

# Change and cancellation fees

- Home Direct and Home Direct, premium

# Home Direct (bundled service)

The ordering channel closes 2 weeks before delivery



Changes a week before the delivery date

	more than 8 weeks	8	7	6	5	4	3	2	1
Cancelling a delivery	No charge							The order cannot be cancelled via the ordering channel, and cancellation is subject to a charge equal to 100% of the delivery charges. Please contact customer service	
Item weight decreases	Change possible. Charge according to actual item weight							Not possible	
Item weight increases	Possible, if the capacity allows it. Charge according to actual item weight							Not possible	
Thickness increases	Possible, if the capacity allows it. Charge according to actual item weight							Not possible	
Thickness decreases	Change possible. Charge according to actual item weight							Not possible	
Delivery area (quantity) increases	Possible, if the capacity allows it. Added areas (quantities) increase the batch size, but the advance order benefit to the added areas is determined according to the time of the additions							Not possible	
Deliver area (quantity) decreases	Change possible. The batch size benefit is re-determined							Not possible	
Change of delivery product	Cancel the previous order and place a new order							The order cannot be cancelled via the ordering channel, and cancellation is subject to a charge equal to 100% of the delivery charges. Please contact customer service	
Change of delivery date	Cancel the previous order and place a new order							The order cannot be cancelled via the ordering channel, and cancellation is subject to a charge equal to 100% of the delivery charges. Please contact customer service	

# Closing of the ordering channel

- The ordering channel closes 2 weeks before the delivery date. Changes to orders cannot be made after the ordering channel closes.
  - If the item weight of a shipment decreases, charging takes place according to original item weight
  - If the item weight of a shipment increases, Posti delivers the shipments if the capacity allows for it. Charging takes place according to the actual weight. If the shipment cannot be fitted into the bundle, Posti will contact the customer.

# Home Direct, Premium service

The ordering channel closes 2 days before the delivery date



## Changes a week before the delivery date

	more than 8 weeks	8	7	6	5	4	3	2	1
Cancelling a delivery	No charge							Charge 30% of delivery charges	
Item weight decreases	Change possible. Charge according to actual item weight								
Item weight increases	Change possible. Charge according to actual item weight								
Thickness increases	Change possible. Charge according to actual item weight								
Thickness decreases	Change possible. Charge according to actual item weight								
Delivery area (quantity) increases	Possible. The added areas (quantities) increase the batch size, but the advance order benefit for added areas (quantities) is determined according to the time of the additions								
Delivery area (quantity) decreases	Change possible. The batch size benefit is re-determined.							Removed areas (quantities) are subject to cancellation charges. The batch size benefit is re-determined.	
Change of delivery product	Cancel the previous order and place a new order							Cancel the previous order, cancellation subject to a cancellation charge equal to 30% of delivery charges, and place a new order	
Change of delivery date	Cancel the previous order and place a new order							Cancel the previous order, cancellation subject to a cancellation charge equal to 30% of delivery charges, and place a new order	

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