

## **PRODUCT TERMS FOR PARCEL ROUTING SERVICE**

1.10.2018

### **1. Subject of Agreement, Contracting Parties, and Conditions of Agreement**

**1.1.** With this Agreement, the User and Posti Ltd (Post) agree on the use of the Parcel Routing Service. Posti Ltd is referred to as "Posti", and the Parcel Routing Service is referred to as "Service".

**1.2.** The Service constitutes a part of Posti's online services. A Service Agreement may only be signed by natural persons who have registered as Posti's consumer customers and have accepted the terms of use for Posti's electronic consumer services (Terms of Use). The User must be at least 15 years old.

**1.3.** Should there arise a conflict between the terms of the Service Agreement and the Terms of Use, the terms set out in the present Service Agreement shall have first priority.

### **2. Definitions**

**2.1.** Sender refers to Posti's corporate customer who sends a shipment to the User via Posti.

**2.2.** Forwarding refers to physical and technical measures by which addressed parcels are routed in Posti's processing upon the recipient's assignment to be delivered to an address that is other than the address originally specified on the item.

**2.3.** Pickup point or pickup outlet refers to the service outlet (notified in Posti's online services in the context of the Service) where the User can route their parcel to be delivered.

### **3. Service**

In the Posti online service, the User enters their cellphone number and selects the pickup outlet from the options offered by Posti. After this, Posti aims to route (as comprehensively as possible) parcels, sent to the User by different senders, to the pickup outlet selected by the User.

The User shall be aware that parcel routing is only possible in certain cases. When ordering the delivery, the User cannot know for certain whether the parcel meets the Service requirements and whether it will be routed as selected by the User.

Using the Service may delay parcel delivery by one or two days, and the delivery is not considered as delayed if its delivery time is extended by up to two business days from the delivery time according to the delivery terms. The User is hereby committed to not complain to the Sender about the delivery time if the delay is caused by the routing made by the User in the Service.

Parcel routing to the pickup outlet selected by the User requires the following:

- Re-routing is only possible for Postal parcels processed in the major sorting centers, for parcels which the Sender has supplied an EDI message to Posti. Posti provides more details about the parcel routing criteria in the Service's online service and at [www.posti.fi/ohjaus](http://www.posti.fi/ohjaus). The EDI message (electronic

advance information) submitted to Posti by the Parcel Sender must include the recipient's cellphone number, which must match the phone number that the User uses in the Service.

- Only mechanically processed parcels can be re-routed in the Service. This means that no parcels of a certain shape or requiring special processing (e.g. Fragile additional service) can be rerouted. If the User selects a Posti parcel point as the pickup outlet for the Service, only items that fit in the parcel point can be delivered there. Maximum dimensions for items routed to a parcel point are 59 cm x 36 cm x 60 cm.
- The forwarding assignment made by the User must be valid at the moment the parcel is processed.
- Parcel routing in the Service is based on the assignment that the User has given to Posti. The Sender is not an involved party in the Service and may not necessarily be aware of the Agreement between the User and Posti on parcel re-routing.
- The retention period of the item depends on the pickup outlet selected by the User. The retention time can be specified in the notice of arrival, and the Service user interface.

#### **4. Liabilities and rights**

##### **4.1. Posti's obligations and rights**

Posti is responsible for the Service's online service and for providing instructions for the User to use the Service. Posti shall be responsible for parcels re-routed via the Service in accordance with the usual applicable terms and conditions and laws applied to the delivery. However, the delivery time for a parcel forwarded in the Service may be up to two business days longer than the delivery time according to the delivery's product terms.

Posti shall not be liable for business between the Sender and the User or any corresponding relationship. It is not Posti's duty to ensure that the item sent to the User meets the Service's preconditions and that it can be re-routed in the Service.

Posti is entitled to change the Service so that it has no impact on the User's rights or obligations. The changes shall be notified on the website of the service.

##### **4.2. The User's obligations and rights**

The User shall ensure that they provide their correct contact information in the Service – especially their cellphone number. The User is committed to exclusively use the Service in accordance with best practice and for appropriate purposes.

Should there be problems in delivering a parcel re-routed in the Service, the User is committed to primarily contacting Posti (not the Sender).

#### **5. Validity of the Agreement**

This Agreement will enter into force after the User has accepted its terms and conditions. The Agreement will remain in force until further notice.

Termination and cancellation of the Agreement are subject to Posti Ltd's Terms of Use for electronic consumer services.

## **6. Other Terms and Conditions**

Unless agreed otherwise in the present Service Agreement, the Service is subject to Posti's general Terms of Use for electronic services, and the terms and legislation applied to the parcel service.