



Product terms

Domestic goods transport services

1 (13)

1.1.2022

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Product Terms for Contract Customers in Domestic Goods Transport

January 1, 2022

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1. General

1.1. Scope of Application

These product terms shall be applicable to Posti Ltd's (Posti) domestic address-labeled goods transport services (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 between Posti and the Customer as well as Posti Ltd's General Contract Terms ("the General Contract Terms") and the Finnish Act on Road Transport Contracts.

These product terms are valid from January 1, 2022 until further notice.

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 shipment, serves as an invoicing document.

Delivery Time Inquiry is a Posti service for checking the areas and locations in which Posti's goods transport services are available and for checking the route delivery time or other service level for the location.

A Pickup Point is a Posti outlet (including parcel lockers) from which the recipient can pick up shipments. The Pickup Points available at each time are specified in Posti's pickup point register.

1.3. Customer's obligations

In addition to what has been stated in the General Contract Terms, the Customer shall be responsible for instructing a recipient or sender who is not a party to the contract between Posti and the Customer to comply with the provisions specified in these product terms.

The Customer shall use the Delivery Time Inquiry to ensure that the selected Service is possible for shipment route in question and that the selected supplementary services are possible 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 according to section 2.6.

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 the shipment. The name and mainland Finland address of the sender must always be indicated on the shipment for its possible return.

In addition, the Customer is responsible for ensuring that each shipment has a transport document as defined by Posti. In addition, the Customer must provide Posti with electronic EDI messages for all items. The Customer must provide the information required by the service on the transport document and the EDI message. In addition, the EDI message must include the information required for delivering the notice of arrival or for agreeing a delivery time according to the instructions provided by Posti. Posti has the right to complement or correct the information that the Customer has given in the order message, based on its customer register or as requested by the recipient.

The Customer is responsible for ensuring that the markings on the shipment meet the provisions in the case of transport that is subject to special regulations.

The Customer shall pack the shipped item in such a way that the item will withstand normal wear and tear during transport and will not, either unbroken or broken, cause a risk to Posti's employees, facilities or equip-



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ment or other shipments. 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 Customer shall pay the price specified in the price list in force for the Service also after the expiry of this Contract if shipments have been sent using Posti transport documents with the Customer's contract number for invoiceable service.

1.4. Use of Posti's transport units

The use of transport units owned by Posti (e.g. cage pallets, rolltainers and boxes) is restricted only to Posti's domestic transport, as separately agreed, excluding Posti's freight service. The Customer will obtain up to the number of Posti transport units specified in the contract for sending shipments and for the pickup and delivery service. The Customer is responsible for any transport units that they pick up or which have been delivered to the Customer and the use thereof. Posti is entitled to monitor and supervise the use of transport units, collect any non-returned transport units and invoice the Customer the charges specified in the contract for the use of the transport units and the pickup of the non-returned transport units. Posti shall also have the right to perform checks in the Customer's premises in order to monitor the use of the transport units. Posti shall be entitled to charge the Customer for a compensation equaling the amount of the acquisition price in the event that a transport unit is damaged, lost, or used contrary to the contract.

1.5. Leaving shipments for transport

The Customer may leave a shipment at Posti's outlet by the deadline specified there, or Posti picks up the shipment from the sender according to a separate agreement. The Customer may also deliver single shipments to a Parcel Locker.

The responsibility for the shipments is transferred to Posti once the shipments have been registered in Posti's system.

1.6. Item content restrictions

The restrictions for the content of shipments are specified in the General Contract Terms, unless otherwise specified for the product in question. The restrictions can be checked on Posti's website.

Separate agreements must be made with Posti on the transport of dangerous goods or other transport subject to special regulations.

Transport of dangerous goods is possible using supplementary services:

- LQ Process Permit
- LQ Transport
- Transport of Dangerous Goods (VAK)

1.7. Handover of shipments

A shipment transported to the delivery address is handed over against a signed receipt to a person present at the address.

Shipments picked up at an outlet are handed over to the person requesting the shipment using the item ID.

Shipments delivered to Posti's parcel lockers are handed over against a code sent to the phone number, email address, etc., specified by the sender.

Shipments with the Registration supplementary service are handed over only to the recipient or a person authorized in writing by the recipient.

Shipments are handed over against a delivery confirmation. At a parcel locker, entering the correct code is considered equal to a delivery confirmation. The shipment can also be handed over without the recipient's delivery confirmation, with an assignment from the sender or recipient.

Shipments that include delivery to the recipient are delivered to the recipient's address in a location to which Posti's vehicle has direct access.

1.8. Delivery time and service levels

The delivery time and available Services based on the shipment's source and delivery address can be checked using the Delivery Time Inquiry function on Posti's website.

The mailing type-specific service level agreement (SLA) only applies to shipments that are sent according to Posti's sending instructions.

1.9. Delivery days

Shipments are picked up and delivered on weekdays (Mon–Fri) only, unless otherwise specified in the product terms.

1.10. Dimensions and weight

	Minimum size	Maximum size	Maximum size with the Oversized additional service
Small Parcel	- No minimum dimensions - It must be possible for a machine to scan the bar code	- Maximum dimensions: 35 x 25 x 3 cm - Weight 2 kg	
Postal Parcel	- Minimum dimensions 15 x 15 x 1 cm - Weight 100 g	- Maximum dimensions 100 x 60 x 60 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 25 kg	- Maximum length of the longest side 200 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 25 kg
Home Parcel	- Minimum dimensions 15 x 15 x 1 cm - Weight 100 g	- Maximum dimensions 100 x 60 x 60 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 25 kg	- Maximum length of the longest side 200 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 25 kg
Express Parcel	- Minimum dimensions 15 x 15 x 1 cm - Weight 100 g	- Maximum dimensions 100 x 60 x 60 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 25 kg	- Maximum length of the longest side 200 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 35 kg
Posti Return	- Minimum dimensions 15 x 15 x 1 cm - Weight 100 g	- Maximum dimensions 100 x 60 x 60 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 25 kg	- Maximum length of the longest side 200 cm - The maximum total for the longest side and the circumference is 300 cm - Weight 25 kg

1.11. Transport documents

Each package in a shipment of goods must include an address label that complies with Posti's instructions along with a unique item ID.

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

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

1.12. Pricing and payment

The service charges are based on the price list valid at the time, unless otherwise agreed upon in writing with the Customer.

The pricing of parcel services is based on the number of packages and the measured weight or cubic content of the package, whichever is higher. In addition, pricing depends on the shipment-specific maximum size and the shipment's handling options. The cubic measure used for parcels is $1 \text{ m}^3 = 250\text{kg}$. If the actual weight or volume cannot be determined, the default invoicing weight is 250 g.

Invoices regarding any fuel surcharges specified on Posti's website valid at the time are sent to the Customer.

The services are invoiced on a weekly basis, unless otherwise agreed. Posti will invoice for tasks not included in the Services ordered by the Customer as well as for additional work for Posti as per section 1.17 in accordance with the price list in force.

1.12.1. Paid by other than sender

If the shipment is paid for by someone other than the sender, the Customer must specify this in connection with placing the order.

1.13. Shipment tracking

Posti registers at least the receipt of the shipment at the sorting center and handover or attempted handover to the recipient.

The handover information is available in Posti's Item Tracking system.

1.14. Storage period for shipments to be picked up

Parcel shipments to be picked up are stored at pickup points for seven (7) days.

1.15. Amendments to the delivery address

The sender or recipient may place a one-time order for re-transporting a shipment delivered to a postal outlet other than the Posti outlet or pickup outlet subject to a charge. Redelivery at the recipient's request will be made only once for the same shipment.

Recipients may also place an order to redirect the delivery of their shipments to an address other than the delivery address indicated on the shipment. Posti's liability to the Customer (sender) for delivering the shipment to the recipient of the shipment ends when the recipient makes a new contract with Posti concerning the shipment through their own choice. Posti's burden of risk to the recipient regarding the shipment ends when Posti has successfully delivered the shipment to the location designated by the recipient.

The aforementioned assignments may delay the delivery of the shipment. Posti's responsibility for the delivery time promise for the Service ends when the shipment is redirected by the recipient.

1.16. Returning to sender

If a shipment cannot be returned for a reason not attributable to Posti, such as an incorrect or incomplete contact details or address on a shipment, the recipient refusing to accept the shipment or the recipient failing to pick up the shipment by the end of the storage period, the shipment will be returned as an Unclaimed Shipment.



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The transportation charge of a returned shipment is invoiced to the original payer. If the shipment cannot be returned to the sender, it is processed as undeliverable in accordance with the General Contract Terms.

1.17. 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 possible for the route of the shipment, Posti shall nevertheless be entitled to charge for the service level selected by the Customer.

1.18. Damages

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.

2. Posti's domestic parcel services

2.1. Express Parcel

Express Parcels are delivered to the address or pickup point indicated by the sender within the time indicated in the Delivery Time Inquiry, on the first weekday after their drop-off for the most common connection routes and otherwise by 4:00 p.m. on the second weekday after the day of deposit at the latest.

The service includes one delivery attempt. If the delivery attempt fails, the shipment can be picked up at Posti's pickup point. The recipient will also receive an electronic notice of arrival. A printed notice of arrival is available for an additional fee. The recipient or sender may also order a new delivery for the shipment subject to a charge.

The EDI message must always include the recipient's mobile phone number and email address (if an email address is available) in the correct message fields in accordance with Posti's instructions. The recipient's name and street address information must also be correctly typed in the correct message fields. The street address must be the recipient's official street address without any additions.

Additional services: Morning 09, Same-Day 00, Cash on Delivery (COD), Fragile, LQ Transport, Transport of Dangerous Goods (VAK), Handing over to the Addressee in Person, Handing over without signature, Call before Delivery, Saturday Delivery, Delivery to Specific Location, Shelving Service, Electronic Pre-notification, Installation (Ready for Use), Product Package Removal, Transport Package Removal, Oversized.

Multi parcel shipment pricing (MPS) is available.

2.2. Document Courier Service

The Customer and Posti agree on regular document courier service on the agreed route. Posti provides the Customer with the agreed number of portfolios and their transport documents. The shipments are delivered to the recipient's address in accordance with the agreed service level: either Express parcel basic service level (Document Courier) or Morning 09 supplementary service level (Document Courier Morning 09).



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The service levels and postal code-specifically defined service areas can be found in the Delivery Time Inquiry.

The Courier Morning delivery service level includes a new delivery attempt on the same day by 4:00 p.m.

If the shipment cannot be delivered due to a reason not attributable to Posti, it will be returned to the sender as a Document Courier shipment.

The handing over of the shipment is registered in Posti's shipment tracking system, but no receipt confirmation is taken from the recipient.

Pricing consists of the monthly charge based on the agreed number of locations and document couriers.

No supplementary services can be linked to this service.

2.3. Home parcel

Posti will contact the recipient within one or two weekdays of the receipt of the shipment to set the delivery date and delivery time frame. If the recipient cannot be reached, a contact request will be sent to the recipient.

In large cities, delivery is possible on weekdays until 9:00 p.m. In other areas, shipments are delivered by 4:00 p.m. Postal code-specific delivery times are available from the Delivery Time Inquiry. The service includes one delivery attempt.

The service includes one delivery attempt. If the delivery attempt fails, the shipment can be picked up at Posti's pickup point. The recipient will also receive an electronic notice of arrival. A printed notice of arrival is available for an additional fee. The recipient or sender may also order a new delivery for the shipment subject to a charge.

The EDI message must always include the recipient's mobile phone number and email address (if an email address is available) in the correct message fields in accordance with Posti's instructions. The recipient's name and street address information must also be correctly typed in the correct message fields. The street address must be the recipient's official street address without any additions.

The shipments will be delivered to the recipient's address. Delivery of the shipment must be feasible for one person using a hand truck. In other cases, the shipment is unloaded to the immediate vicinity of Posti's delivery vehicle.

The service is available in mainland Finland to addresses with uninterrupted road connections. Supplementary services: Cash on Delivery (COD), Fragile, LQ Transport, Transport of Dangerous Goods (VAK), Handing over without signature, Oversized.

Multi parcel shipment pricing (MPS) is available.

2.4. Postal Parcel

Posti delivers Postal Parcels to be picked up at a pickup point within the time indicated in the Delivery Time Inquiry. For the most common routes, delivery takes place on the first weekday after the day of deposit and for other routes on the third weekday after the day of deposit at the latest. The Postal Parcel will be delivered for pickup to separately defined pickup points also on Saturdays.

The shipment will be ready for pickup at the pickup point on its day of arrival.

The recipient will be sent an electronic notice of arrival for the incoming shipment. A printed notice of arrival is available for an additional fee. An electronic notice of arrival cannot be linked to shipments addressed to the Åland Islands or addresses other than street addresses.

The EDI message must always include the recipient's mobile phone number and email address (if an email address is available) in the correct message fields in accordance with Posti's instructions, or alternatively, the street address. The recipient's name and street address information must also be correctly typed in the correct message fields. The street address must be the recipient's official street address without any additions.

Additional services: Cash on Delivery, Fragile. Supplementary services available only when the shipment is delivered to a Posti outlet: Oversized, Extended Storage Time, Pickup reminder by mail, Handing over to the Addressee in Person, Registration.

2.5. Small Parcel

Small Parcels are delivered through the recipient's mail slot or box within three weekdays. If the shipment cannot be delivered through the mail slot or box due to reasons not attributable to Posti, it will be taken to be picked up at a pickup point and an electronic notice of arrival will be sent.

The EDI message must always include the recipient's mobile phone number and email address (if an email address is available) in the correct message fields in accordance with Posti's instructions. The recipient's name and street address information must also be correctly typed in the correct message fields. The street address must be the recipient's official street address without any additions.

The handover of Small Parcels to recipients is registered. In mechanical sorting, the sorting events of Small Parcels are also registered.

Posti's responsibility for the delivery time ends when the parcel has been delivered or the notice of pickup has been sent to the recipient.

No supplementary services. The service is not available in the Åland Islands.

2.6. Courier service

Posti delivers the shipment directly from the sender to the recipient. Courier service is only available for specified areas.

Pricing is based on the time spent providing the service and, if applicable, the use of an assistant. A minimum charge for 30 minutes will be invoiced for the service.

3. Regional contract transport

Posti provides the Customer with transport services according to the agreed route and delivery times. The service is only available for specified areas.

The pricing of the service is based on time used, transport distance and/or delivered quantity.

4. Returning shipments

4.1. Posti Uncollected

Shipments that cannot be delivered to the recipient due to a reason not attributable to Posti will be returned to the sender. The transport time is 1–3 weekdays, depending on the locations involved. Uncollected shipments will be returned after the storage period.



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Posti will invoice the Customer for the transportation charge for returning the shipment and any charges for supplementary services.

4.2. Posti Return

Posti delivers the shipment in mainland Finland to the return address specified by the Customer at the Customer's expense.

Additional services: Fragile, Oversized.

Unless otherwise agreed with the Customer, Posti delivers a Return Shipment (weight max. 2 kg) as an untracked shipment without the option of supplementary services.

Return shipments may be delivered for transport to a letterbox or an outlet. The shipments are delivered to the outlet matching the postal code of the Customer's return address within three (3) weekdays.

5. Pickup and Delivery Services

5.1. General

Pickup and Delivery Service is always subject to a separate agreement with the Customer. In the Service, parcel and letter items addressed to an address specified in the agreement or individual order will be picked up and/or delivered according to the agreed schedule. The Service does not include the delivery of registered letters or insured items. A notice of arrival will be delivered of these items.

5.2. The Customer's obligations

The Customer shall ensure that Posti can pick up and deliver shipments at the agreed time, without waiting time, unnecessary driving or other obstacles. In the Pickup Service, the Customer has an obligation to pack the shipments to be picked up either by machine-handled container or rolltainer in accordance with a service-specific contract.

In the Delivery Service, a representative of the Customer authorized to sign for all shipments addressed to the Customer and handed over against a delivery confirmation must be present to receive the shipments. Only shipments containing a street address or a Finnish P.O. Box address can be delivered with delivery services.

Posti is entitled to charge a fee as shown in the price list for the waiting time or for making an unnecessary trip.

5.3. Pickup and Delivery Service

The Pickup and Delivery Service entails an agreement on the regular pickup and/or delivery of shipments. The transports are performed within an agreed time frame, and the Service accounts for the agreed quantity. A regularly increased transport need requires amending the agreement. The Customer shall inform Posti if its volumes change.

The Service may be interrupted at the Customer's written request for a maximum period of two (2) months. A written notice of interruption must be submitted to Posti Customer Service at least one week before the planned start of the interruption. The invoicing period is one (1) month.

The Service price is based on the number of shipments and pickups, the time spent on providing the Service, the transport distance and use of Posti's transport units.

5.4. Separate pickup and delivery

The pickup and/or delivery of individual shipments is specified in the service.

The Service is priced by pickup, and the price is based on the number of shipments and pickups, the time spent on providing the Service, the transport distance and use of Posti's transport units.

6. Box Service

6.1. Service content

The Box Service provides the customer with the use of a Finnish P.O. Box address and storage space for receiving incoming and returning shipments. Items addressed or returned to the customer with a Box Service address are forwarded according to terms agreed upon on a customer-specific basis. The service is only available if so agreed upon in a contract between the Customer and Posti. For shipments sent to the Box Service address without an appropriate postage fee, Posti will invoice the Customer for the transportation charge of the shipments.

6.2. Service level agreement (SLA)

The following are delivered to the Box Service address:

- Addressed letters and parcels, transport units and publications with a Box Service address.
- Express Letters only if the sole address on them is the Box Service address.

Shipments with a Box Service address are considered delivered correctly once they have been delivered to the Box Service address within Posti's facilities.

In the Box Service, the following is agreed with the Customer on processing incoming and returning shipments with a Box Service address:

- the shipments will be delivered to the Box Service address and
- are handed over to the Customer as agreed on a daily basis.

6.3. Pickup of items

The Customer commits to picking up their items every day from the agreed handover point or agree on additional warehousing service.

When the Customer collects their items from the agreed location, the Customer must ensure that the person who picks up the items carries a valid power of attorney concerning the pickup of mail.

If the Customer fails to pick up their items in accordance with the agreement, Posti shall have the right to charge the customer for the storage and handling of the items according to the price list. Due to the customer's neglect, Posti may terminate the agreement according to Posti's General Contract Terms.

6.4. Additional services subject to a charge

The Customer can agree on a more comprehensive service than the basic service level that includes the following:

- Sorting of items
- Packaging of items
- Forwarding according to an agreed schedule, incl. warehousing



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Additional warehousing service can be agreed upon if the Customer wishes to pick up their items more infrequently than once a day.

6.5. Pricing

The establishment of the Box Service is subject to an establishment charge, and maintenance is subject to a monthly usage fee. The invoicing period for the usage fee starts from the beginning of the calendar month following the signing of the agreement on the activation of the service. The usage fee covers one (1) P.O. Box address. In addition, the pricing is based on the service fee according to the service level, warehousing and the postage fees of forwarded shipments. The price of the additional Warehousing service is based on the number of warehousing days and needed storage space.

6.6. Change of Address and forwarding

Posti's mail redirection services cannot be linked to the Box Service (e.g. suspension, forwarding). If the Customer issues a permanent Change of Address away from the Box Service address, the Box Service agreement will end from the start date of the Change of Address.

6.7. Other terms and restrictions

Letter items, signed parcels or Cash on Delivery items are not delivered using a Box Service address. The Customer must provide their contact details for receiving the aforementioned mail for their own customers and stakeholders on their website or through other efficient means. If the aforementioned items come in with the Box Service address, the items will be sent to the mainland Finland address agreed with the Customer at the Customer's expense or returned to sender if the Customer does not have a street address in mainland Finland.

The Customer commits to notifying their customers of the termination of its Box Service address in connection with terminating the service. Posti will keep the address linked to the service reserved for six (6) months after the termination of the contract. During this period, Posti has the right to invoice the Customer on the transportation charges from shipments sent to the Box Service address reserved for the Customer without appropriate payment.

The Customer must provide Posti with a covering letter attached to items returned to sender that includes the Customer's alternative contact details.

The Box Service complies with the general terms of the product terms of Posti's receipt services.