

DELIVERY SERVICE

These terms are applied to Posti Ltd's (hereinafter "Posti") domestic mail delivery. The Postal Act and the Finnish Communications Regulatory Authority of the placement of mailboxes are followed in mail delivery.

In addition to these terms, Posti's general terms of delivery are followed in the provision of mail delivery, where applicable.

1. Definitions

A **delivery point** refers to a single mail drop-off point, such as a mailbox, a pigeonhole, a mail slot or a corresponding point.

A **delivery location** refers to an address-specific location that is agreed or based on the permanent address available to Posti.

An **apartment building** refers to an at least two-story building that has at least three separate apartments, different apartments one on top of the other and a staircase providing access to the apartments.

A **balcony access building** refers to a building where the apartments are accessed from open or closed corridors situated at the sides of the building.

An **apartment** refers to premises intended and mainly used for housing.

A **private house** refers to a detached house, a semi-detached house, a terraced house or a house connected in some other way.

Basic delivery refers to mail delivery on weekdays as required by/provided for by the Postal Act.

2. Basic delivery

Posti's basic delivery, a service included in the transportation charge, delivers all letter items and publications of maximum size 25 x 35.3 x 3 cm and weighing a maximum of 2 kg that can be handed over without signature, all items specified separately in Posti's product terms, and notices of arrival for items that need to be signed for or are too numerous or large for basic delivery and notices of arrival for items which could not be delivered in the basic delivery ("Item").

Items whose senders have not included home delivery in their Service, or that cannot be delivered within the scope of the basic delivery, are delivered to a Posti outlet for pickup by the recipient.

Basic delivery is provided for the delivery point situated in the delivery location. Delivering mail to a delivery point situated elsewhere requires a separate agreement. To non-permanent addresses, mail is delivered in basic delivery without a separate charge only when the receipt of mail in the address is in the delivery location of its permanent inhabitants.

The following product and delivery day specific common practices are followed in basic delivery

- most newspapers and parcels and all express letters, laboratory items and items sent to a Corporate Postal Code address are delivered on Tuesdays. Outgoing letters and parcels are picked up as usual.
- The Tuesday basic delivery does not cover magazines, advertisements, letters and free publications, provided that all early-week items have already been delivered on Monday. These items will not be delivered to post office boxes or Poste restante on Tuesdays either.
- NOTE: In the pick-up and delivery service, Tuesday deliveries are covered by the same service-specific changes as the Tuesday basic delivery, and other items will still be delivered and picked up on five days a week in the pick-up and delivery service.

3. Obligations

3.1. Posti's obligations

Post has the obligation to deliver items primarily to the address indicated on the item, based on the item's product terms. However, if the recipient has made a change of permanent address from the address indicated on the item, Posti must deliver the item to the valid permanent address indicated in the notification of a change of address unless agreed otherwise with the sender.

If the recipient has made an agreement for item forwarding, Posti has the obligation to deliver all items covered by the agreement to a location indicated in the agreement.

3.2. Mail recipient's obligations

The mail recipient has the obligation to acquire a mailbox suitable for receiving mail (including doors, lockers and other similar equipment and structures required for receiving mail) and place it according to Posti's instructions in a location indicated by Posti or stipulated in a separate agreement.

The mail recipient is responsible for mailbox installation and maintenance. The mail recipient has the obligation to make sure that there is always direct access to the mailbox for the delivery method used by Posti in the area. Outdoors, mailboxes must be situated so that mail can be delivered to them directly from the delivery vehicle. The mail recipient must empty the mailbox so that incoming mail can be delivered to it.

The mail recipient must mark the address information on the mailbox clearly, and preferably also the name. Mail recipients must provide all senders known to them with their up-to-date address information.

4. Delivery location

4.1. General criteria

Posti determines a delivery location based on the permanent address. Delivery location is determined according to the mail recipient (private persons, companies/organizations) and the nature of the area, as stated below.

Mail can be delivered to another location based on an agreement subject to a charge or as an exceptional delivery without a separate charge.

In selecting the delivery location and placing mailboxes, account is taken of the provision of the Finnish Communications Regulatory Authority and of the following factors:

- the equal, non-discriminating treatment of mail recipients
- occupational safety
- cost-efficiency

4.2. Residential buildings

Apartments in apartment buildings

According to the Postal Act, items delivered to apartments in apartment buildings must be delivered to a locker per apartment building or apartment-specific mail slots.

If apartment-specific delivery to a mail slot is not possible, due to the technological solutions used in the building, items are delivered to a pigeonhole, mailbox group or other corresponding structure situated in the building or immediately close to it.

Balcony access buildings

In balcony access buildings, items are delivered, as a rule, to a pigeonhole or mailbox group situated outside the building

Private house districts in urban areas

According to the Postal Act, items for private houses must be delivered to a mailbox situated within a reasonable distance from the mail recipient's plot or building site, considering the local conditions.

A reasonable distance means a one-way distance of a maximum of 50 meters from the address. The distance is calculated from the access way of the address.

Private houses located in the same address

If there are more than two apartments in the same address, their mailboxes must be placed in one group in a location beside the plot access way that is suitable for mail delivery and pick-up.

In placing the mailboxes, it must be ensured that the delivery points are situated along the mail recipient's natural route. Recommended mailbox locations are buildings in shared use, such as the maintenance buildings of housing companies or corresponding buildings.

4.3. Sparsely populated areas

In sparsely populated areas, items are delivered to mailboxes located no further than 500 meters from the mail recipients' regular residential building.

However, the mailbox can be located no further than one kilometer from the mail recipient's apartment if

- it would otherwise be necessary to deviate from the delivery route due to the basic delivery for a single mail recipient household or organization,
- the property is not situated beside a public road or a road that is in trafficable condition throughout the year,
- snow is not removed from the road or the road is not sanded in winter, so that it cannot be used within the mail delivery schedule or
- it is impossible to turn a mail delivery vehicle on the road.

4.4. Other than residential properties

Where applicable, the same principles as for private houses are followed in placing the mailboxes of organizations. If the mail recipients have several apartments in the same building, delivery points can also be placed inside the building if practicable in view of mail delivery. In that case delivery points are placed at the entrance.

4.5. Agreement or disputes

Pick-up mail

If the mail recipient and Posti have not reached agreement on mail receipt arrangements and a legally valid decision has not been issued in the matter, Posti has the right to retain the letter items addressed to the mail recipient for pick-up from an operating location corresponding to the mail recipient's address or from some other pickup point and charge a reasonable fee for retaining the mail, as set out in Section 47 of the Postal Act. All items included in or to be delivered with basic delivery are not delivered in the case of mail delivery interruption.

If mail recipients neglect their obligation to allow mail delivery to a delivery point based on the address or an agreement, Posti has the right to retain the mail for pick-up from an operating location corresponding to the address or from some other pickup point and charge a reasonable fee for retaining the mail. An example of such negligence is a missing mailbox, a closed mailbox or the repeated failure to look after the mailbox surroundings, which prevents mail delivery to the mailbox.

Drop mail

In the countryside, items can be delivered to a drop mailbox with the mail recipients' approval.

4.6. Local conditions and the mail recipient's personal special needs

In addition to determining the above-mentioned delivery methods and the placement of mailboxes, local conditions or the mail recipient's special needs can be taken into consideration in individual cases, such as the mail recipient's disability or an age of at least 75 years (Exceptional Delivery).

Disability can be due to the mail recipient's physical impairment or a chronic or other long-term illness, for instance.

Mail recipients who have a mobility impairment or who are aged 75 years or over have the right have their mail delivered to a mailbox located beside a driveway or access way at the boundary of the plot or to an apartment-specific mail slot.

The precondition for exceptional mail delivery is that all mail recipients in the same household are entitled to exceptional mail delivery. However, a mail recipient who has a mobility impairment or is aged 75 years or

over, who regularly or repeatedly has to spend time alone in a shared household so that his/her ability to collect mail is significantly impaired, is entitled to the above service.

If the mobility impairment cannot be verified otherwise, Posti can ask the mail recipient to present a medical statement on Posti's form, which indicates without going into excessive detail whether the mail recipient is capable of collecting mail from the mailbox or whether collecting mail will cause harm or danger to his/her health.

Exceptional mail delivery arrangements are valid at least until further notice. If the preconditions for the exceptional arrangement cease to exist, mail will be delivered to the delivery point according to the address delivery plan.

The mail recipient entitled to Exceptional Delivery has the obligation to immediately notify Posti of changes in conditions due to which the preconditions for the service cease to exist.

5. Mailbox location

5.1. Mailbox placement

Before mailbox placement, please contact Posti and ask the delivery location for the address where the mailbox should be placed.

As a rule, mailboxes should be placed in mailbox groups. Mailboxes or mailbox groups are placed beside public or private roads or in their area of clearance or unobstructed visibility. Mailboxes or their use must not cause danger to public traffic/traffic safety or material inconvenience for road keeping or other use of a public area, such as parking.

The mailbox can be placed on the other side of the road as seen from the mail recipient's address if there is no bus traffic or major drive-through traffic. If the mailbox is placed on the other side of the road as seen from the mail recipient's address, it must be located beside the pedestrian and bicycle way unless required otherwise by traffic safety or other similar reason.

Mailboxes or mailbox groups can be placed on public municipal land or on private land (Postal Act, Section 45 §). In the area of a street or public road, the minimum distance of mailboxes from the edge of a pavement or shoulder area is 50 cm.

A mailbox or mailbox group may never be placed in a location where

- it would block meeting sight distance,
- the mailbox would be located at a barrier line or at lane preselection signs in a junction,
- the delivery vehicle would have to be stopped in a crawler lane,
- accessing the mailbox would require driving in the lane of oncoming traffic,
- the vehicle would have to be reversed to the road in a dangerous point.

The minimum distance between mailboxes or mailbox group locations in a sparsely populated area is usually 200 meters.

5.2 Legal remedies

A party dissatisfied with the mailbox location may bring the matter before the municipal building supervision authority for decision (Postal Act, Section 44 §).

5.3 Placing equipment and minor structures needed in mail delivery

Equipment or minor structures can be used as an aid in mail delivery for the temporary storage of mail. Equipment and structures of this kind are placed in locations practicable for mail delivery in accordance with the Postal Act so that they do not cause unnecessary danger to traffic or material inconvenience to other use of the area.