

Posti Parcel Point Service Product terms for cash customers

These product terms apply to Posti Parcel Point items sent by cash customers.

Posti Parcel Point service

A parcel sent from a Posti Parcel Point is delivered to the pickup location notified by the sender (another parcel point or a postal outlet) on mainland Finland.

The recipient receives an SMS notification about the pickup location and a code for picking up the item.

Sending

At the machine, the sender must specify the pickup location and the mobile phone number to which the code is sent. The item fee is based on the selected box size and destination country:

Locker sizes (height x width x depth)

S: 11cm * 36cm * 60cm

M: 19cm * 36cm * 60cm

L: 37cm * 36cm * 60cm

XL: 59cm * 36cm * 60cm

Minimum size of parcel: 3.5cm * 25cm * 15cm

Minimum weight of parcel: 250g

Maximum parcel size: 59cm * 36cm * 60cm

Maximum parcel weight: 35 kg

The name and the mailing address of the sender must be written on the item for returning the item if required.

You may put only one item in one locker.

General product features

General restrictions

The shipment must not include any illegal items or substances which result in a hazard or require a specific temperature. It is also forbidden to send money and similar valuable goods. Examples of forbidden items:

- food that may spoil
- animals
- weapons

For more details about the general content restrictions, see <http://www.posti.fi/english/pricesandinstructions/prohibiteditems.html> or Parcel point Customer Support

Alcohol and tobacco

Alcohol and tobacco products sent to Finland for personal use are subject to excise duty. Before sending the products to Finland, the buyer must give notice of the products to the customs district of their place of residence and deposit collateral for the payable excise duty. In addition, the buyer must submit a tax declaration within four weekdays from receiving the products. The customs district will make the tax decision based on the declaration, and in practice, the tax is acknowledged as paid with the collateral.

The maximum quantity of tobacco products and alcoholic beverages that private individuals may receive tax-free for personal use when sent as a gift from another private person from another Member State:

1) tobacco products:

- a) 300 cigarettes; or
- b) 150 cigarillos; maximum individual weight is three grams; or
- c) 75 cigars; or
- d) 400 grams of pipe and cigarette tobacco

2) alcoholic beverages:

- a) one liter of alcohol or alcoholic beverage containing more than 22 percent by volume; and
- b) three liters of alcohol or alcoholic beverage containing up to 22 percent by volume; and
- c) five liters of non-carbonated wine; and
- d) 15 liters of beer

Further information: <http://www.tulli.fi/>

Packaging the shipment

The customer is responsible for suitably packaging the shipment as required by the contents. The shipment should be packaged so it can endure mechanical handling and will not create any hazard or damage. Itella will ignore any factory packaging markings or other similar shipment markings.

Posti Parcel Point deliveries do not have an additional service for fragile items.

Handover of the items

A Posti Parcel Point pickup code sent by SMS is used for collecting the parcel from a Posti Parcel Point or a postal outlet. The recipient acknowledges receipt by using the code to open the Posti Parcel Point locker. In case the shipment is collected from a postal outlet, the recipient has to sign a receipt confirmation. The recipient must be prepared to verify his or her identity.

Delivery time

A parcel sent from a parcel machine is delivered to the parcel machine or pickup outlet entered in the address card in zero to three days.

Pricing and payment

The shipment is paid for when sending it using the machine. Posti Parcel Point accepts the following credit or debit cards that have a chip: Visa Debit, Visa Credit, Visa Electron, V-Pay, Visa Business Debit and other Visa corporate cards, Debit MasterCard, MasterCard Credit, Maestro, Business Eurocard, other MasterCard corporate card, American Express and Diners Club cards.

Shipment price is determined by size category. The valid prices are given at the Posti Parcel Point and the website www.posti.fi/parcelpoint or customer support, tel. 0100 85933.

Shipment tracking

You may track the shipment using the individual tracking code, and you may check the registration information at <http://www.posti.fi/>

Storage period

The storage period for parcels delivered to Posti Parcel Points is seven days. The storage period for parcels delivered to a postal outlet is fourteen days. Once the storage period has expired, the shipment is returned to the sender as an outlet return. The transport fee of the returned shipment is charged from the original payer upon handover.

Transport damage

Any damage, loss or delay of a shipment is compensated for as set out in the Act on Road Transport Contracts. The consumer must give notice of the damage to the customer service of Posti Parcel Point or Posti as soon as possible. According to the Act on Road Transport Contracts, the amount of the transport fees is the maximum compensation for the damage caused by a delay. The maximum compensation for a damaged or a lost shipment is €20/kg.