



Product terms
Domestic goods transport services

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Product Terms for Contract Customers in Domestic Goods Transport

February 1, 2018

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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, 2018, until further notice.

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 use the Delivery Time Inquiry to ensure that the selected Service is possible for the location in question and that the selected supplementary 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 provide the information required for the service on the transport document and the electronic order message. 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 delivery destination must provide direct access.

The Customer shall be responsible for the use of Posti's transport documents. 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.

1.3. 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 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.

1.4. 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.

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1.6. Shipment content restrictions and LQ Process Permit

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.

The LQ Process Permit service can be used for easy sending of very small quantities of LQ-packed goods. Unlike other dangerous goods transport services, shipments sent through the LQ Process Permit service can be taken to a Pickup Point and Posti's VAK (dangerous goods) tape is not attached to the shipment. LQ Process Permit is not possible with Express freight.

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.

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 by route

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.

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 transport document with a unique shipment ID. Supplementary 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. NCR 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 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 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 m³ = 250kg. 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 supplementary 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 in accordance with the price list in force.

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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 or if the parcel storage period has been extended by the recipient.

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 supplementary 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 recipients' addresses 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 2:00 p.m. However, in some areas they will be delivered by 4:00 p.m. In residential buildings with parcel points the shipments can be delivered by 6:00 p.m.

The service includes one delivery attempt. If the delivery attempt fails, a notice of arrival will be delivered to the recipient, and the shipment can be picked up from the

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Posti outlet or parcel point. The recipient or sender may also order paid new delivery for the shipment.

Supplementary 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 supplementary 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 supplementary 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.

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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.

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

Supplementary 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.

The shipment can be picked up at the Pickup Point by 6 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. Posti picks up the shipments from the Customer as separately agreed, or the Customer drops the shipments off at a Posti outlet. The Customer may also deliver single shipments to a Parcel Point.

This service requires an EDI message, with the exception of customers who use NCR address labels. The EDI message must always include the recipient's

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mobile phone number and/or e-mail address or street address.

Supplementary services: COD (Cash on Delivery), Fragile. Supplementary 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 supplementary services for a shipment.

2.5. Small Parcel

Small Parcels are delivered through Posti's basic delivery to the mail slot/box two or three weekdays after they are delivered to Posti for transport. If the parcel cannot be delivered for a reason not attributable to Posti, it is taken to Posti's Pickup Point and a notice of arrival will be delivered to the recipient.

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 supplementary services.

2.6. Small Item

The maximum weight of an item is 2 kg. Small items are transported at a speed equivalent to that of Economy letters in the basic delivery. The basic price for Small Items includes delivery to the recipient's mail slot or box.

The sender must ensure that a shipment sent as a Small Item meets the currently effective maximum dimensions for Small Items and that the shipment is equipped with the Small Item payment indication. If the sender mails the Small Item using other payment indications, Posti will change the mailing batch to an Economy letter and invoice it according to the price list for Economy letters. If the sender mails shipments that exceed the maximum dimensions for Small Items, these must be marked on a separate line on the mailing list as an Economy letter with the Maxi Size supplementary service. If the mailing batch of the mailing list contains one or more Small Items and if even one of their dimensions exceeds the maximum dimensions for Small Items, Posti will change the entire mailing batch to an Economy letter

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with the Maxi Size supplementary service and invoice it accordingly.

If the item cannot be delivered, it will be taken to a Posti outlet for pickup and a notice of this is left for the recipient. Posti's responsibility for the delivery time ends when the item has been delivered or the notice of pickup has been left for the recipient.

Items will not undergo address clarification and consequently, they will not be sent to the recipient's new address and undeliverable items will not be returned to the sender, unless the Customer has separately agreed otherwise (Information Service). Posti may dispose of or sell undeliverable small items according to the General Contract Terms.

Supplementary services: Additional Handling

In the Additional Handling additional service, the Customer may purchase item preparation from Posti when an item's thickness, suitability for machine handling, bundling or other product-specific characteristics differ from the specifications in the Tariffs and Rates for Companies or in other instructions provided by Posti. Product-specific additional handling actions and prices can be found in the price list. Posti shall be entitled to charge for additional handling even if the customer had not ordered this service if the service execution requires this.

In addition to supplementary services, a separate Information Service can be linked with Small Items. In this service, the sender is informed of a change in the recipient's address and items will be forwarded to the new address or returned to the sender.

2.6.1. Damages

Compensation for damage can be paid if it can be verified that the damage occurred when Posti was responsible for the item. The progress of a small item cannot be tracked in a comprehensive manner and, consequently, it is usually not possible to determine its arrival, progress or delivery retrospectively.

2.7. Courier service

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

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.

Domicile: Helsinki
Business ID: 0109357-9
VAT ID FI01093579
www.posti.fi

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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 supplementary 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. By request, a receipt is given to the sender on dropping off the shipment for transport.

Supplementary 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 supplementary 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 2:00 p.m. However, in some areas they will be delivered by 4:00 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 after the storage period. Posti will invoice the Customer for the transportation charge for returning the shipment and any charges for supplementary services. The transport time for return shipments is 1–3 weekdays, depending on the locations involved.

Supplementary 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.