



# **Product Terms for Freight Additional Services**

Product Terms

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# Table of Contents

1. Scope of Application and validity .....	4
2. Additional services.....	4
2.1. Morning 09.....	4
2.2. Evening 21.....	4
2.2.1. Evening 21 to Åland .....	4
2.3. Evening 21 Yard Delivery .....	5
2.4. Chosen Delivery Day.....	5
2.5. Home Delivery.....	5
2.6. Same-Day 00.....	5
2.7. Handing Over to the Addressee in Person .....	5
2.8. Handing Over Without Signature .....	6
2.9. Call Before Pickup .....	6
2.10. Call Before Delivery .....	6
2.11. Carry Out .....	6
2.12. Carry In.....	6
2.13. Pickup from Specific Location .....	7
2.14. Delivery to Specific Location.....	7
2.15. Transport Package Removal.....	7
2.16. Shelving Service .....	7
2.17. Transport to Recycling.....	7
2.18. Scheduled Delivery.....	8
2.19. Delivery to Terminal.....	8
2.20. Pick-up from Terminal .....	8
2.21. Consumer Pickup .....	8
2.22. Consumer Delivery .....	9
2.23. Agreeing Delivery Time by Phone.....	9
2.24. Electronic Pre-Notification.....	9
2.25. Equipment Installation.....	9
2.26. Installation (Ready for Use).....	9
2.27. Replacement Delivery.....	10

2.28 Product Package Removal .....	10
2.29. Heated Transport .....	10
2.30. Crane Service .....	10
2.31. Oversized Shipment .....	10
2.32. Long Shipment.....	11
2.33. Fossil-Free Transport (allocated share) .....	11
2.34. Attaching and linking a unique package id.....	11
2.35. LQ Transport.....	11
2.36. Transport of Dangerous Goods (TDG).....	11
2.36.1. Additional requirements on address-labeled items.....	11

## 1. Scope of Application and validity

The product terms in this appendix apply to the Posti Freight and Express Freight additional services of Posti Ltd (2344200–4).

## 2. Additional services

Additional services that are available for each product are described on Posti's website and the ordering channel. There are restrictions concerning the combining of additional services. Additional services that can be combined are described on Posti's website and the ordering channel. Additional services that are necessary for completing the assignment but are not included in the order will be charged according to the price list.

The services are available in mainland Finland to addresses with an uninterrupted road connection, unless otherwise stated.

### 2.1. Morning 09

The item is delivered to the recipient in the areas specified in the delivery time inquiry on the following weekday by 9 a.m. The service includes a new delivery attempt on the same day by 4 p.m. If the customer has sent an item on a route for which the additional service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for Express Freight.

### 2.2. Evening 21

Posti contacts the recipient electronically within 1–2 business days after dispatch to agree on a delivery time window, at the earliest for the next business day. The Item is delivered to the recipient on business days between 9:00 and 21:00. The service includes delivery inside to the address indicated in the transport document and into the recipient's premises, provided there is unobstructed access for carrying. The maximum weight for a single parcel is 85 kg. Items exceeding this weight limit are unloaded at the location indicated by the recipient, provided there is unobstructed access and the location is in the immediate vicinity of Posti's vehicle. The service includes Unpacking from the transport packaging, meaning that packaging materials and the transport pallet are removed and recycled appropriately.

The Customer shall instruct the recipient to protect their floors appropriately.

#### 2.2.1. Evening 21 to Åland

Posti contacts the recipient electronically to agree on a delivery time from the available time windows. The Item is delivered to the recipient on business days between 08:00 and 15:00. The service includes delivery to the address or door indicated in the transport document. The service does not include carrying the Item indoors. Heavy Items or Items exceeding 35 kg can be unloaded at the location indicated by the recipient, provided there is unobstructed access and the location is in the immediate vicinity of the vehicle.

### **2.3. Evening 21 Yard Delivery**

Posti electronically contacts the recipient within one or two weekdays of the shipping and sets the delivery window to the following weekday at the earliest. The item is delivered to the recipient on weekdays between 9 a.m. and 9 p.m. The service includes delivery to the yard of the address indicated in the transport document, in the immediate vicinity of Posti's vehicle.

The service does not include carrying in the packages included in the item. Drivers are unable to assist with carrying items subject to the Yard Delivery services.

### **2.4. Chosen Delivery Day**

This additional service applies to goods shipped as freight. Posti delivers the item on the chosen delivery day as specified in the service register. The available options are 1–10 weekdays after the first possible delivery day.

### **2.5. Home Delivery**

Posti contacts the recipient electronically within 1–2 business days after dispatch to agree on a delivery time window, at the earliest for the next business day. The item is delivered to the recipient on business days between 9:00 and 21:00. The service includes delivery inside to the address indicated in the transport document and into the recipient's premises, provided there is unobstructed access for carrying. The maximum weight for a single parcel is 85 kg. Items exceeding this weight limit are unloaded at the location indicated by the recipient, provided there is unobstructed access and the location is in the immediate vicinity of Posti's vehicle. The service includes Unpacking from the transport packaging, meaning that packaging materials and the transport pallet are removed and recycled appropriately.

The Customer shall instruct the recipient to protect their floors appropriately.

### **2.6. Same-Day 00**

Items are picked up from the customer in accordance with the location and service-specific timetable or the customer contract and delivered to the recipient on the same day by 4 p.m. Pickup orders must be submitted by 9 a.m. The additional service requires that the items be packed in transport units separate from other items. If the customer has sent an item on a route for which the additional service is not available, Posti will deliver it in accordance with the service level agreement (SLA) for Express Freight.

### **2.7. Handing Over to the Addressee in Person**

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

## 2.8. Handing Over Without Signature

The item is delivered to the address specified in the transport document without the signature of the recipient. By using the additional 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 shall not be liable for any loss of, decrease in or damage to the item or for complaints or liability for damage resulting from these.

## 2.9. Call Before Pickup

The sender is contacted by phone at least one hour before the pickup and notified of the exact pickup time.

## 2.10. Call Before Delivery

The recipient is contacted by phone no later than one hour before the delivery and notified of the exact delivery time.

## 2.11. Carry Out

The service covers the collection of parcels of up to 35 freight kilos from companies from one specified location, such as a floor, office room or similar. The Item must be entirely manageable by one person. Posti agrees in advance with the sender on the exact pickup location and informs the pickup time with a two-hour accuracy.

When the pickup is from a private individual in connection with an additional service, the service is available for up to 85 freight kilos.

The Customer shall instruct the sender to protect their floors appropriately.

## 2.12. Carry In

The service covers carrying Items of up to 35 freight kilos indoors for companies to one specified location, such as a floor, office room or similar. The Item must be entirely manageable by one person. Posti agrees in advance with the recipient on the exact delivery location and informs the delivery time with a two-hour accuracy. The service includes Unpacking from the transport packaging, meaning that packaging materials and the transport pallet are removed and recycled appropriately.

When delivering to a private individual in connection with an additional service, the service is available for up to 85 freight kilos.

The customer must instruct the recipient to protect their floors appropriately.

### **2.13. Pickup from Specific Location**

The service includes the pickup of the item from a specific location that can be directly accessed with a pallet jack or rolltainer, such as a particular floor or office. Posti calls the sender in advance to arrange the detailed pickup location and notifies them of the scheduled pickup time within a timeframe of two hours. The size, shape and weight of the item must allow handling by a single person. The service does not include carrying any packages included in the item.

### **2.14. Delivery to Specific Location**

This service includes the delivery of the item to a specific location that can be directly accessed with a pallet jack or rolltainer, such as a floor or an office. Posti calls the recipient in advance to arrange the detailed delivery location and notifies them of the scheduled delivery time within a timeframe of two hours. The size, shape and weight of the item must allow handling by a single person. The service does not include carrying any packages included in the item.

### **2.15. Transport Package Removal**

The item is unloaded to one place next to the transport unit. Packaging materials and the transport unit are re-moved and disposed of appropriately. The weight, size and shape of the packages in the item must allow handling by a single person. If the customer wants the item to be unloaded to a specific location, the Delivery to Specific Location service must be separately ordered.

### **2.16. Shelving Service**

The item is delivered to the recipient's premises, unpacked and placed in its correct place on the shelf. The detailed content of the additional Shelving Service is subject to separate agreement with the customer. The use of the service must be agreed on separately with Posti.

### **2.17. Transport to Recycling**

In connection with the delivery, Posti collects from the recipient an old product equivalent to the new one (such as a piece of furniture, a household appliance or consumer electronics) for transport to appropriate recycling or disposal. When one new product is delivered, only one equivalent old product is collected for recycling. The Transport to Recycling service is available for consumer Items only when combined with a service that includes carrying indoors.

The additional service does not apply to cabinets, kitchens, construction materials or comparable products.

The customer must provide the information required by the service on the transport document and the EDI message. Requirements of the additional service:

- The equipment to be transported to recycling must be free for delivery, disconnected, unhooked, and uncoupled.
- The maximum weight for the recyclable item is 85 kg
- Direct access to the pickup location must be available
- The Customer shall instruct the recipient to protect their floors appropriately

## 2.18. Scheduled Delivery

Items are delivered to recipients according to the schedule. Postal code-specific delivery windows can be seen on the electronic ordering channel. The service does not include selecting the delivery day.

## 2.19. Delivery to Terminal

Customers can take their freight items that are ready for delivery directly to the terminal for onward transport. The maximum chargeable weight for items delivered to a terminal is 2,500 kg. Posti's transport liability begins once Posti and the sender together have checked the item and Posti has signed for it as received.

## 2.20. Pick-up from Terminal

The customer can address the item directly to the terminal where the recipient can pick it up. Posti will contact the recipient once the item in question has arrived at the terminal. The sender must include the recipient's phone number in the transport document. The maximum chargeable weight for items to terminals is 2,500 kg. When a recipient picks up an item at the carrier's terminal, the assignment shall be considered as completed once the item has been moved to the terminal's delivery area and confirmed as received.

## 2.21. Consumer Pickup

Posti contacts the sender to arrange a pickup date and, prior to the scheduled pickup time, calls the sender's phone number provided in the order. The item is loaded from the immediate vicinity of the vehicle, and the service does not include tasks such as carrying the item out. The customer must inform the sender of the content and restrictions of this service as well as the packaging of the item in a manner that will withstand transport. One weekday of additional delivery time is reserved for consumer pickups. The service will be charged every time a freight item is picked up from a consumer.

## 2.22. Consumer Delivery

Posti electronically contacts the recipient to arrange a delivery day and, prior to delivery, calls the recipient's number provided in the order. The freight is unloaded in the vehicle's immediate vicinity, and the service does not include tasks such as carrying the item inside. The customer must inform the recipient of the content and restrictions of this service as well as the receipt inspection. One weekday of additional delivery time is reserved for delivery to private customers. The service will be charged every time a freight item is delivered to a consumer.

## 2.23. Agreeing Delivery Time by Phone

Posti contacts the recipient by phone within one or two weekdays of shipping and sets the delivery time window to the following weekday at the earliest. Arranging the delivery time electronically is included in the home delivery services. Arranging the delivery time by phone should only be ordered if it is absolutely necessary to make the agreement by phone.

## 2.24. Electronic Pre-Notification

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

## 2.25. Equipment Installation

Device installation includes delivering the device (max 85 kg) indoors to the installation location, performing the authorized commissioning installation (excluding sauna heater and refrigeration equipment installations, where the customer must follow the manufacturer's commissioning instructions), and removing the packaging waste for appropriate recycling. The service is available for most household appliances and consumer electronics products. Installation must be ordered in advance. The service is only available when combined with an indoor delivery service.

The customer must instruct the recipient to protect the floors adequately.

Limitations for multiple simultaneous installations:

- A maximum of 4 installations can be included in the same shipment batch
- When combined with the Transport to Recycling additional service, a maximum of 4 installations can be included in the same shipment batch.

## 2.26. Installation (Ready for Use)

Installation (Ready for Use) includes delivering the furniture or device (max 85 kg) indoors to the installation location with unobstructed access, performing the

installation to make it operational, and removing the packaging waste for appropriate recycling. The service does not include installation tasks that require a license. The installation (Ready for Use) is product-specific. The exact content of the Installation (Ready for Use) additional service is agreed separately with the sending customer. The installation duration is a maximum of 15 minutes.

## 2.27. Replacement Delivery

In connection with the delivery, a corresponding return Item (max 85 kg) is collected from the recipient for transport. The customer must pack the return product in transport-durable packaging or pack it into the same packaging as the delivered Item. The service does not include removing or disconnecting any part to be replaced. The return product must be ready for transport. The return address label must be prepared in advance and included with the delivered Item. When placing the order, the customer must write "Replacement Delivery" in the additional information field. The use of the service must be agreed separately with Posti.

## 2.28 Product Package Removal

The Item is unpacked from the transport and product packaging at one location in the immediate vicinity of the drop-off point. The packaging materials are taken away and disposed of appropriately. The restrictions for the unloading location in the transport unit are the same as in the Unpacking from Transport Packaging additional service.

The additional service does not apply to cabinets, kitchens, construction materials or comparable products.

The Unpacking from Product Packaging service applies to a maximum service duration of 30 minutes.

## 2.29. Heated Transport

The items are transported in a heated (> +0 degrees) cargo space. The Heated Transport service is available on weekdays from October 1 to April 30.

## 2.30. Crane Service

Pickup and or delivery of freight Items is carried out with crane-equipped vehicles. The maximum weight per package may not exceed 2 500 kilograms. One additional business day is reserved for crane transport.

## 2.31. Oversized Shipment

The Oversized Shipment fee is charged on Express Freight items that are larger than the standard maximum size of the transport unit. The maximum size of an oversized shipment is 50% larger than the transport unit.

## 2.32. Long Shipment

This additional service applies to goods, objects and bundles over 2.4 meters long that are transported as freight. One weekday of additional delivery time is reserved for transport. In addition to the weight and volume weight, the pallet-meter weight is always considered when calculating the chargeable weight of an item longer than 5 meters. The transport of goods over 7 meters long must be separately arranged.

## 2.33. Fossil-Free Transport (allocated share)

The shipment is allocated a share of Posti's transports that have been carried out using fossil free energy (electricity, biogas, or renewable diesel). The allocation is based on the international book & claim methodology for transport and is verified by a third party. The same share cannot be used in the emissions reporting of other shipments. Read more about [Fossil-Free Transport](#).

## 2.34. Attaching and linking a unique package id

Posti staff attaches a package ID, such as a logistics unit label or SSCC tag, to the package.

## 2.35. LQ Transport

The service enables the lawful transport of dangerous goods (VAK; TDG) 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.

## 2.36. Transport of Dangerous Goods (TDG)

This additional service, subject to a separate agreement, can be used for sending class-labeled substances that are classified as dangerous goods in the Finnish Act on the Transport of Dangerous Goods. The goods can be sent as address-labeled items or with a waybill.

### 2.36.1. Additional requirements on address-labeled items

In address-labeled shipments, 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 additional service requires the dispatch of an EDI message to Posti. Each address label of an item lot must indicate the total number of packages in the batch. Posti picks up the items on the basis of a separate agreement or individual transport order. The customer cannot drop off Transport of Dangerous Goods additional service items at Posti's service points. If the

delivery attempt fails, a contact request will be left with the recipient. A new delivery subject to a charge must be ordered for the item.