

# Product Terms for PRICING SERVICE

January 1, 2022

## 1 General

These product terms apply to the Pricing Service of Posti Ltd (hereinafter referred to as “Posti”) as of January 1, 2022. These services are available to Posti’s corporate and organizational clients, and their use requires an agreement with Posti. In addition to these product terms, the services are subject to a contract between Posti and the Client, and the currently valid General Contract Terms of Posti Ltd (hereinafter referred to as “the General Contract Terms”). Posti reserves the right to revise these terms in the manner described in the General Contract Terms. The currently valid terms are available on Posti’s website at [www.posti.fi](http://www.posti.fi).

## 2 Pricing Service

The Pricing Service is available for the items laid in [www.posti.fi](http://www.posti.fi). The Pricing Service (hereinafter referred to as “the Service”) is a service where Posti prices and mails the Client’s items within the deadline specified in the service promise. The Service does not include storage of items.

The Client is responsible for the production of the items and their address labels, preparation in accordance with the mailing instructions, and attaching a signed work order form to each batch.

The term “work order” refers to the Client’s pricing work order concerning the pricing of the item or batch delivered to Posti’s Pricing Service, a financial commitment pertaining to the invoice, and the basis for invoicing.

The Client must submit their mailings to the Pricing Service in compliance with Posti’s instructions and/or the contract between the Client and Posti.

### 2.1 Service promise

Mailings submitted to Posti on weekdays (between Monday and Friday) in compliance with Posti’s instructions and/or the contract between the Client and Posti will be priced and mailed within one weekday of the submission date, except for postal code areas 84000–86999 and 90000–99999, where items will be processed within one to two weekdays.

### 2.2 Invoicing

The postage fees for items and the service charges of the Pricing Service are invoiced in arrears. The establishment charge and charges for any changes made in the service will be invoiced when the service is commissioned.

### 2.3 Client’s responsibilities

In addition to the obligations listed in the General Contract Terms, the Client must follow all instructions provided by Posti on mailing and other issues when using the Service.

If the Client has failed to comply with Posti’s terms or instructions and the failure causes additional work or other costs (such as costs pertaining to returning or storing items), Posti has the right to charge the Client the additional processing charge included in the price list and/or the actual costs.

If the Client submits any items that are not included in the scope of the Pricing Service to be processed in the Service, Posti has the right to charge the Client for any extra costs arising from their processing and storage. Posti strives to agree with the Client on how items erroneously delivered to the Service will be processed. If the Client cannot be reached to agree on such processing or if the parties are unable to reach an agreement on the processing method to be used, Posti has the right to return the items to the Client at the Client’s expense.