

PRODUCT TERMS OF SUPPLEMENTARY SERVICES

Appendix to the product terms of Posti Ltd's Domestic goods transport services

April 1, 2022

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SUPPLEMENTARY SERVICES IN DOMESTIC GOODS TRANSPORT

1. Scope of application and validity

The product terms in this appendix apply to Posti Ltd's ("Posti") goods transport supplementary services. These product terms are valid from April 1, 2022, until further notice.

2. Supplementary services

The supplementary services available for each product are specified in the product terms of goods transport services. There are restrictions on how supplementary services can be combined. Supplementary services that can be combined are described on Posti's website and the ordering channel.

2.1. Morning 09

The shipment is delivered to the recipient along the connection routes specified in the Delivery Time Inquiry on the following weekday by 9:00 a.m. The service includes a new delivery attempt on the same day by 4:00 p.m.

If the Customer has sent a shipment for a route for which the supplementary service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for an Express parcel.

2.2. Same-Day 00

Shipments are picked up from the Customer in accordance with the location and service-specific timetable or in accordance with the customer contract and delivered to the recipient on the same day by 4:00 p.m. Pick-up orders must be made by 9:00 a.m.

The supplementary service requires that the shipments are packed in transport units separate from other shipments.

If the Customer has sent a shipment for a route for which the supplementary service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for an Express parcel.

2.3. Cash on Delivery (COD)

The shipment is handed over to the recipient against the payment specified by the Customer. Posti remits the payment to the Customer's account at a bank operating in the Single Euro Payments Area (SEPA) within two to four

(2–4) weekdays of payment. Posti is not responsible for the time taken for the bank transfer between banks. The Customer shall be responsible for the complete, accurate and SEPA-compliant indication of the account number, mobile phone number and reference data on the Cash on Delivery assignment on the transport order. The sender shall be invoiced for any investigation work resulting from erroneous or deficient account or reference information according to the Charges for Other Tasks additional service in Posti's Tariffs and Rates for Companies.

Posti shall have the right to charge the COD amount back from the Customer if the COD was paid using a credit card and the company that issued the credit card cancels or charges back the payment in accordance with its own terms and conditions, for example, due to a claim concerning the deal made by the buyer.

The maximum amount of COD is EUR 2,000.

Information is not disclosed through payments.

2.4. Fragile

The Fragile supplementary service involves special handling of the shipment. This supplementary service requires that the shipment is labeled as fragile.

In spite of the supplementary service, the Customer is responsible for the correct and sufficient packaging required by the content in accordance with the General Contract Terms.

2.5. Notice of arrival by mail

The recipient will receive the notice of arrival in paper form. Posti will automatically add the Notice of arrival by mail supplementary service to postal parcels if

- the parcel has no EDI message or
- the parcel does not have the Electronic notice of arrival supplementary service or
- it is not possible to deliver an electronic notice of arrival to the recipient due to, for example, an erroneous phone number or email address.

2.6. Pickup reminder by mail (iPost)

A reminder letter will be sent to the recipient of a shipment as a text message if the recipient has not picked up the shipment within eight (8) days of its arrival.

With the Pickup reminder by mail supplementary service, the sender can prolong the storage period of shipments by seven (7) days.

2.7. Registration

A registered shipment is only handed over to the recipient or a person authorized by the recipient. The recipient's identity and any power of attorney are verified upon handing over.

2.8. Handing over to the recipient personally

The shipment is handed over only to the recipient specified on the shipment. The identity of the person picking up the shipment is always verified.

2.9. Handing Over Without Signature

The shipment is delivered to the address specified in the transport document without the signature of the recipient.

By using the supplementary service, the sender authorizes the Posti driver to register the dispatch event and to sign it with their own name without the recipient being present. After the handover has been registered, Posti is not responsible for any loss of, decrease in or damage to the shipment or for complaints or liability for damages resulting from these.

2.10. Extended Storage Time

With the Extended Storage Time supplementary service, the storage period of shipments can be extended by seven (7) days.

2.11. Call Before Delivery

The recipient is contacted by phone before the delivery and notified of the exact delivery time.

2.12. Saturday Delivery

A shipment sent on Friday is delivered to the recipient on an ordinary Saturday by 4:00 p.m. along the connection routes specified in the Delivery Time Inquiry. If the delivery attempt fails, a second attempt will be made on the next weekday in accordance with the delivery times for Express parcels.

2.13. Delivery to Specific Location

This service includes the delivery of the shipment to a specific location, such as a floor, office, etc. Posti will agree on the exact delivery location with the recipient and inform them of the shipment's delivery time (a time frame of two hours) in advance by phone.

The use of the service must be agreed on separately with Posti.

2.14. Shelving Service

The shipment is delivered to the recipient's premises, unpacked and placed in its correct place on the shelf. The detailed content of the supplementary Shelving Service is subject to separate agreement with the Customer.

2.15. Transport to Recycling

In connection with the delivery of the shipment, Posti picks up an old product from the recipient in exchange for the new product and appropriately transports it to recycling or disposal. For each new product, the Customer can have one corresponding product recycled.

The Customer must order the supplementary service in connection with the shipment order, and information on the ordered supplementary service must be included on the address label and EDI message.

Requirements of the supplementary services:

- The equipment to be transported to recycling must be free for delivery, disconnected, unhooked, and uncoupled.
- Direct access to the pickup location must be available.
- The Customer shall instruct the recipient to protect their floors appropriately.

2.16. Electronic Pre-notification

Posti sends an advance notification about a shipment to be delivered. The notification is sent to the mobile phone number or email address specified on the EDI message.

2.17. Equipment Installation

The Equipment Installation service includes the delivery of the equipment to the installation site, installation subject to a permit (ready for use), and the removal of packing waste to recycling. The service is available for most household appliances and electronic products.

The service is available in limited areas according to the service description valid at the time.

Installation work is considered to start from the moment the equipment to be installed is unloaded from the transport package.

The customer is responsible for sufficient protection of the floors on the access routes required for the installation. The customer must also ensure that the installer has direct access to the installation site and any connection points required for the installation.

Complaints and special requirements regarding the installation are handled directly between Posti and the Posti contract customer.

The Customer must require its own customers to file a complaint for the equipment installation performed by Posti with the Customer within 30 days from the error in the Service or the moment when the customer should have noticed the error.

The Customer must file a complaint with Posti for an error in the Service within 14 days from the error or the moment when the Customer should have noticed the error (for example, after receiving a complaint from its own customer). Failure to file a complaint in a timely manner will result in the forfeiture of the right of action, unless the damage is caused intentionally or through gross negligence on the part of Posti.

2.18. Product Package Removal

The shipment's transport and product package is removed at one location, and the packaging material is transported and disposed of as appropriate.

Use of the service requires using the Delivery to Specific Location additional service.

2.19. Transport Package Removal

The parcel's transport package is removed, and the packaging material is transported and disposed of as appropriate.

Use of the service requires using the Delivery to Specific Location additional service.

2.20. Oversized

The Oversized additional service can be used for address-labeled shipments the size of which exceeds the normal maximum size of the main product, up to the maximum size for the Oversized supplementary service.

3. Transport of Dangerous Goods (VAK) by Posti

In Posti's goods traffic, dangerous goods may be transported only as groupage. Such goods must furthermore allow, within the framework of TDG regulations, mixed

shipping with other dangerous materials and other transported goods in the same vehicle.

Transporting dangerous goods is subject to Posti's safety advisor giving advance approval for the transportation of the goods in question. Posti does not transport explosives (class 1), spontaneously combustible substances (class 4.2), radioactive material (class 7) or substances falling under transport categories 0 and 1 of the exemptions table.

Posti has the right not to transport dangerous goods or objects, substances or materials that cause danger.

In addition to statutory markings, the shipments must be marked by TDG (dangerous goods) tape. The TDG (VAK) supplementary service information must be sent through an EDI message and a separate TDG attachment.

Posti is entitled to amend the service level agreement (SLA) if the reason for the amendment is to ensure compliance with legislation on the transport of dangerous goods.

3.1. LQ Process Permit

The additional service enables the lawful transport of dangerous goods (VAK) packed in limited quantities, as provided for in the Finnish Act on the Transport of Dangerous Goods.

The LQ Process Permit supplementary service can be used to send products, TDG classifications and amounts of substances packed in a cardboard box as specifically defined by Posti. Unlike other dangerous goods transport services, shipments sent through the LQ Process Permit supplementary service can be taken to a Pickup Point and Posti's TDG (dangerous goods) tape is not attached to the shipment.

The Customer reports the LQ gross mass and number of packages on the EDI message and prints out the same information on the address labels.

3.2. LQ Transport

The service enables the lawful transport of dangerous goods packed in limited quantities, as provided for in the Finnish Act on the Transport of Dangerous Goods.

The Customer reports the LQ gross mass and number of packages on the EDI message and prints out the same information on the address labels.

Posti picks up the shipments on the basis of a separate agreement or individual transport order. The Customer cannot drop off an LQ Transport supplementary service shipment at a Posti service point.

If the delivery attempt fails, Posti will contact the recipient in order to schedule a new delivery time. New delivery service is subject to a charge.

3.3. Transport of Dangerous Goods (VAK)

This supplementary service can be used for sending class-labeled substances that are classified as dangerous goods in the Finnish Act on the Transport of Dangerous Goods.

A receptacle containing dangerous goods may contain a maximum of 30 kg of solids and a maximum of 30 l of liquid.

The TDG information required by the Finnish Act on the Transport of Dangerous Goods must also be provided in the statutory format in a specific TDG document, made out in duplicate. The TDG document must be made out in duplicate so that at least one copy is attached to the goods and one copy is given to the driver.

The supplementary service requires the dispatch of an EDI message to Posti. Each address label of a shipment lot must indicate the total number of packages in the batch.

Posti picks up the shipments on the basis of a separate agreement or individual transport order. The customer cannot drop off Transport of Dangerous Goods supplementary service shipments at Posti's service points.

If the delivery attempt fails, Posti will contact the recipient in order to schedule a new delivery time. New delivery service is subject to a charge.