender or to Pickup Points within the time indicated in the Delivery Time Inquiry, on the first weekday after their drop-off for the most common locations and otherwise on the second weekday after the drop-off at the latest. Shipments are delivered by 4:00 p.m.

The service includes one delivery attempt. If the delivery attempt fails, the shipment can be picked up from Pickup Points and an electronic notice of arrival will be delivered to the recipient. A printed notice of arrival is available for an additional fee. The recipient or sender may also order paid new delivery for the shipment.

Additional services: Morning 09, Same-Day 00, COD (Cash on Delivery), Fragile, LQ Transport, Transport of dangerous goods (VAK), Handing over to the Addressee in person, Handing over without signature, Call before delivery, Saturday Delivery, Delivery to specific location, Shelving service, Electronic advance notification, Installation (ready for use), Product package removal, Transport package removal, Oversized.

Multi parcel shipment (MPS) pricing is possible.

### 2.2. Document courier service

The Customer and Posti agree on regular document courier service on the agreed route. Posti provides the Customer with the agreed number of portfolios and their transport documents. The shipments are delivered to the recipient's address in accordance with the agreed service level: either Express Parcel basic service level (Document Courier) or Morning 09 additional service level (Document Courier Morning 09).

The service levels and postal code-specifically defined service areas can be found in the Delivery Time Inquiry.

The Courier Morning 09 service level includes a new delivery attempt on the same day by 4:00 p.m.

If the shipment cannot be delivered due to a reason not attributable to Posti, it will be returned to the sender as a Document Courier shipment.

The handing over of the shipment is registered in Posti's shipment tracking system, but no receipt confirmation is taken from the recipient.

Pricing consists of the monthly charge based on the agreed number of locations and document couriers.

No additional services can be linked to this service.

### 2.3. Home Parcel

Posti will contact the recipient within one or two weekdays of the receipt of the shipment to set the delivery date and delivery time frame. If the recipient cannot be reached, a contact request will be sent to the recipient.

In large cities, delivery is possible on business days until 9 p.m. In other areas, deliveries are made by 2 p.m. or by 4 p.m. Postal code-specific delivery times are available from Delivery Time Inquiry. The service includes one delivery attempt.

If the recipient is not present at the agreed time of delivery, a contact request will be left with the recipient. A re-delivery subject to a charge can be ordered for the shipment or, alternatively, the recipient may request pickup at Posti's Pickup Point.

Shipments are delivered to the recipient's address indoors, to the immediate vicinity of the entrance or front door. Delivery must be feasible for one person using a hand truck. In other cases, the shipment is unloaded to the immediate vicinity of Posti's delivery vehicle.

The service is available in Finnish mainland to addresses with uninterrupted road connections.

The EDI message must always include the recipient's mobile phone number.

Additional services: COD (Cash on Delivery), Fragile, LQ transport, Transport of dangerous goods (VAK), Handing over without signature, Oversized.

Multi parcel shipment (MPS) pricing is possible.

#### **2.4. Postal Parcel**

Posti delivers Postal Parcels to be picked up at a Pickup Point within the time indicated in the delivery time inquiry. For the most common routes, delivery takes place on the first weekday after drop-off and for other routes on the third weekday after the drop-off at the latest. Postal Parcels are delivered to separately defined Pickup Points also on Saturdays.

The shipment can be picked up at the Pickup Point by 7 p.m. on the date of arrival.

The recipient is sent an electronic notice of arrival for the incoming shipment. A printed notice of arrival is available for an additional fee. An electronic notice of arrival cannot be linked to shipments addressed to the Åland Islands or addresses other than street addresses.

The EDI message must always include the recipient's mobile phone number and/or e-mail address or street address.

Additional services: COD (Cash on Delivery), Fragile, Fast track. Additional services available only when the shipment is delivered to a Posti outlet: Oversized, Prolonged storage period, Pickup reminder by mail, Handing over to the Addressee in Person, Registration.

Multi parcel shipment (MPS) pricing is applicable only for charging the costs of additional services for a shipment.

#### **2.5. Small Parcel**

Small Parcels are delivered to the recipient's mail slot/-box two or three weekdays after they are delivered to Posti for transport. If it is not possible to deliver the item to a mail slot or box for reasons independent of Posti, the item will be delivered for pickup at a Posti Pickup Point.

The handover of Small Parcels to recipients is registered. In mechanical sorting, the sorting events of Small Parcels are also registered.

Posti's responsibility for the delivery time ends when the parcel has been delivered or the notice of pickup has been sent to the recipient.

No additional services.

#### **2.6. Courier service**

Posti delivers the shipment directly from the sender to the recipient. Courier service is only available for specified areas.

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Pricing is based on the time spent providing the service and, if applicable, the use of an assistant. A minimum charge for 30 minutes will be invoiced for the service.

**3. Returning shipments****3.1. Posti Unclaimed Shipment**

Shipments that cannot be delivered to the recipient due to a reason not attributable to Posti will be returned to the sender. The transport time is 1–3 weekdays, depending on the locations involved. Unclaimed shipments will be returned after the storage period.

Posti will invoice the Customer for the transportation charge for returning the shipment and any charges for additional services.

**3.2. Posti Return**

Posti delivers the shipment in Finnish mainland at the Customer's cost to the return address specified by the Customer.

Additional services: Fragile, Oversized.

Unless otherwise agreed with the Customer, Posti delivers a Return Shipment (weight max. 2 kg) as an untracked shipment without the option of additional services.

Return shipments may be delivered for transport to a letterbox or an outlet. The shipments are delivered to the outlet matching the postal code of the Customer's return address within three (3) weekdays.

**4. Express Freight**

Express Freight shipments are delivered to the recipient's address within the time indicated in the Delivery Time Inquiry, on the first weekday after their drop-off for the most common locations and otherwise on the second weekday after the drop-off at the latest. As a general rule, shipments are delivered by 4:00 p.m. However, in some areas they will be delivered by 5:00 p.m.

The service includes one delivery attempt. If the recipient is not met at the address, a notification will be left with the recipient. A redelivery, subject to a charge, can be ordered for the shipment. The shipment can be picked up at the Posti terminal.

Shipments that have an address label but exceed the maximum weight or dimensions specified for parcels are transported as Express Freight shipments.

All individual packages included in the freight shipment must be appropriately affixed to the transport platform with binders and/or stretch film, and the freight shipment must allow handling with a pallet truck or forklift.

Pickup must always be specified for Express Freight.

Express Freight shipments that cannot be delivered to the recipient due to a reason not attributable to Posti will be returned to the sender. Uncollected shipments will be returned after the storage period. Posti will invoice the Customer for the transportation charge for returning the shipment and any charges for additional services. The transport time for return shipments is 1–3 weekdays, depending on the locations involved.

Additional services: Morning 09, Evening 21, Same-Day 00, COD (Cash on Delivery), LQ Transport, Transport of dangerous goods (VAK), Handing over to the Addressee in Person, Handing over without signature, Call before delivery, Delivery to specific location, Shelving service, Transport to Recycling, Equipment Installation, Pickup from terminal, Electronic advance notification, Installation (ready for use), Product package removal, Transport package removal, Heated transport, Oversized shipment.

Multi parcel shipment (MPS) pricing is possible.

## 5. Separate pickup and delivery

The pickup and/or delivery of individual shipments is specified in the service.

The Customer shall ensure that Posti can pick up and deliver shipments at the agreed time without waiting time or other obstacles. 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.

## 6. Box Service

### 6.1. Service content

The Box Service provides the Customer with the use of a Finnish P.O. Box address and warehousing space for arriving and returning items. Items furnished with the box service address addressed or returned to the Customer are forwarded according to terms agreed on a customer-specific basis. The service is available only if it has been agreed upon in the agreement between the Customer and Posti. If items sent to the box service address have not been paid for with the appropriate postage, Posti charges the items' transport charges from the Customer.

### 6.2. Service level agreement

The following are delivered to the box service address:

- Addressed letters and parcels, transport units and magazines furnished with the box service address.
- Express items will be delivered only if they are addressed to the box service address.

Items addressed to the box service address are considered as correctly delivered once they have been delivered to the box service address within Posti's facilities.

The box service entails an agreement with the Customer on handling any arriving or returning items furnished with the box service address as follows:

- the items are delivered to the box service address, and
- handed over to the Customer on a daily basis as agreed.

### 6.3. Pick-up of items

The Customer undertakes to pick up its items every day from the agreed pick-up location or to agree on warehousing by way of an additional service.

When the Customer collects its items from the contractual pick-up location, the Customer must ensure that the person who picks up the items carries a valid power of attorney concerning the pick-up of mail.

If the Customer fails to pick up its items in accordance with the agreement, Posti shall have the right to charge the Customer for the storage and handling of the items according to the Tariffs and Rates. Posti may, due to the customer's neglect, terminate the agreement according to Posti's General Contract Terms.

#### **6.4. Additional services subject to a charge**

The Customer may agree on a comprehensive service with a service level higher than that of basic services. The comprehensive service level includes:

- the sorting of items;
- the packaging of items;
- further delivery, including storage, according to a schedule.

The Customer may also agree on additional Warehousing services if it wishes to pick up its deliveries more infrequently than once a day.

#### **6.5. Pricing**

The establishment of the box service is subject to an establishment charge, and maintenance is subject to a monthly usage fee. The invoicing period for the usage fee starts from the beginning of the calendar month following the signing of the agreement on the activation of the service. The usage fee covers one (1) P.O. Box address. In addition, the pricing is based on a service fee determined according to the service level, warehousing, and the postage of forwarded items. The price of the additional Warehousing service is based on the number of warehousing days and the need for warehousing space.

#### **6.6. Change of address and forwarding**

The box service does not allow for the attachment of mail direction services (such as delivery interruption, forwarding). If the Customer issues a permanent change of address away from the box service address, the box service agreement will end from the start date of the change of address.

#### **6.7. Other terms and restrictions**

A box service address does not allow for the delivery of letters the receipt of which requires a signature, registered parcels or cash on delivery items. The Customer must inform its own customers and stakeholders of the address to which the aforementioned items should be sent on its webpages or via some other effective means. Should items of the kind mentioned above be addressed to the box service address, they will be sent to the street address located in continental Finland agreed on with the Customer. If the Customer does not have a street address in continental Finland, the items are returned to their senders.

The Customer undertakes to inform its customers of the discontinuance of the box service address when the service is terminated. Posti will keep the address included in the service reserved for six (6) months after the agreement has come to an end. During this time, Posti has the right to charge the transport fees of any items sent to the box service address without an appropriate postage from the Customer.

The Customer must provide Posti with a cover letter detailing the customer's alternative contact information to be attached to any returned items.

Box Service is subject to the general terms of Mail Receiving Services product terms.