

# **PRODUCT TERMS FOR ADDITIONAL SERVICES**

**Appendix to the product terms of Posti Ltd's  
freight services**

**November 1, 2021**

**Table of contents**

1. Scope of application and validity.....3

2. Additional services .....3

    2.1. Morning 09.....3

    2.2. Evening 21.....3

    2.3. Chosen Delivery Day .....3

    2.4. Home Delivery .....3

    2.5. Same-Day 00 .....3

    2.6. Handing Over to the Addressee in Person.....3

    2.7. Handing Over Without Signature.....4

    2.8. Call Before Pick-up.....4

    2.9. Call Before Delivery.....4

    2.10. Carry out.....4

    2.11. Carry in.....4

    2.12. Pick-up From a Specific Location.....4

    2.13. Delivery to Specific Location.....4

    2.14. Transport Package Removal.....4

    2.15. Shelving Service.....4

    2.16. Transport to Recycling.....4

    2.17. Scheduled Delivery.....5

    2.18. Delivery to Terminal.....5

    2.19. Pick-up From Terminal.....5

    2.20. Consumer Pick-up.....5

    2.21. Consumer Delivery.....5

    2.22. Electronic Pre-notification.....5

    2.23. Equipment Installation.....5

    2.24. Installation (Ready for Use).....6

    2.25. Product Package Removal.....6

    2.26. Packing of Returned Equipment.....6

    2.27. Heated Transport.....6

    2.28. Crane Delivery Service.....6

    2.29. Oversized Shipment.....6

    2.30. Long Shipment.....6

    2.31. LQ Transport.....6

    2.32. Transport of Dangerous Goods (TDG).....6

        2.32.1. Additional requirements on address-labeled shipments:.....6

1.11.2021

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## ADDITIONAL SERVICES IN FREIGHT SERVICES

### 1. Scope of application and validity

The product terms in this appendix apply to Posti's Freight and Express Freight additional services. These product terms are valid from November 1, 2021 until further notice.

### 2. Additional services

Additional services that are available for each product are described on Posti's website and the ordering channel. There are restrictions on how additional services can be combined. Additional services that can be combined are described on Posti's website and the ordering channel.

Additional services that are necessary for completing the assignment but are not included in the order will be charged according to the price list.

#### 2.1. Morning 09

The shipment 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 customer has sent a shipment for a route for which the additional service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for Express Freight.

#### 2.2. Evening 21

Posti contacts the recipient within one or two weekdays of the shipping and sets the delivery time window to the following weekday at the earliest. The shipment is delivered to recipient on weekdays between 9 a.m. and 9 p.m. The service includes delivery to the address specified in the transport document, to the immediate vicinity of the recipient's front door.

Direct access is a requirement for the delivery, and the maximum weight of an individual package in the transport unit is 85 kg. Packages weighing more than 85 kg are unloaded at a location indicated by the recipient, in the immediate vicinity of Posti's vehicle.

#### 2.3. Chosen Delivery Day

The additional service applies to goods shipped as freight. Posti delivers the shipment on the chosen

delivery day. The available options are 1–5 weekdays after the first possible delivery day. The available delivery days can be found in Posti SmartShip.

The use of the service must be agreed on separately with Posti.

### 2.4. Home Delivery

Posti contacts the recipient within one or two weekdays of the shipping and sets the delivery time window to the following weekday at the earliest. The shipment is delivered to recipient on weekdays between 9 a.m. and 9 p.m. The service includes delivery to the address specified in the transport document, inside the recipient's premises.

Direct access is a requirement for the delivery, and the maximum weight of an individual package is 85 kg. Packages weighing more than 85 kg are unloaded at a location indicated by the recipient, in the immediate vicinity of Posti's vehicle.

Posti is entitled to charge a fee that is in line with the service fee if the conditions of access to the reception point are challenging and the delivery of the shipment requires an unreasonable amount of time due to reasons beyond Posti's control.

### 2.5. Same-Day 00

Shipments are picked up from the customer in accordance with the location and service-specific timetable or in accordance with the customer contract and delivered to the recipient on the same day by 4 p.m. Pick-up orders must be made by 9 a.m.

The additional service requires that the shipments are packed in transport units separate from other shipments.

If the customer has sent a shipment for a route for which the additional service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for Express Freight.

### 2.6. Handing Over to the Addressee in Person

The shipment is handed over only to the recipient specified on the shipment. The identity of the person picking up the shipment is always verified.

1.11.2021

Public

## 2.7. Handing Over Without Signature

The shipment is delivered to the address specified in the transport document without the signature of the recipient.

By using the additional service, the sender authorizes the Posti driver to register the dispatch event and to sign it with their own name without the recipient being present. After the dispatch has been registered, Posti is not responsible for any loss of, decrease in or damage to the shipment or for complaints or liability for damages resulting from these.

## 2.8. Call Before Pick-up

The sender is contacted by phone at least an hour before the pick-up and notified of the exact pick-up time.

## 2.9. Call Before Delivery

The recipient is contacted by phone no later than one hour before the delivery and notified of the exact delivery time.

## 2.10. Carry out

Carrying of packages with a chargeable weight of under 35 kg from a specific location, such as a particular floor, office, etc. It must be possible for only one person to handle the shipment. A maximum of twenty (20) packages.

Posti calls the sender in advance to agree on the detailed pick-up location and notifies them of the scheduled pick-up time within an accuracy of two hours.

If the Carry out service requires unloading the packages from the transport unit, attachment bands or plastic, the Transport Package Removal service must also be ordered. If the service has not been ordered, Posti will add it, as needed, and charge the service fee and the additional service handling fee.

## 2.11. Carry in

Delivering packages with a chargeable weight of under 35 kg to a specific location, such as a floor, office, etc. It must be possible for only one person to handle the shipment. A maximum of twenty (20) packages.

Posti will agree on the exact delivery location with the recipient and inform them of the delivery time (a time frame of two hours) in advance by phone.

If the Carry in service requires unloading the packages from the transport unit, attachment bands or plastic, the Transport Package Removal service must also be ordered. If the service has not been ordered, Posti will add it, as needed, and charge the service fee and the additional service handling fee.

## 2.12. Pick-up From a Specific Location

The service includes the pick-up of the shipment from a specific location that can be directly accessed with a pallet jack or rolltainer, such as a particular floor, office, etc. Posti calls the sender in advance to agree on the detailed pick-up location and notifies them of the scheduled pick-up time within an accuracy of two hours.

The size, shape and weight of the shipment must allow handling by a single person. The service does not include carrying any packaging included in the shipment.

## 2.13. Delivery to Specific Location

This service includes the delivery of the shipment to a specific location that can be directly accessed with a pallet jack or rolltainer, such as a floor, office, etc. Posti will agree on the exact delivery location with the recipient and inform them of the delivery time (a time frame of two hours) in advance by phone.

The size, shape and weight of the shipment must allow handling by a single person. The service does not include carrying any packaging included in the shipment.

## 2.14. Transport Package Removal

The shipment is unloaded to one place next to the transport unit. Packaging materials and the transport unit are removed and disposed of appropriately. The weight, size and shape of the packages in the shipment must allow handling by a single person.

If the customer wants the shipment to be unloaded to a specific location, the Carry in or Delivery to Specific Location service must be ordered separately.

## 2.15. Shelving Service

The shipment is delivered to the recipient's premises, unpacked and placed in its correct place on the shelf. The detailed content of the Shelving Service is subject to separate agreement with the customer.

## 2.16. Transport to Recycling

In connection with the delivery of the shipment, Posti picks up an old product from the recipient in exchange

1.11.2021

Public

for the new product and appropriately transports it to recycling or disposal. For each new product, the customer can have one corresponding product recycled.

The customer must provide the information required by the service on the transport document and the EDI message.

Requirements of the additional services:

- The equipment to be transported to recycling must be free for delivery, disconnected, unhooked, and uncoupled.
- Direct access to the pick-up location must be available.
- The customer shall instruct the recipient to protect their floors appropriately.

### 2.17. Scheduled Delivery

Shipments are delivered to recipients according to the schedule. Postal code-specific time frames can be seen in the electronic ordering channel.

The service does not include selecting the delivery day.

### 2.18. Delivery to Terminal

Customers can take their freight shipments that are ready for delivery directly to the terminal for onward transport. The maximum chargeable weight for shipments delivered to a terminal is 2,500 kg. Posti's transport liability begins once Posti and the sender together have checked the shipment and Posti has signed it as received.

### 2.19. Pick-up From Terminal

The customer can address the shipment directly to the terminal, from where the recipient will pick it up. Posti contacts the recipient once the shipment in question has arrived at the terminal. The sender must include the recipient's phone number in the transport document. The maximum chargeable weight for shipments to terminals is 2,500 kg. When a recipient picks up a shipment from the carrier's terminal, the assignment shall be considered as completed once the shipment has been moved to the terminal's delivery area and confirmed.

### 2.20. Consumer Pick-up

Posti contacts the sender to agree on a pick-up date and, prior to the scheduled pick-up time, calls the sender's phone number provided in the order. The freight is loaded from the immediate vicinity of the vehicle, and the service does not include tasks such

as carrying the shipment from inside a house. The customer must inform the sender of the content and restrictions of this service as well as the receipt inspection.

One weekday of additional delivery time is reserved for pick-up from private customers.

Posti will charge for the service every time the freight shipment is picked up from a private customer.

### 2.21. Consumer Delivery

Posti contacts the recipient to agree on a delivery day and, prior to delivery, calls the recipient's number provided in the order. The freight is unloaded in the vehicle's immediate vicinity and the service does not include tasks such as carrying the shipment inside. The customer must inform the recipient of the content and restrictions of this service, as well as the receipt inspection.

One weekday of additional delivery time is reserved for delivery to private customers.

Posti will charge for the service every time the freight shipment is delivered to a private customer.

### 2.22. Electronic Pre-notification

Posti sends an advance notification about a shipment to be delivered. The notification is sent to the mobile phone number or email address specified on the EDI message.

### 2.23. Equipment Installation

The Equipment Installation service includes the delivery of the equipment to the installation site, installation subject to a permit (ready for use), and the removal of packing waste to recycling. The service is available for most household appliances and electronic products.

It is possible to change the handedness of the refrigeration equipment in connection with the equipment installation. The changing of handedness always requires the basic installation of the refrigeration equipment, i.e. it is not possible to only order the Change of Handedness service in connection with the home delivery. If there is no additional service "Change of Handedness" in the transport order and EDI message, the recipient of the shipment will be charged for the changing of the handedness during the installation if the recipient requests the change.

Shipment lot restrictions to simultaneous equipment installations:

1.11.2021

Public

- Express Freight with Evening 21 additional service: the shipment lot may include a maximum of four simultaneous equipment installations.
- Home Delivery 21 additional service: the shipment lot may include a maximum of seven simultaneous equipment installations.
- Transport to recycling: the shipment lot may include a maximum of four simultaneous equipment installations.

The service is available in limited areas.

### **2.24. Installation (Ready for Use)**

Installation (Ready for Use) includes the delivery of the device to the installation site indoors, the installation (ready for use), and the removal of packing waste to recycling. Installation tasks subject to a permit cannot be included in the service. Installation (Ready for Use) covers one device or product.

The detailed content of the Installation (Ready for Use) additional service is subject to separate agreement with the customer.

The maximum duration of the installation is 15 minutes.

### **2.25. Product Package Removal**

The shipment's transport and product package is removed at one location, and the packaging material is transported and disposed of as appropriate.

The terms on the unloading location at the transport unit are the same as in the Transport Package Removal additional service.

### **2.26. Packing of Returned Equipment**

The service includes packaging a device picked up from a consumer, including the packaging material.

### **2.27. Heated Transport**

The shipments are transported in a heated (> +0 degrees) cargo space. The Heated Transport service is available on weekdays from October 1 to April 30.

### **2.28. Crane Delivery Service**

Pickup and/or delivery of freight shipments is made using crane equipment. The Crane Delivery Service is available for shipment lots with a chargeable weight under 5,000 kg, and a single package may not weigh more than 2,500 kg. A crane delivery requires an extra weekday of delivery time.

### **2.29. Oversized Shipment**

Oversized Shipment fee is charged on Express Freight shipments that are larger than the standard maximum size of the transport unit. The maximum size of an oversized shipment is 50% larger than the transport unit.

### **2.30. Long Shipment**

This additional service applies to goods, objects and bundles over 2.4 meters long that are transported as freight. One weekday of additional delivery time is reserved for the transport.

The transport of goods over 7 meters long must be agreed on separately.

### **2.31. LQ Transport**

The service enables the lawful transport of dangerous goods packed in limited quantities, as provided for in the Finnish Act on the Transport of Dangerous Goods.

The customer reports the LQ gross mass and number of packages on the EDI message and prints out the same information on the address labels.

### **2.32. Transport of Dangerous Goods (TDG)**

This additional service can be used for sending class-labeled substances that are classified as dangerous goods in the Finnish Act on the Transport of Dangerous Goods. The goods can be sent as address-labeled shipments or with a waybill.

#### **2.32.1. Additional requirements on address-labeled shipments:**

A receptacle containing dangerous goods may contain a maximum of 30 kg of solids and a maximum of 30 l of liquid.

The TDG information required by the Finnish Act on the Transport of Dangerous Goods must also be provided in the statutory format in a specific TDG document, made out in duplicate. The TDG document must be made out in duplicate so that at least one copy is attached to the goods and one copy is given to the driver.

The additional service requires the dispatch of an EDI message to Posti. Each address label of a shipment lot must indicate the total number of packages in the batch.

Posti picks up the shipments on the basis of a separate agreement or individual transport order. The customer cannot drop off Transport of dangerous goods shipments at Posti's service points.



1.11.2021

Public

If the delivery attempt fails, a contact request will be left with the recipient. A new delivery subject to a charge must be ordered for the shipment.