

International goods transport product terms for contract cus- tomers

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INTERNATIONAL GOODS TRANSPORT SERVICES

1. General

1.1. Scope of Application

These Product Terms apply to the international goods transport services provided to the contract customers of Posti Ltd and other companies that belong to Posti Group (hereinafter "Posti"). These Product Terms specify the general and item-specific product terms and features of the international goods transport services.

In addition to these Product Terms, the services are subject to the contract between the customer and Posti as well as Posti Ltd's general contract terms for corporate customers ("General contract terms"). Priority and EMS services are governed by the conventions of the Universal Postal Union UPU. The Act on Road Transport Contracts shall be followed with regard to other services.

Any changes with material effect on the services are notified no later than one month before the changes take effect.

Posti is not responsible for the measures taken by the authorities with regard to items.

1.2. Definitions

A shipment refers to goods or a batch of goods listed in the transport document to be transported from a single location and one sender to another single location and one recipient on the same occasion.

Transport document refers to the address label which, in addition to identifying and directing the item, serves as an invoicing document.

1.3. Customer's obligations

In addition to what has been stated in the General Contract Terms, the Customer shall be responsible for instructing senders or recipients that are not parties to the agreement to comply with the provisions specified in this contract.

The Customer shall comply with the instructions issued by Posti.

The Customer shall check with Posti to ensure that the selected Service is available for the location in question and that the selected additional services are available in connection with the selected Service. If the Customer's choices are in conflict with each other or the shipment, Posti has the right to deviate from the Service ordered by the Customer as laid down in section 1.11.

The Customer shall be responsible for ensuring that correct and up-to-date name, address, and payment information and any other markings required by the Service are indicated on items. The name and Finnish mainland address of the sender must always be indicated on items in the event that they need to be returned.

The delivery destination must provide direct access.

The customer must provide Posti with the EDI messages for all items. Posti has the right to invoice the sender for the costs incurred to Posti due to failure to send an EDI message. The EDI message must include all information required for the shipment and any related notices of arrival, as well as the information required for the customs clearance process. In addition, the customer is responsible for ensuring that each shipment has an address label as defined by Posti as well as customs or other corresponding documents required by Government Officials.

The Customer shall continue to pay the price specified in the price list in force for the Service after the expiry of this Contract if deliveries have been sent using Posti transport documents with the Customer's contract number.

1.4. Item content restrictions

The restrictions for the content of items are specified in the General Contract Terms, unless otherwise specified on a product-by-product basis. The restrictions can be checked by customer service. The destination country may have its own additional restrictions. The customer should find out the destination country's prohibitions and import restrictions in force at any given time. Posti is not responsible for the execution of the service if the sender has not followed the restrictions and terms and conditions issued by the destination country.

Posti is not responsible for customs declarations or the authorities' decisions related to customs clearance. Additional information related to import permits and other import-related matters may be available from the commercial mission of the destination country.

International shipments may not contain any substances or materials classified as prohibited or dangerous in relation to ground, sea, or air transport, such as aerosol cans, lithium batteries, or even small amounts of inflammable liquids or oxidizing agents. For further information on country-specific restrictions and prohibitions, please visit www.posti.fi.

1.5. Delivery time estimate and service levels by route

Only a delivery time estimate is given for international shipments. Priority service is available to all countries, other services only to separately specified countries. The country-specific estimated transport times and availability of services by country are available on Posti's website.

1.6. Delivery days

Delivery days vary by destination country.

1.7. Transport documents

Each package in a shipment of goods must include an appropriate transport document with a unique shipment ID. Additional services must be marked in each transport document.

The Customer may use an address label or printing software approved by Posti in advance at their own cost. The transport document must always state the Customer's contract number.

The Customer may only use the same shipment ID once per year when printing address labels.

1.8. Pricing and payment

The price of the Express Business Day service always includes the pickup of the item from the Customer. The prices of other services only include transport and delivery.

Pricing is based on the destination country, number of items and the measured weight or cubic content of the items, whichever is higher. The cubic measure used for parcels is $1 \text{ m}^3 = 250 \text{ kg}$. In cases in which the actual weight or volume cannot be measured, the default invoicing weight is 250 g.

Regarding transport units, pricing is based on the destination country, number of items, mailing batch, transportation unit type, pickup and delivery zones and additional services used.

The MPS price of parcels is comprised of the item charge and total weight of parcels in the batch. Either the volume weight or actual weight is taken into account at the parcel level. The maximum size of an MPS batch is 10 parcels or 99 pallets.

The MPS price of transport unit is comprised of the total number of parcels in the mailing batch using the formula $1 \times \text{price of 1st unit} + (n-1) \times \text{price for next unit}$.

The shipment lot pricing (MPS) of parcels and transport units requires the sender to deliver the shipment lot-specific information to Posti in an EDI message.

Any fuel surcharges specified on Posti's website valid at the time are invoiced separately.

Posti will invoice for the Services used by the Customer at one-week intervals.

Posti will invoice for tasks not included in the Services ordered by the Customer in accordance with the price list in force.

1.9. Shipment tracking

The item is registered in Posti's item tracking system in Finland, and in most destination countries also upon delivery.

1.10. Return to sender

If an item cannot be returned for a reason not attributable to Posti, the item will be handled in accordance with the instructions specified by the Customer.

Express Business Day, Parcel Connect and Postal Parcel to the Baltic countries parcels will always be returned.

If an item is returned, the return costs will be charged to the Customer. If the shipment cannot be returned to the sender, it is processed as undeliverable in accordance with the General Contract Terms.

1.11. Posti's right to deviate from the Service ordered by the Customer

Posti has the right to deviate from the Service ordered by the Customer if the Services selected by the Customer are in conflict with each other or the shipment. Posti aims to carry out the Service in a way that secures the benefit of the Customer. In case of a conflict, Posti may amend the main product or supplementary services. If the Customer's shipment does not comply with the requirements of the product selected by the Customer, Posti shall be entitled to process and invoice them as a Service the characteristics of which correspond to those of the Customer's shipment.

If the Customer has selected a service level that is not available for the route of the item, Posti shall nevertheless be entitled to charge for the service level selected by the Customer.

1.12. Complaints and damages

Maximum compensations

Priority and EMS

According to the conventions of the Universal Postal Union (UPU), the sender must make queries regarding an item to investigate the damage and to obtain any compensation within six months of the item's dispatch date. The sender shall forfeit any right to compensation if the sender fails to submit a written claim to Posti within one year from having received a reply to the query.

Loss, theft and damage of a Priority item:

Maximum reimbursement of the Universal Postal Union SDR 40/item + SDR 4.50/kg.

The corresponding maximum reimbursement for EMS shipments is EUR 500/item.

In accordance with the conventions of the Universal Postal Union, damages are not paid for the delay of shipments.

Other items

The recipient must inspect the item and file complaints regarding any externally visible damage immediately upon receipt. Complaints regarding damage other than externally visible damage must be filed in writing within seven days of receiving the item, not including Sundays and mid-week public holidays.

A complaint regarding a delay in the delivery must be filed in writing within 21 days of the item's delivery to the recipient in accordance with the product's terms. If an item is not delivered as agreed, a written complaint must nonetheless always be filed no later than three months from the date of dispatch.

According to the Act on Road Transport Contracts, compensation for damage must be claimed no later than

1. within a year from the date of delivery when goods are missing or damaged, or delivery was delayed;
2. within thirty days from the agreed handover date when the goods are lost, or within sixty days from the date on which the freight carrier took the goods into transport if no specific handover date was agreed; and
3. in other cases, within three months of the date on which the transport contract was concluded.

Posti's liability shall be determined in accordance with the Act on Road Transport Contracts and the General Contract Terms. Posti always compensates for damage incurred during transport to its customers. The Customer shall be entitled to transfer the right to damages to a third party by informing Posti of this in writing in connection with the processing of the claim.

The maximum compensation for a lost or damaged item is SDR 8.33/kg according to CMR, except for Parcel Connect and Postal Parcel to the Baltic countries parcels, for which it is EUR 500/item. In addition, transportation charges are returned to the extent of the fault. The maximum reimbursement for the delay of delivery is limited to the amount of the transportation charge. The right to receive compensation for Parcel Connect and Postal Parcel to the Baltic countries parcels does not exist if the claim is not presented to Posti in writing within six months.

1.13. Customs clearance of items

The recipient pays for the customs and official fees and taxes of the item. If the item cannot be handed over to the recipient, any unpaid customs and official fees will be collected from the sender.

No appended documents are required when sending items to the EU area. The sender must furnish items addressed to other destinations with a commercial invoice or proforma invoice unless instructed otherwise. Information on any necessary documents to be appended to items and the related regulations is available at www.posti.fi or Posti's customer service.

2. International goods transport services

2.1. Express Business Day

Express Business Day items are delivered to the recipients' addresses. Delivery practices vary by destination country. The service includes at least one delivery attempt. The delivery time is not agreed with the recipient in advance.

Import and export customs clearance are included in the price of the Service for shipments outside the EU.

The service is also available as an import shipment from the EU countries with Finland as the destination country.

Items will not be delivered to post office box addresses and neither to Poste Restante addresses.

Import shipments include one delivery attempt. If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from an outlet in the destination country.

Supplementary services: Cash on Delivery, Oversized, Oversized shipment, Fragile, Call before Delivery, Handing over without acknowledgement from recipient, LQ Transport, VAK, Posti Home Delivery

Supplementary services work in the separately defined routes.

Supplementary services have been defined in the appendix to the product terms of Posti Ltd's Domestic Goods Transport and Domestic Freight Services (product terms for supplementary services).

2.2. EMS

EMS items are transported using the fastest connections to separately specified countries or limited areas. The countries and areas are listed on Posti's website.

If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from a service point in the destination country. The service includes at least one delivery attempt. If the item is not picked up by the end of the storage period, it will be returned.

Items will not be delivered to post office box or Poste restante addresses.

The items are handed over against a signed receipt to a person present in the address.

Outward clearance service is not included in the service price.

2.3. Priority

A Priority parcel is transported with fast connections from Finland to the destination country. Items are primarily delivered to the recipient, but in some countries, items are delivered to a postal outlet for the recipient to pick up.

Items will not be delivered to post office box or Poste restante addresses.

2.4. Parcel Connect

Parcel Connect items are delivered for pick-up by the recipient or to the address depending on the practices of the destination country. The delivery of the item is recorded. Items will not be delivered to post office box addresses and neither to Poste Restante addresses.

The EDI message must always include the recipient's email address. Adding a mobile number is recommended for all destination countries and mandatory in destination countries Sweden and Denmark.

Restriction: The value of a Parcel Connect, including VAT, may not exceed EUR 25,000.

Supplementary services: Bulky, Home Delivery and Cash on Delivery.

2.5. Parcel Return Connect

Parcel Return Connect is a customer return product which can be dropped off at Parcel Connect service points in the country where the parcel is received. A Parcel Return Connect address label must be attached to the shipment.

The EDI message must always include the recipient's (original sender's) mobile phone number and email address.

Parcel Return Connect items are delivered to the recipient's address according to the practices of the destination country.

2.6. Postal Parcel to the Baltic countries

Postal Parcel to the Baltic countries is available to Estonia, Latvia and Lithuania.

Postal Parcel to the Baltic countries items are delivered for pick-up by the recipient or to the address depending on the practices of the destination country. The delivery of the item is recorded. Items will not be delivered to post office box or Poste restante addresses.

The EDI message must always include the recipient's email address and mobile phone number.

Supplementary services: Payer is different than sender, Fragile, Electronic notice of arrival.

2.7. Customer Return of Postal Parcels to the Baltic countries

Customer Returns of Postal Parcels to the Baltic countries are carried out in the following manner:

- In Itella Estonia, shipments can be left in service points and Parcel Lockers, or a pickup can be ordered for the return.
- In Itella Latvia and Lithuania, a pickup is ordered for the return from the local Itella customer service.

A Postal Parcel to the Baltic countries address label must be attached to the shipment.

The EDI message must always include the recipient's (original sender's) email address and mobile phone number.

Customer Return of Postal Parcels to the Baltic countries are delivered to the original sender according to the destination country's practices.

2.8. ERS international return

ERS international return is a customer return product which can be left in local Posti service points in the receipt country. An ERS international return address label must be attached to the shipment.

The EDI message must always include the recipient's (original sender's) mobile phone number and email address.

ERS international return shipments are delivered to the recipient's address according to the practices of the destination country.

3. Supplementary services

3.1. Home Delivery

Home Delivery to the destination countries Finland, Estonia, Latvia, and Lithuania. The service includes one delivery attempt.

3.2. Bulky

When the measurements of a normal-sized parcel (120 cm x 60 cm x 60 cm) are exceeded, the Bulky supplementary service must be selected for the shipment. It is then possible to send items of maximum length 200 cm. However, length + circumference may not exceed a maximum of 360 cm. Posti invoices the Bulky supplementary service based on the country of origin and destination zone, and for returned parcels it is based on the zone of origin and destination country.

The service includes one delivery attempt.

There may be country-specific limitations in the service.

3.3. Cash on Delivery

The COD supplementary service is possible for the specified routes. In Parcel Connect, Cash on Delivery is possible only with the Home Delivery supplementary service. Cash on Delivery to Finland is carried out according to Domestic product terms.