

# Product Terms For Unaddressed Delivery Services

1.1.2021

## Table of Contents

1. General .....	3
1.2. Item dimensions .....	3
1.3. Customer's obligations .....	3
1.4. Compensation .....	3
1.5. Pricing principles and surcharges .....	3
1.6. Service availability .....	4
2. Home Direct – services .....	4
2.1. Home Direct .....	4
2.1.1. <i>Service promise</i> .....	4
2.1.2. <i>Customer's responsibilities</i> .....	4
2.1.3. <i>Restrictions</i> .....	4
2.2. Home Direct, Premium .....	4
2.2.1. <i>Service promise</i> .....	4
2.2.2. <i>Customer's responsibilities</i> .....	5
2.2.3. <i>Restrictions</i> .....	5
2.2.4. <i>Target groups</i> .....	5
2.2.5. <i>Public notification</i> .....	5
2.2.6. <i>Supplementary services</i> .....	5

# PRODUCT TERMS FOR CONTRACT CUSTOMERS' DOMESTIC UNADDRESSED DELIVERY SERVICES

## 1. General

### 1.1. Scope of application and applicable terms

These Product Terms shall be applicable to Posti Ltd's (hereinafter "Posti") unaddressed delivery services ("the Services") from 1.10.2018. The Services are available to corporate and organizational customers, and their use requires a contract with Posti. In addition to the Product Terms, the Services are subject to the contract concluded between Itella and the Customer as well as Posti Ltd's General Contract Terms ("the General Contract Terms") and the Finnish Act on Road Transport Contracts. Posti is entitled to amend these Terms as described in the General Contract Terms.

#### Item dimensions

The shape and dimensions of a postal item must follow Posti's instructions. The valid instructions are available on Posti's website.

### 1.3. Customer's obligations

In addition to what has been stated in the General Contract Terms, the Customer must comply with the mailing or other instructions provided by Posti when using the Services. The Customer shall be responsible for ensuring that correct and up-to-date names, addresses, and payment information and any other markings required by the Service are indicated on items.

If the Customer's items do not comply with the requirements of the service selected by the Customer (e.g. size), Posti has the right to stop the items or to forward them insofar as possible against an additional charge.

By agreeing to these Product Terms, the Customer gives its subcontractors the right to sort mailing batches with the Sorting Service without separate authorization. To use the Sorting Service, the printing, posting, or print-out house acting as the Customer's subcontractor is required to have a valid agreement on its use with Posti.

The Customer shall be responsible for having a sufficient number of items for the delivery area. Posti

provides the Customer with a service that enables the Customer to check an indicative number of the postal code-specific delivery points. As the number of delivery points is based on information gathered at regular intervals by Posti in delivery operations, the number does not fully correspond with the actual situation at the delivery time. The Customer understands that there may be significant changes in the number of delivery points (due to advertising bans or migration, for instance) between the time when information was gathered and the time of delivery.

Any information on the number of Posti's delivery points or other similar information is Posti's property. The Customer is not entitled to disclose such information to parties outside the scope of the contract without Posti's explicit written consent.

### 1.4. Compensation

In accordance with the Finnish Act on Road Transport Contracts, the maximum compensation for a delay is the transportation charge; the maximum compensation for damage or loss is €20 per kilogram of the weight of the item in question.

### 1.5. Pricing principles and surcharges

Pricing is based on the item weight, delivery area, product/service level, the time the order for the delivery is placed, total quantity and on the order's quantity. Posti is not obligated to check the actual quantity of items. If the quantity is nevertheless observed as being larger than the ordered quantity, Posti carries out the service with the delivered quantity, provided that this is possible within reason, and invoices the Customer according to the actual quantity. Should Posti not be able to carry out the service within reason, it may dispose of the quantity that exceeds the quantity ordered.

The Customer may select targeted delivery, folding or the 01 Speed for Home Direct Premium services as a supplementary service.

When the Customer cancels an order, the cancellation is subject to a cancellation fee determined according to the time of cancellation. If the Customer makes changes to an order, it will be processed as a new order. Valid

prices and fees are available through the ordering channels and Posti's website.

If the order quantities agreed with the Customer or their terms are not fulfilled, Posti has the right to invoice the Customer for the difference afterwards.

## 1.6. Service availability

Items are delivered to the areas and target group selected by the Customer at a postal code level on the Finnish mainland.

Posti may limit the availability of the service for production related or other justifiable reasons, if the delivery of the batch in question has not been agreed upon separately beforehand. The delivery times of Home Direct items may be subject to restrictions during the weeks preceding Christmas. More detailed information about such restrictions is available through Posti's Sales and the ordering channels.

## 2. Home Direct – services

Home Direct is an unaddressed item intended for direct marketing or communications, which will be delivered to the areas and target group selected by the Customer at a postal code level on the Finnish mainland.

The items are only delivered to permanent street addresses. In the event of an interruption in delivery, items will not be forwarded or stored or returned to the sender. Posti has the right to dispose of any items left undelivered.

Holidays may have an effect on distribution and delivery dates. Further information on holidays is available in the ordering channels.

With the exception of public notifications, Home Direct items are not delivered to households with an advertising ban.

### 2.1. Home Direct

#### 2.1.1. Service promise

The Home Direct service includes the mechanical bundling of Home Direct items and their delivery to recipients in bundles. The items must be dropped off to Posti on Tuesdays or Thursdays. Items are

primarily delivered on the fourth weekday following their drop-off and, at latest, on the fifth weekday following their drop-off.

The items are delivered to households which do not have an advertising ban.

#### 2.1.2. Customer's responsibilities

The Customer must deliver the items to Posti in transport units according to instructions provided by Posti. If the Customer has not complied with the terms or instructions when mailing items, Posti is entitled to charge a fee pursuant to its Rates and Tariffs for any additional work required.

The items' receipt inspection is carried out at the Helsinki postal center. The Customer may also leave the items at agreed locations for transport to the receipt inspection. Should the items fail to meet the service requirements, the Customer is responsible for their return transportation.

#### 2.1.3. Restrictions

One delivery day only includes the delivery of a single bundle, which may contain a maximum of 12 items. The bundle's maximum weight is 500 g.

Items must be targeted at entire postal code areas. The minimum number of a batch of items is 10,000 pieces. An item may contain various versions per postal code. The minimum number of a single version is 10,000 pieces per batch.

Should an item weigh more than originally indicated by the Customer, the items are delivered, if possible, when accounting for the maximum weight of a bundle. Transportation charges are invoiced according to actual weight.

If items are delivered later than at the agreed drop-off time, Posti will contact the Customer to agree on how to proceed with the mailing batch.

If there is only a single item in a bundle with regard to a postal code area, Posti can deliver the items without a wrapper.

### 2.2. Home Direct, Premium

#### 2.2.1. Service promise

In the Home Direct Premium service, items must be delivered to Posti on a Tuesday. Items are delivered primarily on the second weekday after their drop-off or, at latest, on the third weekday after their drop-off.

### 2.2.2. Customer's responsibilities

The Customer must deliver items to Posti in bundles, packed into transport units according to instructions provided by Posti. Individual items must be folded in accordance with the dimensions of a mail slot, i.e. to a maximum size of 30 mm x 250 mm. If the Customer has not complied with the terms or instructions when mailing items, Posti is entitled to charge a fee according to its Rates and Tariffs for any additional work required.

### 2.2.3. Restrictions

Items must be targeted at entire postal code areas.

If items are delivered later than at the agreed drop-off time, Posti will contact the Customer to agree on how to proceed with the mailing batch.

### 2.2.4. Target groups

Home Direct Premium can be targeted at entire postal code areas as follows:

- Households, in which case items are delivered to all households without advertising bans.
- Full delivery, in which case items are delivered to all delivery points (households, companies, educational institutions, service homes, etc.; one item per delivery point) without advertising bans.
- Public notification, in which case items are delivered to all delivery points regardless of advertising bans.

### 2.2.5. Public notification

A public notification is an unaddressed delivery service for communications aimed at the public at large. The aim of a public notification is to provide information about official regulations and public services that are usually provided to citizens free of charge.

The service applies to official announcements from the state and municipalities as well as to communications with regard to such public services that can be considered significant to all citizens, such as public transport timetables, phone books or other similar documents or printed materials that are

comparable with public notifications and the content of which has general significance.

To be delivered to households with an advertising ban, items delivered as public notifications must furthermore fulfil the following requirements:

- There may not be any commercial third-party material attached to the unaddressed item to be delivered.
- An item to be delivered as a public notification must always bear the following printed text: "Julkinen tiedote" (public notification) and/or the same text in Swedish ("Offentligt meddelande") as well as the sender information.
- On the bundle label, there should be the following text: "Julkinen tiedote – kaikkiin jakelupisteisiin" (Public notification – to all delivery points).
- The publisher of the notification shall be responsible for the delivery to households with an advertising ban.
- Materials that consist mostly of advertising or direct marketing or that are chiefly of commercial significance are not delivered as public notifications even if part of the content were non-commercial in nature.

### 2.2.6. Supplementary services

#### Folding

Posti folds items on the Customer's behalf in accordance with the dimensions of a mail slot, i.e. to a maximum size of 30 mm x 250 mm.

#### 01 speed

The 01 Speed supplementary service allows the Customer to drop-off any items for Posti one weekday later than usual.

#### Targeted delivery

A supplementary service allows for the Home Direct Premium service to be targeted at entire postal code areas as follows:

- Swedish-speaking households, in which case items are delivered to all Swedish-speaking and bilingual households with at least one Swedish-speaking recipient and without advertising bans.

- Finnish-speaking households, in which case items are delivered to all households that are not included in the target group of Swedish-speaking households and have no advertising bans.
- Detached houses; items are delivered to single-family homes, duplexes, row houses, linked houses, and to farms that do not have an advertising ban.
- Maximum Reach Delivery, which supplements the addressed item delivery purchased from Posti by the Customer. Home Direct Premium is delivered to households to which addressed items are not delivered.