

# POSTI LTD

MAIL RECEIVING  
SERVICES  
PRODUCT TERMS

JANUARY 1,  
2019

## Contents

1	General .....	2	6.2	Termination of the agreement .....	8
2	P.O. Box.....	2	6.3	Disclosure of name and address details ...	9
2.1	Service content .....	2	7	Entry into force .....	9
2.2	Service level agreement .....	2			
2.3	Delivery of keys .....	2			
2.4	Pick-up of items .....	3			
2.5	Change of address and forwarding .....	3			
2.6	Additional and connected services .....	3			
2.7	Pricing .....	3			
2.8	Other terms and restrictions .....	3			
3	Corporate Address.....	4			
3.1	Service content .....	4			
3.2	Service level agreement .....	4			
3.3	Pick-up of items .....	4			
3.4	Additional services subject to a charge ....	4			
3.5	Pricing .....	4			
3.6	Change of address and forwarding .....	5			
3.7	Other terms and restrictions .....	5			
4	Corporate Postal Code .....	5			
4.1	Service content .....	5			
4.2	Service level agreement .....	5			
4.3	Pick-up of items .....	5			
4.4	Additional services subject to a charge ....	6			
4.5	Pricing .....	6			
4.6	Change of address and forwarding .....	6			
4.7	Other terms and restrictions .....	6			
5	Box Service.....	7			
5.1	Service content .....	7			
5.2	Service level agreement .....	7			
5.3	Pick-up of items .....	7			
5.4	Additional services subject to a charge ....	7			
5.5	Pricing .....	7			
5.6	Change of address and forwarding .....	7			
5.7	Other terms and restrictions .....	8			
6	General terms concerning Receiving Services.	8			
6.1	Responsibilities.....	8			

## MAIL RECEIVING SERVICES, PRODUCT TERMS

### 1 General

These Product Terms shall be applicable to the mail receiving services (hereinafter “the Service” or “the Services”) of contractual customers at Posti Ltd (hereinafter “Posti”) as of January 1, 2019. Service-specific terms, additional services, and pricing are specified below.

The Services are not provided to consumer customers. A private person must use the Services in professional or business operations.

These Product Terms define the general and service-specific terms, and the applicable address markings for the Services. In addition, the Service is subject to the agreement between the Customer and Posti, and Posti Ltd’s General Contract Terms for Corporate Customers currently in place. The service-specific terms applicable to deliveries may not be ignored or exceeded in the Service. Restrictions or terms related to the delivery to a P.O. Box address may apply to some items.

These Product Terms apply to the following Receiving Services of Posti’s contractual customers:

1. P.O. Box
2. Corporate Address
3. Corporate Postal Code
4. Box Service

Service-specific terms, additional services, and pricing are specified below. Posti shall have the right to change the Services and terms pursuant to the General Contract Terms.

Service prices are determined according to Posti’s Tariffs and Rates valid at the time. Any additional or investigative work is subject to a charge pursuant to Posti’s Tariffs and Rates.

Posti has the right to change the Service prices, charges, and their determination criteria according to the General Contract Terms. Unless otherwise agreed, any notices concerning the agreement will be sent to the P.O. Box agreed upon in the Service. However, the Customer will be obligated to notify Posti of a street address located in Finland or an e-mail address to which any notices concerning the agreement and the Service can be sent, if

necessary. Furthermore, the Customer will be obligated to notify Posti of any changes to its name and contact details without any undue delay using the electronic registration.

## SERVICE-SPECIFIC TERMS

### 2 P.O. Box

#### 2.1 Service content

P.O. Box refers to a service in which Posti leases a locked post office box for the Customer’s use in separately specified locations. The Customer uses the box to receive deliveries and pick them up regularly from the location specified by Posti. In this case, the Customer uses the address of the leased post office box as the delivery address for items delivered through Posti’s basic delivery. The P.O. Box is meant only for the reception and pick-up of the Customer’s daily mail delivered through Posti’s basic delivery. The P.O. Box service can only be used if the daily mail volume fits inside the box.

#### 2.2 Service level agreement

The following are delivered to the P.O. Box:

- Addressed letters and magazines mailed to the P.O. Box address.
- Notices of arrival for deliveries to be picked up from the post office.
- Items furnished with the Customer’s street address if the Customer’s P.O. Box and the street address are located within the same delivery office area. Posti’s responsibility for the delivery time promised to the sender does not cover the delivery of items furnished with the street address to the P.O. Box. Responsibility for the delivery time of such an item ends once the item has been received at the delivery office. Items furnished with the street address of other mail recipients using the P.O. Box will not be delivered to the P.O. Box unless the mail recipient has completed a change of address notification from the street address to the P.O. Box.
- Express items are delivered to the P.O. Box only if they are addressed solely to the P.O. Box.

Postal items with the P.O. Box address are delivered to the Customer’s P.O. Box on weekdays (Mon, Wed–Fri) by the time specified at the P.O. Box location.

#### 2.3 Delivery of keys

The P.O. Box key and any access key to the location are delivered as a registered letter to the post office of the

street address specified by the Customer. For an extra charge, the Customer may order several keys.

Once the validity of the agreement comes to an end, the Customer will be obligated to return the keys or dispose of them according to Posti's instructions. Returning the keys will not terminate the agreement; instead, the Customer must terminate the agreement separately.

## 2.4 Pick-up of items

If the items are not picked up every day and the Customer's P.O. Box fills up, any received items will be delivered to the post office of the P.O. Box address. The items will be stored for 14 days, after which they will be returned to the sender or processed as undelivered. Posti will send a written notification to the Customer's street address concerning the Customer's failure to pick up the items. If the Customer has not picked up its items within one month of the notification, Posti may terminate the P.O. Box agreement with immediate effect, and handle the items sent to the P.O. Box address as specified in Section 6.2 (Termination of the agreement).

## 2.5 Change of address and forwarding

When signing the agreement, the Customer must complete an address notification or a change of address notification for the P.O. Box address it has leased.

If the Customer issues a permanent change of address away from the P.O. Box, the P.O. Box agreement will end from the start date of the change of address.

After the Customer's permanent change of address, the items of other mail recipients using the P.O. Box will be returned to their senders as undelivered items if the other mail recipients have not provided Posti with a change of address notification.

The Customer who has signed the P.O. Box agreement will be obligated to report all of the mail recipient's name details, such as auxiliary business names and marketing names, as well as any changes to the details of other mail recipients.

The P.O. Box service is not intended for the regular forwarding of items. A Customer who requires repeated or regular forwarding should agree on

another service, such as the Corporate Address. For the infrequent forwarding of mail, fixed-term forwarding only for a maximum of two (2) months over the period of one year can be connected to the P.O. Box service.

If the items of a recipient who has not agreed on the use of the P.O. Box address with the Customer are addressed to the P.O. Box address, the Customer will be obligated to return such items to Posti or to forward them to the correct address. Posti delivers all items to P.O. Boxes according to the addresses on the items.

## 2.6 Additional and connected services

The Customer who has signed the agreement may attach to the Service a fixed-term delivery interruption and the forwarding service associated with a permanent change of address notification. Once the assignment concerning the delivery interruption service has ended, the items can be picked up from the post office of the street address.

## 2.7 Pricing

The establishment of the P.O. Box is subject to a one-off establishment charge. The invoicing period for the annual charge starts from the beginning of the calendar month following the signing of the agreement. Any additional keys and rekeying work will be invoiced on the basis of orders. For any modifications to the P.O. Box agreement, a modification charge pursuant to Posti's valid Tariffs and Rates will be invoiced.

If the agreement is terminated during an invoicing period, the already paid annual charge will not be returned for any unused months.

## 2.8 Other terms and restrictions

If the location of the P.O. Boxes changes, Posti will notify the Customer of the change in writing. The P.O. Box agreement will continue in the new location, unless otherwise agreed by the Customer and Posti. If so desired, the Customer shall also have the right to terminate the P.O. Box agreement at this time.

The P.O. Box address may not be used as the address for receiving customer returns, contest replies or other similar items.

The Customer is responsible for the careful management of the keys needed for the use of the service. The price of the service includes one set of keys. If the locks of the P.O. Box need to be rekeyed for a reason attributable to the Customer, any costs incurred will be charged to the

Customer. These charges are based on the valid Tariffs and Rates as far as the lock of the P.O. Box is concerned and on costs incurred as far as other locks are concerned.

### 3 Corporate Address

#### 3.1 Service content

In the Corporate Address service, Posti provides a corporate address in the form of a P.O. Box address for its customers for the daily receipt and pick-up of mail. The Customer's incoming items are provided with space from the post office on the basis of the number of items estimated by the Customer or the average number of items received daily. Corporate addresses are available with separately specified postal codes. Posti will deliver any items furnished with a corporate address to their designated recipients through a separately agreed additional service or transportation subject to a charge. Alternatively, the items may be collected from a separately specified pick-up location.

#### 3.2 Service level agreement

The following are delivered to the corporate address:

- Addressed letters and magazines mailed to the corporate address.
- Notices of arrival for deliveries to be picked up from the post office.
- Items furnished with the Customer's street address if the Customer's P.O. Box and the street address are located within the same delivery office area. Items furnished with the street address cannot be guaranteed with the same service level as those furnished with the P.O. Box address. Items furnished with the street address of other mail recipients using the corporate address will not be delivered to the P.O. Box unless the mail recipient has completed a change of address notification from the street address to the P.O. Box.
- Express items will be delivered to the corporate address only if they are addressed to the corporate address.

Items furnished with the corporate address are available for pick-up from the pick-up location on weekdays (Mon, Wed–Fri) at the specified time.

#### 3.3 Pick-up of items

The Customer commits to picking up items every day from the agreed pick-up location. The Customer may agree that the service is accompanied by a Pick-up and Delivery Service or the Agreed Further Mailing service to an agreed delivery address, both of which are subject to a charge.

When the Customer collects its items from the contractual pick-up location, the Customer must ensure that the person who picks up the items carries a valid power of attorney concerning the pick-up of mail.

If the items are not collected on a daily basis and the space reserved for the Customer's items at the post office fills up, the incoming items will be stored for 14 days, after which they will be returned to their senders or processed as undelivered items. Posti will send a written notification to the Customer's street address concerning the Customer's failure to pick up the items. If the Customer has not picked up the items within one month of the notification, Posti may terminate the agreement with immediate effect, and handle the items sent to the P.O. Box address as specified in Section 6.2 (Termination of the agreement).

#### 3.4 Additional services subject to a charge

The Corporate Address service's additional services subject to a charge include Agreed Further Mailing, and Transport Preparations.

The additional Agreed Further Mailing service concerns, on a P.O. Box-specific basis, all items addressed to the P.O. Box and listed in Section 3.2. The items will be sent to the agreed P.O. Box or street address of the company. The additional Agreed Further Mailing service includes packaging the items for delivery and transportation, for which the prices and other details are always agreed separately. The additional Agreed Further Mailing service can be carried out no earlier than within two weeks of ordering the additional service. The service does not cover sending items to be picked up from the post office, unless the Customer orders item-specific re-transportation separately.

#### 3.5 Pricing

The establishment of the Corporate Address service is subject to a one-off establishment charge, with the maintenance of each activated P.O. Box address being 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 concerning the P.O. Box address. Any additional services connected to the

Corporate Address agreement and any changes to the agreement (e.g. the activation of a new P.O. Box address) will be subject to a charge pursuant to the Tariffs and Rates for Companies. Additional services will be charged monthly, while the charge for changes is non-recurring.

### **3.6 Change of address and forwarding**

When signing the Corporate Address agreement, the Customer must issue an address notification or a change of address notification for the contractual corporate address.

If the Customer issues a permanent change of address notification for a P.O. Box address included in the Corporate Address service, the Corporate Address agreement and any additional services will terminate with regard to the P.O. Box address on the start date of the change of address.

The Customer is obligated to report all name details of the mail recipient for the P.O. Box address, including auxiliary business names and marketing names. However, each recipient using the P.O. Box address must also issue an address notification or a change of address notification for the P.O. Box address.

For infrequent forwarding, fixed-term forwarding only for a maximum of two (2) months over the period of one year can be attached to the service on a P.O. Box address-specific basis.

### **3.7 Other terms and restrictions**

The Corporate Address may not be used as the address for receiving customer returns, contest replies or other similar items.

Posti's Pick-up and Delivery Service will always be subject to a separate agreement and charge.

## **4 Corporate Postal Code**

### **4.1 Service content**

In the Corporate Postal Code service, Posti provides the Customer with an individual address, formed of the post office name which is based on the company's name, trademark or equivalent, and an individual postal code. A Corporate Postal Code address is customer-specific, also containing information about the recipient. The Customer is

obligated to sort the items of its own mail recipients and other mail recipients separately on a recipient-specific basis or to purchase additional sorting from Posti on the basis of agreed additional sorting IDs.

Mail that is furnished with a Corporate Postal Code is considered Corporate Postal Code mail.

### **4.2 Service level agreement**

The agreement covers all items (e.g. letters, registered items, magazines, and parcels) for which the Corporate Postal Code has been used, apart from items and advices of delivery that are addressed to persons and furnished with postal insurance. With regard to the aforementioned items addressed to persons, the Customer will be asked which post office they should be delivered to for pick-up.

A Corporate Postal Code address includes information about the recipient. Items addressed to the Corporate Postal Code address are considered as correctly delivered once they have been delivered to the Corporate Postal Code address within Posti's facilities.

Cash on delivery items are sorted to the Corporate Postal Code only if the Customer has agreed on a Pick-up and Delivery Service that includes cash on delivery items.

Items will be delivered to the agreed postal center's pick-up location every day starting from 8:00 a.m.

### **4.3 Pick-up of items**

The Customer agrees to pick up its items every day from the agreed pick-up location. The Customer may agree on the service to be accompanied by a Pick-up and Delivery Service or the Agreed Further Mailing service to an agreed delivery address, both of which are subject to a charge.

When the Customer picks up its items from the contractual pick-up location, the Customer must ensure that the person who picks up the items carries a valid power of attorney concerning the pick-up of mail.

If the Customer fails to pick up its 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 Tariffs and Rates. Posti may, due to the customer's neglect, terminate the agreement according to Posti's General Contract Terms.

#### 4.4 Additional services subject to a charge

The Corporate Postal Code service's additional services subject to a charge include Agreed Further Mailing, Additional Sorting and Scanning of mail.

The additional Agreed Further Mailing service concerns, on a P.O. Box-specific basis or according to the additional sorting ID, all items addressed to the P.O. Box and listed in Section 4.2. The items will be sent to the agreed P.O. Box or street address. The additional Agreed Further Mailing service includes packaging the items for delivery and transportation, for which the prices and other details are always agreed separately. The additional Agreed Further Mailing service can be carried out no earlier than within two (2) weeks of ordering the additional service. The service does not cover sending items to be picked up from the post office, unless the Customer orders item-specific re-transportation separately.

In the Additional Sorting service, the Customer has access to several P.O. Box addresses and/or additional sorting IDs, on the basis of which items sent to the corporate postal code are sorted.

In the Mail Scanning additional service, postal items are collected together and directed to scanning according to the virtual P.O. Box addresses provided in the Corporate Postal Code service before delivering to the customer.

#### 4.5 Pricing

The establishment of the corporate postal code is subject to an establishment charge, and maintenance is subject to a monthly usage fee. The usage fee may cover several P.O. Box addresses. The invoicing period for the usage fee starts from the beginning of the calendar month following the signing of the agreement on the activation.

Any additional services connected to the Corporate Postal Code agreement and any changes to the agreement (e.g. the activation of a new P.O. Box address) will be subject to a charge pursuant to the Tariffs and Rates.

Additional services will be charged monthly, while the charge for changes is transaction-specific. The Additional Sorting service will be priced on the basis of the number of items furnished with the corporate postal code and the amount of sorting required.

Invoicing of additional sorting is based on the estimated number of items specified by the Customer. If the actual number of items exceeds the number specified by the Customer, Posti shall have the right to charge the Customer for any additional costs arising from the actual volume.

#### 4.6 Change of address and forwarding

Posti's mail direction services (such as delivery interruption, forwarding) cannot be connected to the Corporate Postal Code service or the related P.O. Box address.

The Customer must agree on delivery interruptions and fixed-term forwarding separately with Posti by acquiring the additional Agreed Further Mailing service. Only the Customer under whose name the Corporate Postal Code agreement has been signed can issue an assignment concerning the Corporate Postal Code address.

Posti does not undertake to execute any address notifications or changes of address assignments concerning individual P.O. Box addresses included in, or the addresses of persons who use, the corporate postal code of a corporation or organization customer. Items addressed to the corporate postal code are sorted according to the address indicated on the item sent to the corporate postal code.

#### 4.7 Other terms and restrictions

The Corporate Postal Code is customer-specific and includes information on the recipient. If the Customer uses the Corporate Postal Code address for receiving mail addressed to others, this is always subject to separate agreement with Posti. If the Customer uses the service for receiving items of other mail recipients without a separate agreement or against the terms and conditions of said agreement, the Customer shall be responsible for any costs incurred with regard to Posti and/or the mail recipient.

The Customer is obligated to ensure that mail recipients inform senders of their correct and up-to-date mail address.

The Customer must agree with a mail recipient using the Corporate Postal Code on how the items of the mail recipient are to be delivered to the mail recipient after the potential termination of the agreement between the Customer and the mail recipient on the usage of the Corporate Postal Code. The Customer may not return to Posti any items that have been delivered according to the Corporate Postal Code address on the item; instead, the Customer is obligated to notify the mail recipient if any

items addressed to him/her arrive at the Corporate Postal Code address and to agree with the mail recipient on the handling of items and their delivery to the recipient or the sender at the Customer's own expense.

If the Customer neglects its obligation to forward, at its own expense, any mail that has been delivered on the basis of the Customer's address to the recipient or the sender, the Customer is obligated to compensate Posti for any expenses incurred by investigative work and the mailing of the items.

The Pick-up and Delivery Service is always subject to a separate agreement and charge as well as the service's product terms.

## 5 Box Service

### 5.1 Service content

The Box Service provides the Customer with the use of a Finnish P.O. Box address and warehousing space for arriving and returning items. Items furnished with the box service address addressed or returned to the Customer are forwarded according to terms agreed on a customer-specific basis. The service is available only if it has been agreed upon in the agreement between the Customer and Posti. If items sent to the box service address have not been paid for with the appropriate postage, Posti charges the items' transport charges from the Customer.

### 5.2 Service level agreement

The following are delivered to the box service address:

- Addressed letters and parcels, transport units and magazines furnished with the box service address.
- Express items will be delivered only if they are addressed to the box service address.

Items addressed to the box service address are considered as correctly delivered once they have been delivered to the box service address within Posti's facilities.

The box service entails an agreement with the Customer on handling any arriving or returning items furnished with the box service address as follows:

- the items are delivered to the box service address, and

- handed over to the Customer on a daily basis as agreed.

### 5.3 Pick-up of items

The Customer undertakes to pick up its items every day from the agreed pick-up location or to agree on warehousing by way of an additional service.

When the Customer collects its items from the contractual pick-up location, the Customer must ensure that the person who picks up the items carries a valid power of attorney concerning the pick-up of mail.

If the Customer fails to pick up its 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 Tariffs and Rates. Posti may, due to the customer's neglect, terminate the agreement according to Posti's General Contract Terms.

### 5.4 Additional services subject to a charge

The Customer may agree on a comprehensive service with a service level higher than that of basic services. The comprehensive service level includes:

- the sorting of items;
- the packaging of items;
- further delivery, including storage, according to an schedule.

The Customer may also agree on additional Warehousing services if it wishes to pick up its deliveries more infrequently than once a day.

### 5.5 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 a service fee determined according to the service level, warehousing, and the postage of forwarded items. The price of the additional Warehousing service is based on the number of warehousing days and the need for warehousing space.

### 5.6 Change of address and forwarding

The box service does not allow for the attachment of mail direction services (such as delivery interruption, 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.

### **5.7 Other terms and restrictions**

A box service address does not allow for the delivery of letters the receipt of which requires a signature, registered parcels or cash on delivery items. The Customer must inform its own customers and stakeholders of the address to which the aforementioned items should be sent on its webpages or via some other effective means. Should items of the kind mentioned above be addressed to the box service address, they will be sent to the street address located in continental Finland agreed on with the Customer. If the Customer does not have a street address in continental Finland, the items are returned to their senders.

The Customer undertakes to inform its customers of the discontinuance of the box service address when the service is terminated. Posti will keep the address included in the service reserved for six (6) months after the agreement has come to an end. During this time, Posti has the right to charge the transport fees of any items sent to the box service address without an appropriate postage from the Customer.

The Customer must provide Posti with a cover letter detailing the customer's alternative contact information to be attached to any returned items.

## **6 General terms concerning Receiving Services**

### **6.1 Responsibilities**

If the Customer allows other mail recipients to use its Receiving Services, the Customer undertakes to ensure that they are made aware of these Product Terms and abide by them. Each mail recipient will be responsible for entering their address in Posti's address register either with an address notification or a change of address. The Customer is obligated to notify other mail recipients using the P.O. Box services of the discontinuation of the agreement or a single P.O. Box address well in advance.

If the items of a recipient who has not agreed on the use of the P.O. Box address with the Customer are addressed to the P.O. Box address, the Customer will be obligated to return such items to Posti or to forward them to the correct address. Items returned

to Posti must be furnished with an indication of an incorrect address.

The Customer is obligated to report all name details of the mail recipient for the P.O. Box address, including auxiliary business names and marketing names.

The Customer is responsible for the accuracy of any item documents and for their delivery to Posti. The Customers responsible for ensuring that the materials and items are classified, packaged, and labelled correctly and that they are furnished with the documents required by valid mailing instructions and the law. The currently valid instructions are available on Posti's website.

The Customer is responsible for ensuring that any subcontractors it employs operate according to these Product Terms.

Posti's responsibility for the delivery period of items ends once the items or their notices of arrival have been delivered to the Customer's address within Posti's facilities. Otherwise, Posti will be responsible for the items according to the terms and legislation applied to the items, until they are handed over to the Customer's representative.

If the Customer has purchased the Pick-up and Delivery Service in connection with a Receiving Service, Posti's responsibility ends once its driver has handed over the items to the Customer during delivery transport.

If the pick-up or transfer location of the Receiving Service changes, Posti will notify the Customer of the change in writing. The P.O. Box agreement will continue in the new location, unless otherwise agreed by the Customer and Posti.

### **6.2 Termination of the agreement**

The Customer and Posti may terminate the agreement without providing a reason. The period of notice is one (1) month from the date of issuing the notice. The agreement must be terminated in writing.

Upon the termination of the agreement, Posti shall have the right to destroy any items that have already been delivered to the P.O. Box address and have not been picked up. New items addressed to the service address in question will be processed as undeliverable if the Customer or other mail recipients have not provided Posti with their new address.

The P.O. Box address will be free for a new lease after the agreement has terminated.

### **6.3 Disclosure of name and address details**

Posti shall have the right to disclose the name and address details of a customer and other users who have signed the Receiving Services agreement. The confidentiality of the aforementioned details cannot be agreed separately. However, a private customer within the P.O. Box service may forbid Posti from disclosing his/her name and address details.

## **7 Entry into force**

These Product Terms come into effect on January 1, 2019 and shall replace any prior equivalent product terms. These Product Terms also apply to any agreements signed before these Product Terms enter into force.

Posti may change these Product Terms. The Customer will be informed of such changes no later than one (1) month before they take effect.