



Posti Freight Service product terms for contract customers

Product terms

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1. Scope of application and definitions

These product terms apply to Posti Ltd.'s (2344200–4) (hereinafter referred to as “Posti”) domestic freight service (hereinafter referred to as “the Services”). The Services are available to corporate and organizational customers, and their use requires a contract with Posti. In addition to these Product Terms, the services are subject to the agreement between Posti and the Customer and the Act on Road Transport Contracts. The terms and conditions included in the contract are listed in section 20 (Order of precedence of contract documents) of the General Terms and Conditions for Business Customers (hereinafter referred to as “the General Contract Terms”).

“An item” refers to goods or a batch of goods listed in the transport document to be transported from a single location and one sender to another single location and one recipient on the same occasion.

2. Ordering transport and transport documents

The transport contract is considered as concluded once the customer has ordered a transport service. The transport order must be submitted through the ordering channels specified on Posti's website and within the order times determined by Posti. In case a transport order is placed in some manner other than the above or not confirmed due to reasons dependent on the orderer or the sender, Posti is entitled to refuse acceptance of the order, or, if the order is accepted, to charge fees in accordance with its price list for the services provided.

Any additional services must be ordered in advance, in accordance with the schedule set by Posti. Posti has no obligation to fulfill new written or verbal service requests given at the time of picking up the goods. If the order is accepted, Posti has the right to charge fees in accordance with its price list for the services provided.

The logistics unit label must contain at least the following information:

- Dispatch location of the goods; sender's name, address, postal code, and city. If the pickup address is different from the sender, the pickup address information must also be provided.
- Destination of the goods; recipient's name, address, postal code, and city. For consumer deliveries, the recipient's phone number must also be included. If the delivery address is different from the recipient, the delivery address information must also be provided.
- Details about the goods; the quality, weight, and dimensions of the goods per package

- Preferred pickup date
- Freight payer's name and contract number

In addition, the following information must be provided as necessary:

- For substances and articles covered by TDG regulations and classified as dangerous goods, the UN number, proper shipping name of the substance or article, the numbers of labels, the packaging group, if specified, (otherwise the classification code), the tunnel restriction code and the total quantity of each type of dangerous goods
- Special instructions (need for heated transport, schedule preferences, contact request for recipient including contact details, exact delivery address, the length of the package if the item is longer than 2.4 meters, etc.)
- The sender is responsible for ensuring that the markings on the item meet the provisions in the case of transport that are subject to special regulations.

2.1 Transport documents

The transport document used at Posti's domestic freight services is a transport document approved by Posti at any given time. Transport documents include the customer's own address card, or an address card printed on an electronic ordering channel or Posti's system.

Any transport documents created in the customer's system and any other customer's own transport documents must be approved by Posti in advance. The transport documents (address label and address cards) must be equipped with a unique package ID, which must also be found in the electronic order.

The transport order must contain at least the following information:

- Unique transport order number
- The customer number provided by Posti
- The sender's name, street address and postal code
- The dispatch location of the goods and postal code and date of dispatch
- The recipient's name, street address and postal code. In consumer deliveries, also consumer's phone number must be included
- The delivery address of the goods if it differs from the recipient's

- The party paying for the freight and their customer number, if the freight is not paid for by the sender
- Number and type of packages and their contents
- The actual gross weight of the goods
- Package volume in cubic meters given to one decimal place
- Unique package identification numbers, corresponding to the numbers on the address cards attached to the packages
- The space required by the goods in pallet meters and pallet places, with consideration to securing the goods in place
- The length of long goods (over 2.4 meters)
- The UN number of a substance or article classified as dangerous, preceded by the initials "UN", the proper shipping name of the substance or article, supplemented by a technical name in brackets, as necessary, the numbers of the warning labels and the packing group, if specified, the tunnel restriction code, as necessary, and the total volume of each type of dangerous goods.

The logistics unit label must contain at least the following information:

- Dispatch location of the goods; sender's name, address, postal code, city. If the pickup address is different from the sender, the pickup address information must also be provided.
- Destination of the goods; recipient's name, address, postal code, city. If the delivery address is different from the recipient, the delivery address information must also be provided.
- Date of dispatch
- Product name
- Transport order number
- Package number
- Total number of packages
- SSCC (Serial Shipping Container Code) as a bar code
- SSCC in readable format

- Posti's logo or the text "Posti Ltd"
- EDI as a logo or text

Detailed layout instructions are available on the Posti website.

2.2. Posti's right to deviate from the customer's instructions and transport order

Posti, as far as possible, shall follow the handling instructions supplied by the customer in the order and on the package labeling. A mere transport document does not constitute binding instructions.

Posti shall be entitled to refuse loading a larger amount than that indicated in the transport order in question.

If the service ordered by the customer is not suitable for safe handling of the item, or can threaten the occupational safety or safe receiving of the item, and if the receiving or unloading location is not suitable for the unobstructed and safe loading or unloading of the item, Posti has the right to change the method of delivery of the item to comply with its proper handling.

Posti reserves the right to charge the customer for costs arising from the change of delivery method.

3. Content of the transport service

The Posti Freight transport service includes:

- Transport in a dry cargo space in outdoor temperature.
- One pickup from the sender in accordance with a schedule separately provided by Posti and from the vehicle's immediate vicinity (max. distance 5 meters) from a location that a truck can access directly.
- Weekday delivery, usually between 8 a.m. to 4 p.m., within the timeframe indicated by Posti's SLA
- One groupage delivery attempt to the address indicated on the transport order, in the vehicle's immediate vicinity (max. distance 5 meters) to a location that a truck can access directly.

- Handling of the item by the driver with a forklift, provided that the weight of a single package is less than 1,200 kg, width less than 1.80 m and height and length less than 2.40 m.
- Posti's responsibility under the Act on Road Transport Contracts

The driver confirms the receipt of the item for transport electronically or by other verifiable means. Regarding cargo space loaded by the sender, Posti's receipt inspection and confirmation can be conducted in some other location, as agreed on separately with the customer (for example, in a terminal).

Drivers are unable to assist with carrying items subject to the Yard Delivery services.

Posti has the right to select the type of vehicle, mode of transport, and transport routes and, upon its discretion, to transport the goods in direct traffic or via transshipment/reloading.

The item is delivered to the address detailed on the address card or the transport document. This address must be a location that vehicles can access directly. In case an item cannot be delivered to a recipient's address for reasons beyond Posti's control, Posti will contact the customer.

3.1. Delivery time

Items for which the customer has ordered a pickup by the time specified in Posti's electronic ordering channel, or by the time agreed on a customer-specific basis, are picked up during the same day.

If the transport order contains errors or insufficient information, Posti is unable to guarantee a same-day pickup or delivery within the normal delivery time.

The delivery time of items varies depending on the route. The delivery times determined based on ZIP code can be checked via Posti's order channels.

Items are primarily delivered to the recipient on the weekday (Mon–Fri) following the day of dispatch or on a day separately agreed upon with the customer. In certain delivery areas, items are delivered within two weekdays (Mon–Fri) following the day of dispatch and, in the case of certain postal codes, by means of Fixed Day Delivery, with at least one delivery day per week. As a rule, items are distributed between 8 a.m. and 4 p.m.

The mailing type-specific service level agreement (SLA) only applies to items that are sent in accordance with Posti's instructions.

3.2. Posti's cargo liability

Posti's cargo liability begins when the item has been accepted for transport and ends when the item has been delivered to the recipient pursuant to legislation pertaining to the transport of goods as well as these terms and conditions, when the item has, in accordance with what has been agreed, been placed in the recipient's use at the destination location, or when the item has been returned to the sender.

Posti is responsible for transporting the item in accordance with the contract to the recipient's address, as indicated in the transport document. The item is handed over against signed receipt to a person present at the address. The item can also be picked up at the Posti terminal.

The item can also be handed over without the recipient's delivery confirmation, with an assignment from the sender or recipient.

3.3. Returning to sender

If the item cannot be delivered due to a reason beyond Posti's control, the item will be processed in accordance with the instructions provided by the customer on the item.

If the item is returned, the customer will be charged for the return costs. If the item cannot be returned to the sender, it will be processed as undeliverable in accordance with the General Contract Terms.

Posti will usually store undeliverable domestic items for 44 days from the time: a) the sender was notified of the undeliverable item and of the fact that the item can be disposed of or sold in accordance with the Act on Road Transport Contracts, or b) the unaddressed or otherwise unknown item arrived at a Posti logistics center.

However, Posti is not obligated to store perishable goods or goods that are in such a condition that storing them is not reasonable. In addition, Posti is not obligated to store goods if the cost of storing the goods is not reasonable in relation to the value of the goods. The sender can, within 30 days of receiving the notification, request that the goods be handed over to them in return for the stated fees.

4. Customer's responsibilities

In addition to what is said in the General Contract Terms, the customer shall be responsible for the following.

The customer shall instruct senders or recipients not party to the contract to comply with the provisions specified in this contract and the Finnish Act on Road Transport Contracts. The sender must:

- Pack the product to be transported in such a way that it can withstand the normal stress experienced during stowage in the cargo space, terminal handling, mechanical sorting, and transport and the securing and/or support in cargo space in accordance with good practice. Posti shall have the right, but not the obligation, to supplement and repair an incomplete package to prevent danger of damage and to charge any expenses arising out of this in accordance with a separate price list.
- Ensure that the shipped item does not, either undamaged or damaged, cause any damage to Posti's employees, facilities or equipment or other items.
- Pack the item on a machine-handled loader if the mass of a single package is more than 35 kg or if the item consists of more than 10 packages. If packages are clearly attached and unitized to one pallet, they shall be considered a single package. The word "package" refers to an individual transport unit, such as a pallet, a parcel, or a cage pallet. Each package must be separately equipped with a unique logistics unit label. The gross weight and centers of gravity of packages weighing more than 1,000 kg must be marked on the package in accordance with occupational and industrial safety legislation.
- At their own expense support or secure the goods with a securing device other than basic securing equipment if the goods supporting requires it. The item must be safely loadable and unloadable. Posti has the right, but not the obligation, to supplement or correct inadequate support, or securing of the goods to prevent the risk of damage, and to charge for the resulting costs.
- Equip each package of the freight item with a logistics unit label that unambiguously specifies the total number of packages in the item as well as the recipient's address and handling notes, so that the packages can be handled and delivered to the correct recipient even without a waybill. The sender must always indicate the package's center of gravity if it is above the package's mid-height.

In addition, the customer is responsible for the following:

- Posti can pick up and deliver items at the agreed time, without waiting time, unnecessary driving, or other obstacles. Correct and up-to-date name, address, and payment information and any other markings required by the service are indicated on the item.
- If the customer performs the loading, the customer shall be responsible for ensuring that the loading is appropriately conducted. If any special safety equipment

(protective clothing, safety boots, mask, etc.) is needed either at the loading or unloading end, the customer must supply the driver with the said equipment free of charge. If the loading or unloading requires special equipment, the Customer shall order this additional service or see to such measures themselves.

- Making sure that the selected service is available for the connection route in question and the selected additional services are available in connection with the selected service. If the customer's choices conflict with each other or the item, Posti has the right to deviate from the service ordered by the customer.
- Ensuring that a non-public road to the loading or unloading location as well as the unloading site are in such a condition that they can withstand the weight of a delivery vehicle and unloading. In winter, the road and the unloading site must be sanded and ploughed or shoveled clear of snow. Posti is not responsible for any damage resulting from the softness or other conditions of the road or the unloading site.

5. Basis for chargeable weight

A chargeable weight is specified for items which, due to their volume or other qualities related to loading, do not meet the loading capacity of the transport unit with their actual weight. If the chargeable weight stated by the sender is found to be inaccurate, Posti has the right to adjust the chargeable weight at any point of the transport service. The highest of the following is used in the calculation of the cargo weight: the weight, the volume weight or the pallet-meter weight.

Volume weight: 333 kg/m³ (cubic weight)

The volume used as the basis is the item's length x width x height, rounded to cubic meters with an accuracy of one decimal place. Used when the package's actual weight is less than 333 kg/m³.

Pallet-meter weight: 1,850 kg/pallet meter

The volume used as the basis is the item's length x width / 2.4, rounded to pallet-meters with an accuracy of one decimal place. Used when.

- The package height is over 1.3 meters or
- The package length is over 5.0 meters or
- A package weighing over 35 kg has not been loaded onto a mechanically handled load carrier or
- There is a stacking prohibition on the package.

If the package is not stackable, this must be clearly marked on the package. The stacking prohibition must be indicated with adhesive tape pulled over the package or, alternatively, by placing a cone indicating the prohibition on top of the pallet. The factory markings on the product packaging indicating stacking prohibition are not

sufficient. Posti is not liable for any losses caused by stacking if the stacking prohibition is not marked on the package.

Most common pallet-meter weights by load carrier

- FIN pallet: 925 kg (0.5 pallet-meters)
- EUR pallet: 740 kg (0.4 pallet-meters)
- Rolltainer: 420 kg (0.23 pallet-meters)
- Half pallet / outlet pallet: 370 kg (0.2 pallet-meters)
- Display pallet: 185 kg (0.1 pallet-meters)

Empty pallets and other reusable packages

Individual FIN pallets and equivalent 60 kg packages, EUR pallets and equivalent 50 kg packages, outlet pallets and equivalent 20 kg packages, others according to volume. Other batches with more than one (1) item according to volume.

Large batches

The chargeable weight of items weighing more than 2,500 kg is based on the space required by the item in the cargo space as pallet-meters.

6. Pricing

The services are subject to freight transport and additional service fees in accordance with the customer's contract or the price list and any other fees according to the price list. Any fuel surcharges valid at the time as specified on Posti's website are charged separately.

Service charges are based on the general price list valid at the time, unless otherwise agreed upon in writing with the customer.

Posti's right to invoice arises when Posti confirms the receipt of the transport order. The sender is liable for freight payments if the freight payer indicated in the transport order or the subsequently drafted transport contract is unwilling or unable to pay the freight invoice.

If the amount of goods dispatched falls below the amount the transport was ordered for, Posti has the right to charge the freight pursuant to the amount ordered. If the actual amount of freight is larger than what was indicated, the payer for the freight is charged a freight fee equaling the actual amount.

If the customer's contract number or other payment indication specified in the contract is missing from the waybill, Posti cannot observe customer-specific rates.

7. Special transportation

Exceptions to the normal delivery times apply to batches exceeding 5,000 kg, items of long and cumbersome objects, items requiring special equipment, and delivery to private addresses. The transport will take one weekday (Mon–Fri) longer than regular transport.

Long goods

The Long Parcel fee is charged when the transported goods, objects or bundles are over 2.4 meters long. The transport of goods longer than 7 meters must be agreed on separately.

Crane Transport (Hiab)

Exceptionally large items due to their size or weight, which require special aids or equipment to ensure safe delivery can be changed to Crane deliveries, when the safe handling of the item requires it. Posti reserves the right to charge the customer for costs arising from necessary changes.

Transport subject to a separate agreement

Restrictions on the contents of items are specified on Posti's websites, in the General Contract Terms or separately on a product-by-product basis.

The transport and transport terms require a separate agreement with Posti in the following cases.

- Oversized transport: If the cargo exceeds the maximum width, height, length (over 7 meters), or weight allowed for the vehicle to carry, the transport shall be subject to a separate agreement with Posti. Oversized items are always freighted and scheduled specifically and with observance of any regulations pertaining to special transport.
- Food deliveries covered by self-monitoring.
- Waste transport
- Transporting dangerous goods
- Removal goods, sensitive, particularly valuable, unpacked goods, or products unsuitable for freight (e.g., products causing odors)
- Other transport subject to special regulations.

Transport of dangerous goods (TDG)

Restrictions on the content of items are specified on Posti's websites, in the General Contract Terms and/or otherwise on a product-by-product basis.

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 has the right not to transport dangerous goods or objects, substances or materials that cause danger. Items that require temperature regulation or include hazardous waste are not transported as freight.

In addition to statutory markings, the items must be marked with specific TDG (dangerous goods) tape.

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.

8. Express Freight

The terms specified above apply to Express Freight, subject to the following specific terms.

If the terms listed here in paragraph 8 conflict with the terms of the above paragraphs, the terms of paragraph 8 shall apply to Express Freight.

The Customer is responsible for ensuring that each item has a transport document as defined by Posti. In addition, the Customer must provide Posti with electronic EDI messages for all Express Freight items. The customer must provide the information required by the service on the transport document and the EDI message. In addition, the EDI message must include the information required for delivering the notice of arrival or for arranging a delivery time according to the instructions provided by Posti.

The EDI message must always include the recipient's mobile phone number and email address (if an email address is available) in the correct message fields in accordance with Posti's instructions. The recipient's name and street address information must also be correctly typed in the correct message fields. The street address must be the recipient's official street address without any additions.

Posti has the right to complement or correct the information that the Customer has given in the order message based on its customer register or as requested by the recipient.

Express Freight items are delivered to the recipient's address within the time indicated in the delivery time inquiry, on the first weekday after the items' day of deposit for the most

common locations and otherwise on the second weekday after the day of deposit at the latest. As a rule, items are delivered by 4:00 p.m. However, in some postal code areas items are delivered by 5:00 p.m.

The service includes one delivery attempt. If the recipient is not met at the address, a notification will be left with the recipient. A redelivery, subject to a charge, can be ordered for the item. The item can be picked up at the Posti terminal.

Express Freight items that cannot be delivered to the recipient due to a reason not attributable to Posti will be returned to the sender. Uncollected items will be returned after the storage period. Posti will charge the customer for the transportation charge for returning the item and any charges for additional services. The transport time for return items is 1–3 weekdays, depending on the route.

Express Freight items are stored at pickup points or terminals for seven (7) days.

8.1. Pricing

The pricing of Express Freight items is based on the number of items, the mailing batch, the transport unit type, the delivery zones and the additional services used. If the type of transport unit is not indicated or does not correspond to any approved type, the type used for pricing is the pallet. Rolltainers bundled together are priced according to furniture pallet prices. Items larger than the transport unit are subject to Posti's oversized transport unit fee. Any fuel surcharges specified on Posti's website valid at the time are charged separately.

Pickup must always be specified for Express Freight, and it will be subject to a separate charge.

Multi parcel item pricing (MPS) is available.

In Express Freight, individual packages with a maximum mass of 35 kg that are not loaded on the loader can be sent as loose packages. The size and shape of the packages must allow handling by a single person. A loose package has a maximum length of 300 cm and a maximum length + circumference of 500 cm.