

# Posti's domestic parcel services – Cash customers

In addition to these terms of service, Posti's general terms of delivery shall apply.

## 1. Service terms of Posti's parcel services for cash customers

Posti's domestic parcel services for cash customers cover parcels sent within Finland and parcels sent from a Posti Parcel Point to Estonia. Depending on the sender's parcel product, Posti delivers the parcel either to the recipient's delivery point or to a Posti outlet, from where the recipient picks it up, and notifies the recipient of the arrival using the method selected by the sender.

Posti stores parcels for 7 days. The storage period for a parcel is 14 days if the sender has bought the Extended Storage Time supplementary service. The parcel recipient may extend the parcel storage period to a maximum of 28 days. Uncollected parcels are returned to the sender, and the sender must pay for the return.

Delivery time is 1–3 weekdays within Finland. Check the exact delivery time of your parcel with Posti's delivery time inquiry [www.posti.fi](http://www.posti.fi).

Consumers have the right to cancel an order placed with the web service in accordance with the provisions on distance selling in the Consumer Protection Act by informing Posti of it within fourteen (14) days of purchasing the delivery service. If the parcel has already been sent, the collected service fee will not be returned.

## 2. Additional services

### 2.1. Parcel to the Doorstep

The sender can purchase the Parcel to the Doorstep service at shipping. Parcels delivered to the doorstep are delivered to the recipient's address indoors, to the immediate vicinity of the entrance or front door. Check the parcel-specific availability with Posti's delivery time inquiry at [www.posti.fi](http://www.posti.fi) before sending.

To the Door during the Business Day

In the To the Door during the Business Day service, parcels are delivered 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.

The service includes one delivery attempt. If the delivery attempt fails, a notice of arrival will be left with the recipient, and the parcel can be picked up from the Posti outlet specified in the message that was left with the recipient.

Delivery to the Doorstep as agreed

When the parcel is delivered to the doorstep, Posti will contact the recipient within one or two (1–2) weekdays of the mailing of the item and agree on the delivery date and delivery time frame, choosing these from the service times available for the recipient's address. Check the parcel-specific service times (by 2, 5 or 9 p.m.) and availability with Posti's delivery time inquiry at [www.posti.fi](http://www.posti.fi).

The service includes one delivery attempt. If the recipient is not present at the agreed time of delivery, a message concerning the attempted delivery will be left with the recipient. After this, the parcel can be collected from the Posti outlet specified in the message that was left with the recipient. The storage period for parcels awaiting collection is seven (7) days. Uncollected items are returned to the sender, and the sender must pay for the return.

Delivery to the Door in the Morning

In the Delivery to the Door in the Morning service, the parcel is delivered to the recipient in the areas specified in the delivery time inquiry on the following weekday by 9 a.m. The service includes a new delivery attempt on the same day by 4 p.m. If the first delivery attempt is not made within the promised time, the Customer shall be entitled to be refunded the price of the Service.

### 2.2. Cash on delivery

The parcel is handed over to the recipient against the payment specified by the sender. Posti remits the payment to the account specified by the sender, which must be at a bank operating in Finland, within two to four (2–4) weekdays of payment. The customer shall be responsible for the complete, accurate and SEPA-compliant indication of the account number and reference data on the cash on delivery assignment. The sender shall be charged for any investigation work resulting from erroneous or deficient account or reference information, using the price defined under Charge for other work.

The maximum sum of a COD is EUR 2,000.

The payment traffic does not relay information

Posti shall have the right to charge the COD amount back from the sender if the COD was paid using a credit card and the company that issued the credit card cancels or charges back the payment in accordance with its own terms and conditions, such as due to a claim made by the buyer on the deal.

If the cash on delivery amount is paid late due to a reason attributable to Posti, the maximum compensation paid by Posti for the error in the service will be the value of the service. This does not affect the consumer's statutory rights.

### 2.3. Fragile

The parcel will not be machine-handled, but the sender must, nevertheless, pack the item carefully and as required by its content and equip the parcel with Posti's 'fragile' label. The parcel must take the transport loading with other parcels. The possible factory packings markings do not blind Posti.

### 2.4 Extended Storage Time

With the Extended Storage Time supplementary service, the sender may extend storage period of items by 7 days. The recipient may extend the storage time by a maximum of 28 days. The minimum extension period is 5 days.

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### 2.6 Pick-up service

The sender can order a pick-up service from Posti, which means that Posti will pick up parcels from the immediate vicinity of the sender's front door. The parcels must be packed and paid for beforehand. The service includes one pick-up attempt. Posti has the right to charge a surcharge pursuant to its tariffs for any unsuccessful pick-up attempts or changes to agreed-upon pick-up times and places.

### 2.7 Handing over without the signature of the recipient

The shipment is delivered to the address specified in the transport document without the signature of the recipient. The recipient authorizes the Posti driver to register the dispatch event and to sign for it using their own name without the recipient being present. After the dispatch registration,

Posti will not be responsible for any loss of, decrease in or damage to the shipment or for reclamations or liability for damages resulting thereafter.

## 3. Compensation for loss or damage

Proven **loss** of or **damage** to items is compensated on the basis of the loss or damage caused, the maximum always corresponding to that defined in the Act on Road Transport Contracts, i.e. EUR 20 per kg. For parcels shipped to Estonia, the maximum compensation amount is 8.33 SDR (Special Drawing Right) per kg.

**Direct damage resulting from delayed** delivery of an item is compensated in accordance with the Act on Road Transport Contracts (at the most the transportation charge).

## 4. Handing over items to Posti for transportation – mailing location

Items can be handed over to Posti for transportation by dropping them off at Posti outlet, or Posti can pick prepaid items up from the customer. (additional service subject to a charge). In Posti's outlets, the range of services may be limited.

In sparsely populated areas, consumers may mail small volumes of prepaid ordinary letters and parcels by leaving them in their own mailboxes and using a pickup sign. The item must fit in the mailbox. The right to this service can be checked at Posti Customer Service.

## Validity of the Service Terms

These Service Terms enter into force on May 30th, 2018, and will remain in force until further notice. These terms replace the Service Terms that took effect on June 4, 2017.