

# Product terms for Mail Forwarding Services for companies and organizations January 20, 2025

## 1. Scope of application

These terms are applied between Posti Distribution Ltd (Business ID: 0109357-9) (hereinafter Posti) and the customer company or organization (hereinafter mail recipient). Mail redirection services refer to forwarding of addressed postal items, interruption of delivery as well as change and maintenance services concerning the customer's address and other contact details.

The mail redirection services referred to in these terms cannot be used as an additional service of compilation address service, box service or corporate postal code service. The customer agrees not to order mail redirection services to the post office box addresses of the aforementioned services.

## 2. Address Information System and disclosure of information

### 2.1 Address Information System

Posti saves the contact details and changes in contact details informed by the mail recipient as well as information on the services specified in section 1 and ordered by the customer in the Address Information System. The Address Information System is used for mail communication and attending to services related thereto, i.e., postal services under the Postal Act as well as the production of services to the message senders and recipients related to sending, controlling, transferring and receiving packages, goods deliveries, magazines and other physical deliveries as well as e-mail messages, text messages, phone calls and other electronic messages.

Posti has a statutory duty to disclose name and address information as well as information on effective mandates for changes in delivery on request to other postal companies. Posti will also disclose information contained in the Address Information System to authorities with a statutory right to obtain such information.

Posti processes customer information for Posti's services contained in the Address Information System to manage, analyse and develop Posti's customer relationships, for invoicing, reporting as well as for informing and marketing of products and services of companies belonging to the Posti Group as well as for market research as described in the privacy statement.

## 3. Mail redirection services

### 3.1 Posti Change of Address (change of permanent address)

When the mail recipient notifies Posti about a change of permanent address, Posti will redirect letter items to the mail recipient's new address.

A permanent address refers to the mail recipient's primary mail address valid until further notice.

If a company's primary address is a P.O. Box, it must be noted that permanent change of address from a P.O. Box address automatically terminates the P.O. Box agreement at the date when the Change of Address was made.

A private individual's change of address or other mail redirection cannot be implemented if the current address is a corporate postal code or P.O. Box.

### **3.2 Posti Relocate Service**

The Posti Relocate Service is a service that can be ordered subject to a charge in conjunction with the change of address. With this service, Posti redirects addressed postal items (letters, publications and addressed advertisements) arriving at the old address to the new address. The service is valid for one year at a time. The customer must reorder the service no later than 3 weekdays prior to the termination of the agreement if the customer wants to continue the service without interruption.

Home delivery items and parcel delivery items are not included in the service. Letter items up to 250 grams are forwarded abroad. Other items will be returned to the sender or processed as undeliverable.

### **3.3. Posti Fixed-term Forwarding**

With fixed-term forwarding, Posti will forward all addressed mail items delivered in mail delivery (letters, publications and addressed advertisements) from the mail recipient's permanent address to the address notified by the mail recipient for the validity period of the service. Home delivery items and parcel delivery items are not included in the service. After the time period ordered by the mail recipient, the deliveries will no longer be forwarded but, instead, they will be delivered to the address written on the delivery.

The Fixed-term Forwarding service is subject to a charge. The service is always sold only for predetermined periods of time. The minimum service duration is 14 days inclusive of weekends and public holidays. The service charge is always determined on the basis of the originally ordered fixed period. The duration of the service cannot be prolonged; instead, a new service must be ordered. As an exception, the duration of an ongoing service can be shortened by notifying Posti's customer service. However, the service fee will not be compensated.

Fixed-term forwarding of mail items does not change the permanent mail address entered in the address information system. If the end date is not specified in the order, the service will be valid for two months.

Letter items up to 250 grams are forwarded abroad. Other items will be returned to the sender or processed as undeliverable.

Fixed-term mail forwarding can be ordered to a P.O. Box service P.O. Box address for a maximum of two months in a year.

### 3.4 Address Notification

An Address Notification is used to notify about a new company or organization. Based on the notification, the company or organization will be added as a mail recipient at the given address. A company or organization can report their new business address or new name with an Address Notification. The notification cannot be used to order change of address or forwarding services.

### 3.5 General terms of forwarding

Letter items up to 50 grams are forwarded **from Finland abroad** on the basis of a change of address and up to 250 g on the basis of the Posti Relocate or Fixed-term Forwarding services. Other letter items will be returned to the sender or processed as undeliverable. Non-letter items (goods deliveries, Maxi letters, publications) are not forwarded.

The mail forwarding service **from abroad to Finland** is provided by the postal operator of the country of departure according to an agreement between the customer and the postal operator of the country of departure. Permanent and fixed-term change of address from abroad to Finland must be reported to the postal operator of the country of departure. It is recommended to send a notification regarding a new address to Finland's Posti as well.

## 4. Mail delivery interruption

### 4.1 Posti Suspend and Store

The customer can interrupt the delivery of all addressed items to be delivered in mail delivery to their address for a fixed-period of 7 days to 2 months. Public notifications as well as parcel delivery items to the address will be delivered normally during the mail delivery interruption.

The service cannot be continued without termination but, instead, after the termination of the original agreement period the mail will be delivered for pickup even if the service was reordered to start when the original service period ended.

If the end date is not specified in the order, the service will be in effect for 14 days.

### 4.2 Retaining items

During the interruption, Posti will store in its delivery office all items delivered in mail delivery and addressed to the customer. Signed deliveries (Registered Letter and Letter with Advice of Delivery, Insured Item and parcels to be collected) will be returned to senders during the interruption period pursuant to the general periods specified in Posti's general terms of delivery or upon the sender's request.

### **4.3 Pickup of items**

Items can be collected at the interruption address no earlier than from the second weekday from the termination of the interruption period. If the deliveries are not collected after the expiry of the interruption period, Posti will retain them for the period pursuant to Posti Ltd's general terms of delivery, after which Posti will return them to the senders or process them according to the Postal Act and Posti's general terms of delivery as undeliverable mail items. It is not possible to collect mail items during the service.

Mail accumulated during the interruption can be forwarded to an outlet other than the outlet specified in the service order for an additional charge and on separate order.

## **5. Commencement and cancellation of the service**

### **5.1 Commencement of the service**

The services referred to in these terms of agreement can commence no earlier than 5 complete weekdays (Mon–Fri) from the date that the change of address notification was made to Posti for delivery or in 2 complete weekdays from making an order online. The same delivery times apply to service alterations as to service commencement. If the information provided by the mail recipient is insufficient, conflicting, or incorrect, Posti cannot guarantee the commencement of the service at the set time or the operation of the service.

### **5.2 Cancellation of the service**

The customer can cancel the ordered service referred to in these terms of agreement via Posti's customer service. However, the service cannot be canceled after the service has commenced. Posti will commence preparatory measures 2 weekdays prior to the ordered commencement date; in other words, cancellation has to be made at the latest 2 complete weekdays prior to this. Upon using the cancellation right, the service fee will be refunded. In other cases, service fees will not be refunded or compensated within another service.

## **6. Prices and other conditions**

### **6.1 Pricing**

The mail redirection services referred to in these terms of service are address- and mail recipient-specific. The service fee is mail recipient- and service order-specific. The prices are pursuant to Posti's price lists in effect at any given time.

### **6.2 Damages**

Posti will provide the maximum compensation according to the legislation regarding postal or transportation services in effect at any given time for loss, delay or damage of items. Posti has the right to compensate another possible error in a chargeable service with a replacement service. Posti's maximum compensation for damage caused by erroneous service task will be the value of the given service.

### **6.3 Entry into force**

These Product Terms shall enter into force on January 20, 2025, replacing the Product Terms for Mail Forwarding Services for companies and organizations on January 1, 2023. These product terms shall also be applied to contracts signed before these terms became valid. Posti may make changes to these product terms. The customer will be notified of changes at least one month before they take effect ([www.posti.fi](http://www.posti.fi)).