



Service Appendix to Posti Ltd's
General Delivery Terms, February 9, 2015

Goods Transport Services

February 9, 2015

1. Domestic Goods Transport Services

1.1. Postal Parcel

Postal Parcels can generally be picked up at Posti's pick up point on the following weekday (Mon–Fri) after their mailing and at the latest on the third weekday after the mailing. The times are indicated in the delivery time inquiry.

The sender can address the item to the recipient's address and it will be delivered to the pickup point determined on the basis of the address. At most of the service points and when using self-service, the sender can address the parcel to the pickup location chosen freely by the sender.

The recipient is sent a notice of arrival either electronically or in basic delivery.

A Postal Parcel up to 10kg in weight is a universal service parcel, as defined in the Postal Act, and its price is exclusive of value added tax.

The availability of additional services depend on the method of mailing and receiving of the Postal parcel. Only restricted selection of additional services is available for Postal parcels if they are addressed to the pickup location chosen freely by the sender or parcels sent using self-service.

If you mail a Postal Parcel at a service counter in a Postal outlet and send it to the recipient's address, you can include all additional services that can be combined.

Additional services: Cash on Delivery, Fragile

1.2. Parcel to the Doorstep

The Parcel to the Doorstep is delivered to the recipient's doorstep. Posti will contact the recipient within one or two weekdays of the mailing of the item and agrees on the delivery time and delivery time frame. If the recipient cannot be reached, a contact request message will be left for the recipient.

In large cities, delivery is possible on week days until 9 p.m. In other areas, deliveries are made by 2 p.m. or by 5 p.m. Postal code-specific delivery times are available from the delivery time inquiry on Posti's website or the customer service. The service includes one delivery attempt.

If the recipient is not present at the agreed delivery time, a contact request will be left for the recipient. A redelivery subject to a charge can be ordered for the item, or alternatively, the recipient may request pickup at the pickup point determined on the basis of the address.

Parcels are delivered to the recipient's address indoors, to the immediate vicinity of the entrance or front door.

The availability of the service by postal code area can be checked in the delivery time inquiry.

Additional services: Large Parcel, Fragile

2. Additional Services

2.1. Cash on Delivery (for Postal Parcel)

The item in question 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 Finland 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 and reference data on the cash on delivery assignment. The sender shall be charged for any investigation work resulting from erroneous or deficient account or reference information, using the price defined under Charge for other work.

The maximum sum of a COD is EUR 8,400.

The payment traffic does not relay information.

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, such as due to a claim made by the buyer on the deal.

If the cash-on-delivery amount is paid late due to a reason attributable to Posti, the maximum compensation paid by Posti for the error in the service will be the value of the service. This does not affect the consumer's statutory rights.

In traffic between private individuals, the sender can give permission to inspect the Postal Parcel content prior to signature and payment when the item is picked up at a postal outlet. In this case, the sender must indicate under "additional information" on the address label that "the recipient is entitled to inspect the content prior to payment". The recipient must point out this inspection permission when picking up the item from the postal outlet. Should the recipient refuse to accept the item after inspecting the content, the item is returned at the original sender's expense.

2.2. Fragile (for Postal Parcel and Parcel to the Doorstep)

With the Fragile additional service, the item is not handled mechanically. In spite of the additional service, the Customer is responsible for the correct and sufficient packaging required by the contents. Posti does not take markings concerning fragile content on factory packaging into account. The item must be separately furnished with Posti's indication for fragile content even if the additional service was included in another service.

2.3. Large Parcel (for Parcel to the Doorstep)

An item must be sent with the Large Parcel additional service if any of its dimensions exceeds the maximum dimensions of 100cm x 60cm x 60cm.

The maximum size of a Large Parcel is 150cm x 80cm x 60cm or 300cm x 30cm x 30cm and its maximum weight is 35kg.

The Large Parcel additional service also includes handling as fragile.

2.4. Home Delivery and pick-up

Delivery/pick-up can be ordered for items to be picked up at a service point or for prepaid items. The Home Delivery service is ordered for individual items and includes transportation of an item delivered for pickup from a service point to the item's address or another address of the Customer's choice. The Home Delivery fee includes the transportation of the item to the address of the Customer's choice in the postal code area of the address indicated on the item. Transportation can also be ordered to an address in another postal code area, in which case, a new postage fee will be charged in addition to the transportation charge.

In large cities, evening deliveries are possible.

In the pick-up service, Posti picks items up from a customer. The items must be prepaid and marked as required by Posti. Posti shall have the right to charge a surcharge pursuant to its tariffs for any changes to agreed-upon pickup times and places as well as for extra pickups.

Insured items are delivered or picked up only if the service in question is carried out with a car or a van.

3. Common Service Features

3.1. Weight and dimensions

The maximum dimensions and weights can be found in the price list.

3.2. Pricing

Pricing is based on the weight of the item and the service level.

3.3. Delivery times

The delivery times and availability of services and additional services are defined for individual postal codes and can be checked on Posti's website or from the customer service.

3.4. Storage period

Parcels that could not be delivered to the recipient are stored at the postal outlet or postal point for two (2) full calendar weeks in addition to the week of arrival. Items are stored in Posti's parcel terminals for 7 days.

3.5. Retransport

A universal service parcel, as referred to in the Postal Act (Parcel up to 10kg), includes an address clarification. If the universal service parcel is addressed to the recipient's former permanent address for which the recipient has a Change of Address in force, the universal service parcel is forwarded to the new address without extra charge.

A Change of Address cannot be used with parcels addressed to a pickup point. If the sender has provided an incorrect telephone number for the recipient for the electronic notice of arrival, the information can be corrected free of charge upon the sender's request. Change of address by the recipient cannot be taken into account, as the item is addressed to a pickup point rather than the recipient's address. If the sender has addressed the item to a pickup point selected on the basis of the recipient's old address, at the sender's request the item can be rerouted to a pickup point in the recipient's municipality of residence as determined on the basis of the recipient's new permanent address notified to Posti.

Items that cannot be delivered to the recipient due to a reason not attributable to Posti will be returned to the sender. The original sender shall pay the transport fee of the shipment to be returned and any additional service fee.

The recipient may order one retransport to another pickup point for an item to be picked up. The service is ordered for individual items and includes transportation by Posti to another pickup point. A new item-specific transportation charge with its surcharges will be charged for retransport.

3.6. Compensation for damage

Proven **loss** or **damage** to items is compensated based on the loss or damage caused, the maximum always corresponding to that defined in the Act on Road Transport Contracts, i.e. EUR 20 per kg. The maximum compensation for a universal service parcel (Postal parcel up to 10kg) is determined in accordance with the Postal Act, i.e. EUR 25 per kg.

Direct damage resulting from delayed delivery of an item is compensated in accordance with the Act on Road Transport Contracts (at the most the transportation charge). For universal service parcels (Postal parcel under 10kg), the maximum compensation for damage resulting from delayed delivery is determined in accordance with the Postal Act (EUR 150 per parcel).

4. International Goods Transport Services

4.1. Postal Parcel International (Priority)

International Postal Parcels are transported with fast connections from Finland to the destination country. Items are primarily delivered to the recipient, but in some countries items are delivered to a postal outlet for the recipient to pick up. If it has been impossible to deliver the item to the recipient within the storage period, the instructions on the address label will be followed. If no instructions have been given, the item is returned at the sender's expense.

Items will not be delivered to post office box addresses and possibly not to Poste Restante addresses either.

4.2. Postal Express Parcel International (EMS)

Postal Express Parcel International is transported using the fastest connections to separately specified countries or limited areas. The delivery areas are available from Posti's website or customer service. If the recipient cannot be reached, a notice of arrival will be left for the recipient, and the item can be picked up from an outlet in the destination country.

The service includes at least one delivery attempt. If the item is not picked up by the end of the storage period, it will be returned to the sender at the sender's expense.

Items will not be delivered to post office box addresses and possibly not to Poste Restante addresses either.

The items are handed over against signed receipt to a person present in the address.

5. Common Service Features

5.1. Applicable terms

International postal traffic is governed by the provisions of the agreements of the Universal Postal Union (UPU).

5.2. Country-specific terms and restrictions

In international postal traffic, all services are not available in all countries, and item delivery and handover practices vary depending on the country.

In international postal traffic, it is prohibited to send items containing narcotics or psychotropic substances, perishable biological material, infectious substances, radioactive material or substances classified as dangerous for road or air transport, or living animals or insects (exceptions: the transport of bees, leeches, silkworms and insects used for pest control), guns, replicas of guns or explosives, counterfeit products, or illegal copies of products.

In addition, many countries have different restrictions with regard to the content allowed for postal delivery. The sender should find out the destination country's prohibitions and import restrictions in force at each time. Posti is not responsible for the execution of the service if the sender has not followed the restrictions and terms and conditions issued by the destination country. Information about the additional regulations that Posti has been informed of is available from Posti Customer Service or website. Posti is not responsible for the completeness of the information. In addition to postal regulation, tax, customs or other regulations of the destination country may create terms, conditions and restrictions.

5.3. Pricing

Pricing is based on the weight and the tariff zone of the destination country. Service prices and maximum and minimum dimensions are detailed in a separate price list.

5.4. Estimated delivery times

The delivery times of international services are always estimates.

5.5. Delivery and storage period

Item delivery practices and storage periods vary depending on the country.

5.6. Item Tracking

We register the time the item is received and sorted as well as the time it leaves the country. Tracking outside Finland varies depending on the country.

5.7. Compensation for damage

The maximum compensation for **loss** and **theft** of and **damage** to International Postal Parcels is determined in compliance with the Universal Postal Union's regulations: SDR 40 per item + SDR 4.50 per kg. For Postal Express Parcel International, the corresponding compensation is a maximum of EUR 1,680 per item.

In accordance with the agreements of the Universal Postal Union, **damages are not paid for the delay** of items. However, Posti may reimburse the transportation charge of a Postal Express Parcel International item either fully or partially due to considerable delay. Usually, a delay of 14 days is considered to be a considerable delay.

When the loss or entire theft of or damage to a parcel is the result of force majeure not subject to damages, the sender is entitled to a reimbursement of any payments made.

