



PRODUCT TERMS OF THE DIRECT TO DOOR SERVICE FOR CONSUMERS

Scope of Application

These product terms are applied to the contract between Posti Ltd (hereinafter "Posti") and the consumer customer ("the Customer") on the location of the delivery location of basic delivery of mail (mailbox).

Conclusion of the Contract

A contract is concluded after the Customer has informed Posti of approving the quote as specified therein. The Customer shall order the service at least three (3) weekdays before the desired start date of delivery.

Direct to Door Service

With the Direct to Door Service, the Customer can place their mailbox in a location other than the mailbox location specified for their address. Posti will deliver items delivered in Posti's basic delivery with the address specified in the Direct to Door contract to the location agreed with the Customer (Direct to Door) instead of the mailbox location according to the address. Service does not affect to other deliveries.

The Direct to Door Service cannot be suspended for a fixed term. The Delivery Interruption service has no effect on the invoicing for the Service.

The Service is available for the mail addresses of households that are located along a public road used around the year on the Finnish mainland and the total return deviation from Posti's basic delivery route is a maximum of two-kilometers.

Exceptional Delivery (postal delivery based on personal, special needs)

Upon request, a permanently physically handicapped person and a person over 75 years of age is entitled to get their mail delivered to a mailbox placed either at the plot boundary in the drive or access connection, or apartment-specifically to the mail slot. The service is only provided to the mail recipient's permanent address. A permanent address is the mail recipient's primary address that is valid until further notice and is the mail recipient's main address.

The mail recipient must request the service and, if necessary, the request must include a statement on the special needs giving entitlement to the Exceptional Delivery.

The precondition for exceptional delivery is that all mail recipients in the household are entitled to have the service. Should the type of accommodation include a home help service, the mail recipient is not entitled to the service.

The right to Exceptional Delivery obligates the recipient to inform Posti immediately of any changed circumstances affecting the service. Posti has the right to check that the recipient is entitled to the service when the order is made and periodically after that.

The agreement for postal delivery based on personal, special needs is valid until further notice and free of charge.

Responsibility of the Customer

The Customer is responsible for ensuring that mail can be delivered directly and safely to the agreed location starting from the start date of the Service.

The Customer is responsible for the information provided. If the information provided by the Customer is insufficient, conflicting, or incorrect, Posti cannot guarantee the provision of the Service.

Prices and payment terms

The prices of the Service valid at each time are specified in Posti's Service Price List. The pricing is based on the Service establishment costs and the diversion of the delivery route caused by the Direct to Door Service (distance, stops) and the duration of the service. Diversion of the route means the journey from the normal delivery route to the delivery point requested by the customer and the return back to the route.

The Services will be invoiced after the start of Service provision. Contracts valid until further notice are invoiced with 6-month or 12-month invoicing periods, as chosen by the Customer, and a fixed-term service is invoiced in one (1) batch. If the Customer approves the order for fixed-term service on the web service, the service is paid for upon ordering it through the online service.

Right of cancellation

Consumers have the right to cancel the contract in accordance with the provisions on distance selling in the Consumer Protection Act by informing Posti of it within fourteen (14) days of the conclusion of the contract. If the Service has been started at the request of the Customer before the expiry of the cancellation period and the Customer cancels the Service after it has been started, the Customer will be invoiced for the establishment costs of the Service in accordance with the price list. Suspending the Service may take approximately three (3) weekdays, during which time mail can be delivered to the location specified in the contract.

Amendments to the contract terms and prices

Posti will announce amendments to the terms and prices of a Service valid until further notice a minimum of one (1) month before the amendments take effect. The Customer may terminate the contract at any time before the entry into force of the amendments by informing Posti of this in the same way as in the case of termination.

Validity and termination of the contract

The Customer and Posti may terminate the Service valid until further notice on fourteen (14) days' notice. The Customer may terminate the Service valid until further notice via Posti.fi or by calling Customer Service. Posti notifies the Customer of termination in writing or electronically to the Customer's e-mail address or permanent mail address. Itella will refund the Customer for the unused portion of the Service from the service charge paid by the Customer, provided that the Customer provides Itella with the required bank account details. However, fees under EUR 5 will not be refunded.

In addition, the Customer informing Posti of permanently moving out of the address specified in the Service by submitting a notification of change of the regular address, is also considered termination of the contract. In this case, the Service will terminate as of the date of the change of address.

The minimum duration of the fixed-term service is one (1) week and the maximum six (6) months. The Service will terminate at the expiry of the fixed term agreed in advance. Fixed-term Service cannot be terminated.

Exceptional Delivery

The service ends should the conditions for the service no longer exist.

Delayed payments

In case of delayed payment, Posti charges interest on arrears pursuant to the Finnish Interest Act and collection costs in respect of the time of delay following the due date. Posti has the right to suspend the provision of the Service if the unpaid fee is not paid within reasonable time of a payment reminder. Posti has the right to transfer debt collection to a professional debt collector.

Force majeure

Posti shall be released from compliance with the obligations under the Agreement and its obligation to pay damages in case of force majeure situations, such as strikes, lockouts, other industrial action, accidents, measures by authorities and other circumstances that could not be avoided by Posti and the consequences of which could not be prevented by Posti. Posti will make every effort to perform its services, even under the above-mentioned exceptional circumstances, as well as possible. In force majeure situations, Posti shall be entitled, if necessary, to prioritize the execution of services in order to implement or ensure statutory obligations, functioning of society, health, public safety or other similar aspects.

Disputes concerning the contract

Disputes concerning the contractual relationship or liability for damages will be resolved by the District Court of Helsinki. A consumer customer can take legal action at the general district court. Consumer customers can also submit their claims to the Consumer Disputes Board. Contact information Hämeentie 3, PO Box 306, 00531 HELSINKI, telephone +358 29 566 5200, kri1@oikeus.fi.

Entry into force

The Product Terms enter into force on January 1, 2019, and they replace any previously valid Posti Ltd's Direct to Door Service Product Terms.