



Product terms
Posti Freight

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Product terms for contract customers in Posti Freight Service

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Contents

| | |
|---|---|
| 1. Scope of Application | 3 |
| 2. Ordering transports and transport documents..... | 3 |
| 3. Contents of the transport service: | 4 |
| 4. Customer's responsibilities | 5 |
| 5. Basis for chargeable weight..... | 6 |
| 6. Pricing | 7 |
| 7. Additional services..... | 8 |
| 8. Diverging transports | 8 |

1. Scope of Application

These product terms are applied to Posti Ltd's (hereinafter referred to as "Posti") domestic freight service (hereinafter referred to as the "Services"). 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 signed between Posti and the customer as well as Posti Ltd's General Contract Terms (hereinafter referred to as the "General Contract Terms"), the Finnish Act on Road Transport Contracts and the [rules of the FI 2002 wood packaging system](#).

These terms are valid from October 1, 2020, until further notice.

2. Ordering transports and transport documents

The transport contract is considered as concluded once the customer has ordered a transport service and Posti has confirmed the order. The transport contract is confirmed by the waybill or Posti's electronic waybill.

The transport order should be submitted through the ordering channels specified on Posti's website and within the order times determined by Posti. In case a transport order is placed in some manner other than the above, or not confirmed due to reasons dependent on the orderer or sender, Posti shall be entitled to refuse acceptance of the order, or, if the order is accepted, to charge fees in accordance with its price list for the provided services. A transport order must be canceled no later than two (2) hours prior to the pickup time requested by the customer.

If the customer wants to order additional added services, they must be ordered in advance and in accordance with the schedule set by Posti. Posti has no obligation to fulfill new written or verbal

service requests given at the time of picking up the goods.

The transport order must contain at least the following information:

- Sender's name and pickup address
- Details about the goods; the quality, weight and quantity of the goods; volume/dimensions
- The final delivery destination of the goods
- Preferred pickup date
- Payer of freight

In addition, the following information must be provided as necessary:

- VAK transport and the UN number of materials and articles classified as dangerous, the proper/official name of the material or article, the numbers of warning labels, the packaging group if specified (otherwise a classification code), the tunnel restriction code and the total quantity of each dangerous material.
- Special instructions (need for heated transport, schedule preferences, contact request for recipient including contact details, exact delivery address, the length of the package if the item is longer than 2.4 meters, etc.)

Transport documents

Transport documents approved by Posti at the time shall be used as transport documents in Posti's freight services. These documents may include the customer's own waybill, a waybill printed out from an electronic ordering channel or Posti's system, and Posti's electronic waybill.

Any transport documents created in the Customer's system and any other Customer transport documents must be approved by Posti in advance. The waybill should comply with the SFS - 5865 standards.

If a printed waybill is used, the customer must provide four copies of the waybill for each shipment.

A waybill must contain at least the following information:

- Waybill number
- The sender's customer number provided by Posti
- The sender's name, street address and postal code
- The dispatch location of the goods and postal code and date of dispatch
- The recipient's name, street address and postal code
- The delivery address of the goods, if different to the recipient's
- The party paying for the freight and said party's possible customer number, in case the party is not the sender
- Number and type of packages and their contents
- The actual gross weight of the goods
- Volume in cubic meters given to one decimal place
- In large shipments, the space required by the goods in pallet meters and pallet places, with consideration to securing the goods in place
- The length of long goods (over 2.4 meters)
- The UN number of a material or article classified as dangerous, preceded by the initials "UN", the proper/official name of the material or article in brackets when necessary, supplemented by a technical name, the numbers of the warning labels and packing group, if determined, the tunnel restriction code as necessary, and the total quantity of each dangerous material.

Posti's right to deviate from the customer's instructions and transport order

Posti, insofar as possible, shall follow the handling instructions supplied by the customer in the order and on the package labeling. A mere transport document does not constitute binding instructions.

Posti shall be entitled to refuse loading a larger amount than that indicated in the transportation order in question.

3. Contents of the transport service:

The Posti Freight transport service includes:

- Transport in a dry cargo space in outdoor temperature.
- One pickup from the sender in accordance with a schedule separately provided by Posti and from the vehicle's immediate vicinity (max. distance 5 meters) from a location that a truck can access unhindered.
- Weekday delivery within the timeframe indicated by Posti's SLA.
- One groupage delivery attempt to the address indicated on the waybill, in the vehicle's immediate vicinity (max. distance 5 meters) to a location that a truck can access unhindered.
- Driver's handling of the shipment with a forklift, provided that the weight of a single package is less than 1,000 kg, and its height, width and length are less than 2.4 meters.
- Posti's responsibility pursuant to the Act on Road Transport Contracts.

The driver confirms the shipment's receipt for transport electronically or by other verifiable means. With regard to cargo space loaded by the sender, Posti's receipt inspection and confirmation can be conducted in some other location separately agreed on with the customer (such as in a terminal).

Posti has the right to select the type of vehicle, mode of transport, and transport routes and, upon its discretion, to transport the goods in direct traffic or via transshipment/reloading.

The shipment shall be delivered to the address detailed on the package address label or the transport document. This address must be a location that vehicles can access unhindered. In case a shipment cannot be delivered to a recipient's address for reasons independent of Posti, Posti will contact the customer.

Transport time

Shipments for which the Customer has ordered a pickup by the time specified in Posti's electronic ordering channel, or by the time agreed on a customer-specific basis, are picked up during the same day. If transportation order has errors or insufficient information, Posti cannot guarantee same-day pickup.

The delivery time of shipments varies according to the connection distance. The postal code-specific delivery time can be checked using Posti's Delivery Time Inquiry service and the SmartShip ordering channel. Shipments are primarily delivered to the recipient on the weekday (Mon–Fri) following the day of dispatch or on a day agreed upon on a customer-basis. With regard to certain delivery areas, shipments will be delivered within two weekdays (Mon–Fri) following the day of dispatch and, in the case of certain postal codes, by means of due date delivery, with at least one delivery day per week.

Posti's cargo liability

Posti's cargo liability begins when the shipment has been accepted for transport and ends when the delivery has been delivered to the recipient pursuant to legislation pertaining to the transport of goods and these terms and conditions, when the delivery has, in accordance with what

has been agreed, been placed in the recipient's use at the destination location, or when the delivery has been returned to the sender.

Posti is responsible for transporting the shipment in accordance with the contract to the recipient's address indicated in the transport document. The shipment is handed over against signed receipt to a person present at the address.

Returning to sender

If the shipment cannot be delivered due to a reason beyond Posti's control, the shipment will be processed in accordance with the instructions provided by the Customer.

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

Posti will usually store undeliverable domestic shipments for 44 days from the time i) the sender was notified of the undeliverable shipment and the fact that the shipment can be disposed of or sold in accordance with the Act on Road Transport Contracts or ii) the unaddressed or otherwise unknown shipment arrived at a Posti logistics center. However, Posti shall not be obligated to store perishable goods or goods that are in such a condition that storing them is not reasonable. In addition, Posti shall not be obligated to store goods if the cost of storing the goods is not reasonable in relation to the value of the goods. The sender can, within 30 days of receiving the notification, request that the goods be handed over to them in return for the stated fees.

4. Customer's responsibilities

In addition to what is said in the General Contract Terms, the customer shall be responsible for the following.

The Customer shall instruct senders or recipients not party to the contract to comply with the provisions specified in this contract and the Finnish Act on Road Transport Contracts.

The sender shall pack the product to be transported in such a way that it endures the normal stress in the cargo space experienced during stowage, terminal handling, and transport, and the securing and/or support in cargo space in accordance with good practice. Posti shall have the right, but not the obligation, to supplement and repair an incomplete package in order to prevent danger of damage and to charge any expenses arising out of this in accordance with a separate price list.

The sender must pack the shipment on a machine-handled loader if the mass of a single package is more than 35 kg or the shipment consists of more than 10 packages. In freighting details, packages unitized for one loader and clearly attached together shall be considered as a single package. The word "package" refers to an individual transport unit, such as a pallet, parcel or cage pallet. Each package must be separately equipped with a unique logistics unit label. Packages with a weight of more than 1,000 kg must indicate the gross weight in accordance with occupational and industrial safety legislation.

In case supporting or protecting the goods requires securing means other than those provided by basic securing equipment, the sender must, at its own expense, provide Posti with said means when the shipment is being picked up.

The sender shall attach an address label to each package included in the freight shipment. The address label markings must include the total number of packages in the shipment unambiguously, as well as the recipient address and handling notes, so that the packages can be handled and delivered

to the correct recipient even without a waybill. The sender must always indicate the package's center of gravity, if said mass centers higher than at the package's mid-height.

The Customer shall ensure that Posti can pick up and deliver shipments at the agreed time, without waiting time, waste driving or other obstacles.

If the customer performs the loading, the customer shall be responsible for ensuring that the loading is appropriately conducted.

In the event that any special safety equipment (protective clothing, safety boots, mask, etc.) is needed either at the loading or unloading end, the customer must supply the driver with said equipment free of charge. If the loading or unloading requires special equipment, the customer shall order this additional service or see to such measures itself.

5. Basis for chargeable weight

A chargeable weight is specified for shipments which, due to their volume or other qualities related to loading, do not meet the loading capacity of the transport unit with their actual weight. If the chargeable weight stated by the sender is found to be inaccurate, Posti shall have the right to adjust the chargeable weight.

Volume weight: 333 kg/m³ (cubic weight)

The volume acting as the basis is the shipment's length x width x height, rounded to cubic meters with an accuracy of one decimal place. Used when the shipment's actual weight is less than 333 kg/m³.

Pallet-meter weight: 1,850 kg/pallet meter

Used when other goods cannot be stacked on top of the shipment.

FIN pallet: 925 kg

Used when the actual weight of the shipment loaded on a pallet sized 1 x 1.2 m is less than 925 kg and other goods cannot be stacked on top of it.

EUR pallet: 740 kg

Used when the actual weight of the shipment loaded on a pallet sized 0.8 x 1.2 m is less than 740 kg and other goods cannot be stacked on top of it.

Rolltainer: 420 kg

Used when the rolltainer's area is 0.68 x 0.8 m and calculated based on the height of the load space. Used when the actual weight of the loaded shipment is less than 420 kg and other goods cannot be stacked on top of it. The chargeable weight for rolltainers of other size is calculated on the basis of their cubic weight and the space they take up in the load space due to their external dimensions.

Outlet pallet: 370 kg (half pallet):

Used when the actual weight of a shipment loaded on a pallet sized 0.6 x 0.8 m is less than 370 kg and other goods cannot be stacked on top of it.

Display pallet: 185 kg

Used when the actual combined weight of a shipment loaded on a pallet sized 0.6 x 0.4 m is less than 185 kg and other goods cannot be stacked on top of it.

Empty pallets and other reusable packages

Individual FIN pallets and equivalent 60 kg packages, EUR pallets and equivalent 50 kg packages, outlet pallets and equivalent 20 kg packages, others according to volume. More than one according to volume.

Minimum chargeable weights of exceptional shipments

- Bicycle 90 kg

- Motorcycle 925 kg
- Scooter/moped 500 kg
- Snowmobile 1,850 kg
- All-terrain vehicle 1,850 kg

Stackability of packages

A package will be considered stackable if the following conditions are met:

- Other goods can be stacked on top of the package.
- The package height is no more than 1.3 m.
- The package is flat, compact and in good condition.
- The mass of the package is no more than half of the chargeable weight of an equivalent pallet position.
- The package does not contain goods classified as TDG.
- The package has been loaded on a load carrier.

If the package is not stackable, that information must be clearly marked on the package.

6. Pricing

The services are subject to freight transport and supplementary service fees in accordance with the customer's contract or the price list and any other fees according to the price list. Any fuel surcharges specified on Posti's website valid at the time are charged separately.

Posti's right to invoice arises when Posti confirms receipt of the transport order. The sender shall be liable for freight payments in cases in which the freight payer indicated in the transport order or the subsequently drafted transport contract is unwilling or unable to pay the freight invoice.

In the event that the amount of goods dispatched falls below the amount the transport was ordered for, Posti shall have the right to charge the freight pursuant to the

amount ordered. If the actual amount is larger than what was indicated, the payer for the freight shall be charged a freight fee equaling the actual amount.

If the customer's contract number or other payment indication specified in the contract is missing from the waybill, Posti cannot observe customer-specific rates.

7. Additional services

The following supplementary services can be added to freight shipments:

- Posti Freight
 - Cash on delivery
 - LQ Transport
 - Transport of dangerous goods (TDG)
 - Handing over to the Addressee in Person
 - Handing over without signature of the recipient
 - Call before delivery
 - Call before pickup
 - Delivery to specific location
 - Pickup from a specific location
 - Scheduled delivery
 - Delivery to terminal
 - Pick-up from terminal
 - Delivery to private customers
 - Consumer Pick-up
 - Product Package Removal
 - Unpacking from transportation package
 - Heated transport
 - Crane service
 - Long shipment
 - Chosen delivery day
- Home delivery
 - Equipment installation
 - Transport to recycling
 - Installation (Ready for Use)
 - Product Package Removal

- Packing of returned equipment

The terms for additional services are provided in a separate [appendix](#).

8. Diverging transports

Large batches

Exceptions to the normal delivery times are batches exceeding 5,000 kg, shipments of long and cumbersome objects, shipments requiring special equipment, and delivery to private addresses. The aforementioned transports will take one weekday (Mon–Fri) longer compared to regular transport.

Long goods

The Long Shipment fee is charged when the transported goods, objects or bundles are over 2.4 meters long. The transport of goods over 7 meters long must be agreed separately.

Transports subject to a separate agreement

In the following circumstances, the transport and transport terms are subject to a separate agreement with Posti.

- Oversized transport: If the cargo exceeds the maximum width, height, length (over 7 meters), or weight allowed for the vehicle to carry, the transport shall be subject to a separate agreement with Posti. Oversized shipments are always freighted and scheduled case-specifically and with observance of any regulations pertaining to special transport.
- Temperature-controlled
- Food deliveries included within the scope of own-check
- Deliveries of weapons subject to licenses
- Live or dead animals
- Waste transport
- Hazardous waste transport
- Transporting dangerous goods



- Removal goods, sensitive, particularly valuable, packed or unpacked goods, or products unsuitable for freight (e.g. products causing odors).
- Other transport subject to special regulations.