



CONTRACT TERMS FOR MAIL FORWARDING SERVICES (companies and organizations)

1. SCOPE OF APPLICATION

These terms are applied between Posti Ltd (hereinafter Posti) and the customer company or organization (hereinafter mail recipient). Mail redirection services refer to forwarding of addressed postal items, interruption of delivery as well as change and maintenance services concerning the customer's address and other contact details. Section 4 of these terms also applies to unaddressed deliveries delivered by Posti.

The mail redirection services referred to in these terms cannot be used as an additional service of compilation address service, box service or corporate postal code service. The customer agrees not to order mail redirection services to the post office box addresses of the aforementioned services.

2. ADDRESS INFORMATION SYSTEM AND DISCLOSURE OF INFORMATION

2.1. Address information system

Posti saves the contact details and changes in contact details informed by the mail recipient as well as information on the services specified in section 1 and ordered by the customer in the address information system. The address information system is used for mail communication and attending to services related thereto, i.e., postal services under the Postal Act as well as the production of services to the message senders and recipients related to sending, controlling, transferring and receiving packages, goods deliveries, publications and other physical deliveries as well as e-mail messages, text messages, phone calls and other electronic messages.

Posti has a statutory duty to disclose name and address information as well as information on effective mandates for changes in delivery on request to other postal companies. Posti will also disclose information contained in the address information system to authorities with a statutory right to obtain such information.

Posti processes customer information for Posti's services contained in the address information system to manage, analyze and develop Posti's customer relationships, for invoicing, reporting as well as for informing and marketing of products and services of companies belonging to the Posti Group as well as for market research as described in the privacy statement.

3. MAIL REDIRECTION SERVICES

3.1 Posti new address (change of permanent address)

When the mail recipient notifies Posti about a change of permanent address, Posti will redirect letter items free of charge to the mail recipient's new address, unless otherwise agreed with the sender.

A permanent address refers to the mail recipient's primary mail address valid until further notice.

A private individual's change of address or other mail redirection cannot be implemented if the current address is a corporate postal code or P.O. Box.

If a company's primary address is a P.O. Box, it must be noted that **permanent change of address from a P.O. Box automatically terminates the post office box agreement at the date when the change of address was made.**

3.2 Posti Relocate

Posti Relocate is a service that can be ordered subject to a charge in conjunction with the new address. With this service, Posti redirects addressed postal items (letters, publications and bulk letters) arriving at the old address to the new address. The service is valid for one year at a time. The customer must reorder the service no later than three (3) business days prior to the termination of the agreement if the customer wants to continue the service without interruption.

Home delivery items and parcel delivery items are not included in the service.

Letter items up to 250 grams are forwarded abroad. Other items will be returned to the sender or processed as undeliverable.

3.3 Posti Fixed-term forwarding

With fixed-term forwarding, Posti will forward all addressed mail items delivered with basic delivery (letters, publications and bulk letters) from the mail recipient's permanent address to the address notified by the mail recipient for the validity period of the service. Home delivery items and parcel delivery items are not included in the service. After the time period ordered by the mail recipient, the deliveries will no longer be forwarded but, instead, they will be delivered to the address written on the delivery.

The Fixed-term forwarding service is subject to a charge. The service is always sold only for a predetermined period of time. The minimum service duration is seven (7) days inclusive of weekends and public holidays. The service charge is always determined on the basis of the originally ordered fixed period. The duration of the service cannot be prolonged but a new service must be ordered. As an exception, the duration of an ongoing service can be shortened by notifying Posti's customer service. However, the service fee will not be compensated.

Fixed-term forwarding of mail items does not change the permanent mail address entered in the address information system. If the end date is not specified in the order, the service will be valid for two months.

Letter items up to 250 grams are forwarded abroad. Other items will be returned to the sender or processed as undeliverable.

Fixed-term forwarding can be ordered to a post office box service P.O. Box address for a maximum of two months in a year.

3.4 Address notification

A company or an organization can report their new business address with an address notification. Based on the notification, the company or organization will be added as a mail recipient in the given address. It is possible to order change of address or forwarding services with the notification.

3.5 General terms of forwarding

Letter items up to 50 grams are forwarded from Finland abroad on the basis of a change of address and up to 250 g on the basis of the Posti Relocate, unless otherwise agreed with the sender. Other letter items will be returned to the sender or processed as undeliverable. Non-letter items (goods deliveries, Maxi letters, publications) are not forwarded.

From abroad to Finland the mail forwarding service is provided by the postal service of the country of departure according to an agreement between the customer and the postal service of the country of departure. Permanent and fixed-term change of address from abroad to Finland must be reported to the postal service of the country of departure. It is recommended to send a notification regarding a new address to Finland's Posti as well.

4. DELIVERY INTERRUPTION

4.1 Posti Suspend and Store

The customer can interrupt the delivery of all addressed or unaddressed items to be delivered in basic delivery to his/her address for a fixed-period of seven (7) days to two (2) months. The service cannot be continued without termination but, instead, after the termination of the original agreement period the mail will be delivered for pick-up even if the service was reordered to start when the original service period ended.

If the end date is not specified in the order, the service will be in effect for fourteen (14) days.

4.2 Retaining items

During the interruption, Posti will store in its delivery office all items delivered in basic delivery and addressed to the customer. **Signed deliveries** (Registered Letter and Letter with Advice of Delivery, Insured Item and parcels to be collected) **will be returned to senders during the interruption period pursuant to the general storage periods specified in Posti Ltd's general terms of delivery or on demand of the sender.**

4.3 Pick-up of items

Items can be collected at the interruption address outlet no earlier than from the second business day from the termination of the interruption period. If the deliveries are not collected after the expiry of the interruption period, Posti will retain them for the period pursuant to Posti Ltd's general terms of delivery, after which Posti will return them to the senders or process them according to the Postal Act and Posti Ltd's general terms of delivery as undeliverable mail items. It is not possible to collect mail items during the service.

Mail accumulated during the interruption can be forwarded to an outlet other than the outlet specified in the service order for an additional charge and on separate order.

5. COMMENCEMENT AND CANCELLATION OF THE SERVICE

5.1 Commencement of the service

The services referred to in these terms of agreement can commence no earlier than three (3) business days (Mon–Fri) from the date that the change of address notification was left to Posti for delivery. If the service order was placed via the Internet, the delivery time is two (2) complete business days. The same delivery times apply to service alterations as to service commencement. If the information provided by the mail recipient is insufficient, conflicting, or incorrect, Posti cannot guarantee the commencement of the service at the set time or the operation of the service.

5.2 Cancellation of the service

The customer can cancel the ordered service referred to in these terms of agreement via Posti's telephone service. **However, the service cannot be cancelled after the service has commenced. Posti will commence preparatory measures two (2) weekdays prior to the ordered commencement date; in other words, cancellation has to be made at the latest two (2) complete weekdays prior to this.** Upon using the cancellation right, the service fee will be refunded. In other cases, service fees will not be refunded or compensated within another service.

6. PRICES AND OTHER CONDITIONS

6.1 The mail redirection services referred to in these terms of service are address- and mail recipient-specific. The service fee is mail recipient- and service order-specific. The prices are pursuant to Posti's price lists in effect at any given time.

6.2 Posti will provide the maximum compensation according to the legislation regarding postal or transportation services in effect at any given time for loss, delay or damage of items. Posti has the right to compensate another possible error in a chargeable service with a replacement service. Posti's maximum compensation for damage caused by erroneous service task will be the value of the given service.

6.3 Entry into force

These product terms will take effect on 1 November 2016.