



Posti Ltd

**Product Terms for Printed Matter Transport  
June 1, 2016**

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## 1. SCOPE OF APPLICATION

These Product Terms are applied in Finland to Printed Matter Transport managed by Posti Ltd (hereinafter referred to as Posti), unless otherwise agreed in writing with the Customer. In these Product Terms, "Customer" refers to any customer that has concluded an agreement with Posti on Printed Matter Transport.

Unless otherwise stated in relation to any particular service, the general product features apply to all services. The Customer is notified of any changes to the service at least one (1) month before the changes take effect.

These Product Terms are appended to the agreement between Posti and the Customer. 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 (available, for example, on the Posti website at ([www.posti.fi](http://www.posti.fi)), unless otherwise specified in the Finnish Act on Road Transport Contracts (345/1979) or the Postal Act (415/2011).

## 2. PRINTED MATTER TRANSPORT

### 2.1 General

Printed Matter Transport forms a service portfolio intended to help printing or mailer company customers deliver items/ mailing batches within the scope of contract based delivery or basic delivery or to a delivery address specified in connection with charter transport.

A written appendix to a Printed Matter Transport agreement is always prepared in connection with using the services, including information on the customer-specific service portfolio.

Posti and the Customer shall agree on, for example, the printed matter to be transported, transport unit maintenance, the transport date

and the delivery point in accordance with the service appendix.

### 2.2 Transport capacity

Any additional capacity required for transport (e.g. for publications and advertising, marketing and other items) is charged based on actual costs.

### 2.3 Leaving shipments for transport

Items will be picked up as specified in the contract or on the basis of a one-time order. They may also be left in an operating location specified in the contract. One-time pickup should primarily be ordered before 12.00 noon on the order day. Posti's transport order service number will take the orders and confirm a pickup time.

The transported items must arrive at the delivery point agreed with the Customer by the time specified in the appendix.

The Customer must ensure the item is available for pickup at the agreed place. If the item is not available for pickup at the agreed place, in the agreed manner, or at the agreed time for reasons attributable to the customer, Posti is entitled to charge a fee as shown in the price list for the waiting time and for making an unnecessary trip. The agreed service level cannot be guaranteed in such cases.

### 2.4 Handing over deliveries

Deliveries are carried to the delivery address specified in the agreement or in a separate order.

Deliveries are carried to the recipient's address or to the recipient to a location which Posti's vehicle has unobstructed access to.

Moving items to another location is an additional service subject to a separately agreed charge.

If the address on a shipped item is incorrect or incomplete, the recipient refuses to accept

the item, or the recipient cannot be reached, the item will be returned to the sender specified in the transport document. The transport charge of a returned item and any additional fees are invoiced from the contract customer.

### 2.5 Delivery time

The delivery date and time of Printed Matter Transport are agreed with the Customer in an appendix to the contract.

The delivery time of a separate order is agreed in connection with making an order.

### 2.6 Weight, dimensions, and cubic content of transport units

Transport units comprise rolltainers, cage pallets and pallets. The tables below shows the use weight, dimensions and

	Max. Use weight	Internal dimensions	Maximum height	Volume (net)
Rolltainer	250 kg	bottom: 81 cm x 63 cm	210 cm	0.71 m <sup>3</sup>
Half pallet	450 kg	bottom: 60 cm x 80 cm	210 cm	0.94 m <sup>3</sup>
Cage pallet or pallet	1,000 kg	bottom 100 x 120 cm	240 cm	2.35 m <sup>3</sup>

volume of transport units (use weight = transport unit + content).

If the rolltainer weight exceeds 250 kg, Posti will be entitled to divide the shipment into several roller cages or other transport units. Posti shall have the right to charge the Customer for reunition. If the half pallet weight exceeds 450 kg, it will be priced and charged as a pallet.

Transport units must be maneuverable with a pallet truck and a forklift and the units' center of gravity may not prevent safe handling.

### 2.7 Unitization, packaging, binding, addressing and transport documents

#### 2.7.1 Unitization, packaging and binding

Shipment unitizing refers to the loading of bundles on cargo pallets, cage pallets, or rolltainers. Shipments must unitized and bound so that the contents cannot move and will endure handling without jeopardizing the safety of staff or property. Proper packaging must specifically be observed when using loading pallets.

Shipments must be carefully and properly bound to pallets using plastic or pallet bands. The sender is responsible for correct unitization and binding. The sender is liable to compensate for any damage to people, transport fleets, equipment and other shipments due to the deficient binding of shipments. The Guide for Batch-Sorted Postal Items (addressing, bundling, and loading into transport units) is available at <http://www.posti.fi/business/posti-at-your-service/instructions/instructions-for-sending-publications/bundling-and-unitizing.html>

#### 2.7.2 Addressing and transport documents

The Customer is responsible for the information entered on the transport document. The transport document must have the following information in accordance with the Act on Road Transport Contracts:

- Sender details
- Recipient details
- The delivery address of the shipment, if different to the recipient's
- Contents, unit quantity

## 3. PRINTED MATTER TRANSPORT

### 3.1 Contract transport in contract-based delivery

#### 3.1.1 Delivery transport

Items are picked up from printing companies for a contract-based delivery process and delivered in a contract-based delivery process in accordance with separate agreement. In contract-based delivery, the contract appendix shall include the scheduled pickup time of the item and, as necessary, shipment handover times at the delivery starting point. Items should be available for pickup immediately when the agreed pickup time begins.

#### 3.1.2 Charter transport, contract-based delivery

Additional or irregular shipment orders of advertising and marketing deliveries, maximum reach deliveries, etc., may be ordered by the Customer or added by Posti in a situations where the mailing batches are not covered by a delivery transport contract. Items are picked up for contract-based delivery. When placing an order, the Customer provides a customer number, a delivery and/or pickup address as well as the number of shipped items and other item information. Items should be available for pickup immediately when the agreed pickup time begins.

### 3.2 Contract transport in basic delivery

#### 3.2.1 Charter delivery, basic delivery

The item is picked up for the mail delivery process and delivered in the mail delivery process according to agreement or a separate order. When placing an order, the Customer provides a customer number, a delivery and/or pickup address as well as the number of shipped items and other item

information. When ordering contract-based charter delivery, the above information is recorded in an appendix to the contract. Items should be available for pickup immediately when the agreed pickup time begins.

#### 3.2.2 Air freight

Publication air freight is a value-added service subject to a charge and must be agreed with a separate contract. An overnight service for publications is possible through air transport in connections where this service level cannot be provided by means of ground transport.

Air transport is implemented in the form of an air freight service in compliance with the applicable regulations concerning air freight liabilities.

Posti is not responsible for any conditions beyond its control, including:

- National or local disturbances in transport networks, mechanical problems in transport equipment or vehicles;
- Measures or omissions by any customs, airline, airport, or other authorities;

When ordering contract based air transport, information on the connection, flight dates, publication quantity in kilograms and publication date must be recorded.

### 3.3 Item Tracking

Printing and mailing companies using Posti's sorting services and unit label program have access to transport unit-specific, unidirectional mail batch tracking. The system will show at least two tracking events:

- Pick-up at the printing or mailing company and reception at a Posti terminal.
- The Posti goods flow registration system is available at:  
<http://www.posti.fi/business/tracking/#/?lang=en>

### 3.4 Complaints concerning services

Any visible damage must be immediately recorded in the transport document. The Customer must be notified of any hidden damage within seven (7) days of reception. The Customer can be notified using the Posti damage report and the application for compensation form.

### 3.5 Compensation for damages

Posti's liability for damages arising from services in accordance with these Product terms is restricted to returning the transport price for faulty transport or other services, excepting damage attributable to force majeure conditions. Posti has the right to correct the faulty or delayed service primarily by means of a substitute service. Unless otherwise agreed in the contract concerning Printed Matter Transport or these Product Terms, the Customer's and Posti's liability for damages are determined in accordance with Posti's General Contract Terms.

## 4. TRANSPORTED PRODUCTS

### Printed matter and transport units

Products eligible for Printed Matter Transport are letters, publications and advertising and marketing deliveries.

#### *Delivery of transport units*

Contracts (appendices) concluded with the Customer on Printed Matter Transport specify the quantity of empty transport units (rolltainer and cage pallet) to be delivered on a weekly basis.

Posti does not employ a pallet-change system and Posti does not deliver loading pallets.

#### *Use of Posti's transport units*

The use of transport units owned by Posti (cage pallets, rolltainers, and boxes) is restricted only to Posti's domestic transport. Cage pallets and rolltainers may be used for the transport of letters, marketing and

publication items, if this has been agreed with the customer using a separate service appendix. Transport units may not be used for transport abroad, transport carried out by other companies or internal activities of the Customer.

The Customer will obtain the number of Posti transport units specified in the contract for a period of one week free of charge. Transport units may be given to the Customer for use only if the Customer has returned any previous transport units it has used.

#### *Posti's right to monitor and supervise transport units*

Posti is entitled to monitor and supervise the use of transport units, collect any non-returned transport units, and invoice the charges specified in the contract. Posti shall also have the right to perform checks in the Customer's premises in order to monitor the use of the transport units.

#### *Customer's liability for the use of transport units*

The customer shall be responsible for any transport units it picks up or which have been delivered to the Customer and the use thereof. If any transport units are used contrary to these Product Terms or the contract, Posti is entitled to take possession of the transport units in question. Posti shall be entitled to charge the Customer compensation equaling the amount of the acquisition price in the event that a transport unit is damaged, lost, or used contrary to the Contract.

#### *Customer's obligation to notify*

The customer must inform Posti's transport order service of any transport units in the possession of the Customer that are no longer needed. Posti picks up such unnecessary transport units according to the agreed schedule. The Customer shall likewise be obligated to inform Posti of transport units, the daily delivery of which has

been agreed to, but which need not be delivered.

## 5. PRICING AND PAYMENT METHODS

### 5.1 General

The pricing of printed matter transport is based on the applicable Posti pricing principles for Printed Matter Transport. The price shall be agreed according to service in a pricing appendix to the product contract. The value added tax in effect at any given time will be added to the prices.

#### 5.1.1. Printed Matter Transport

Pricing is based on the number of items to be transported, the time spent on providing the service, the transport distance and the time of performing the service (compensation for work performed during night shift, Saturdays and holidays shall be added to the prices). A service-specific fuel surcharge shall be added to the prices. Transport services are subject to the Fuel Factor/cost index of Statistics Finland on the road transport of goods. The amount of the fuel surcharge is reviewed monthly.

#### 5.1.2. Air transport

The pricing is based on the flight connection and the weight of items in kilograms transported on the flight. A fuel and freight surcharge is added to the air transport prices. The surcharge is the same as the surcharge the airline charges Posti. The fuel and freight surcharge for air freight changes according to the market price and is reviewed on the Posti website at three-month intervals, provided that Posti is aware of the amount in question.

### 5.2. Reviewing prices

Prices are reviewed based on any changes in taxes and similar official payments, salary costs and other costs affecting pricing.

Changes in costs based on any changes in taxes and similar official payments, salary costs and other costs affecting pricing are applied to the transport costs according to a cost-based principle starting on when they take effect. The calculation principles for this type of price change and the new transport prices are submitted to the Customer and jointly reviewed at least one (1) months before they take effect insofar as it is possible.

## 6. SUBMITTING INVOICING DATA, INVOICING AND PAYMENT TERMS

### 6.1. Delivery of invoicing data

The invoicing period is one month, and invoicing is based on Posti's invoice. In connection with air transport, the Customer is liable to notify Posti in advance (on the mailing day) of the weight of the publications in kilograms as well as the connection to the address specified in the Post Air Transport Contract.

### 6.2. Invoicing and terms of payment

The invoicing and payment terms are determined in accordance with the contract between the Customer and Posti. Term for payment: 14 days net, penalty interest in compliance with the applicable Finnish Interest Act.

## 7. ENTRY INTO FORCE OF AND CHANGES TO PRODUCT TERMS

These Product Terms enter into force on June 1, 2016, and will remain in force until further notice. Posti is entitled to change these Product Terms and services by providing notification of the matter at least

one (1) months before they take effect. Amendments that do not weaken the Customer's position may also be made in deviation from the one-month period of notice.