

# Changes to the terms and conditions of Post's transport services

**Valid from: 01.05.2026**

This document provides an overview of the key changes to the terms and conditions of Posti's transport services. Any additional amendments to the terms and conditions are available in full in the complete terms published on the [posti.fi](https://posti.fi) website.

<b>Term</b>	<b>Numbering and title</b>	<b>Brief description</b>
Product terms for Contract customers in domestic goods transport services	1.11 Transport documents and EDI-messages	Clarification: When using the Additional Service "Sending Without an Address Label", the item must be dropped off at a Posti service point or parcel locker.
	2.1 Express parcel	Update: The "Sending Without an Address Label" additional service is also available for the Express Parcel service.
	2.3 Home parcel	Update: The "Sending Without an Address Label" additional service is also available for the Home Parcel service.
	5.1. General	Clarification: The Service does not include the delivery of express or priority letters arriving from abroad, nor the delivery of parcel shipments addressed to a P.O. box.
	5.2. Customer's responsibilities	Clarification: In the Pickup Service, the shipments must be marked with appropriate transport documents.
	5.3 Pickup and Delivery Service	Clarification: The transports are performed according to the agreed schedule and address.
Product terms of additional services	2.14. Carry in	New: The service applies to the carrying of packages weighing less than 35 kg. The shipment must be handled in its entirety by one person.

	2.22 Sending without address labels	Clarification: An item can be dropped off to the Posti service point or parcel locker.
	2.24 Fossil-Free Transport (Allocated Share)	Update: The name of the Green Freight additional service will be changed to Fossil-Free Transport (allocated share). The additional service will also be available for Express Freight and Express Parcel.
Product terms for contract customers in Posti freight services	1. Scope of application and definitions	Clarification: Services are available in mainland Finland and on the main island of Åland, to addresses with an uninterrupted road connection, unless otherwise stated.
	3. Content of the transport service	Clarification: If delivery to the recipient's address is not possible due to reasons beyond Posti's control, the item is returned to the dispatching terminal. Posti contacts the recipient to agree on a new delivery time. A second delivery attempt is chargeable and invoiced to the original sender.
	3.1 Delivery time	Clarification: Driving days are determined by postal code area and may vary by delivery area and service. Driving days occur at least once per week and can be checked in Posti's order channels.
	5. Basis for chargeable weight	Clarification: Dimensions of load platforms added.
	7. Special Terms for Express Freight	Clarification: Express Freight follows Posti Freight Service Terms with specific additional conditions.
Product terms for additional services for freight	2. Additional services	Clarification: Services are available in mainland Finland to addresses with an uninterrupted road connection, unless otherwise stated.
	2.2.1 Evening Delivery 21 to Åland	New: For Åland deliveries, the item is delivered on business days between 8:00 and 15:00. Delivery is to the address/door. No

	indoor delivery. Items over 35 kg can be unloaded near the vehicle.
2.11. Carry out	Clarification: Pickup from a private individual when combined with another additional service is possible for items up to 85 freight-kg.
2.12. Carry in	Clarification: Delivery to a private individual when combined with another additional service is possible for items up to 85 freight-kg.
2.17. Transport to recycling	Restriction: Service applies to furniture, household appliances and consumer electronics. The service does not apply to cabinets, kitchens, construction materials or similar products.
2.25. Equipment installation	Clarification: Commissioning installation includes a specific exception for sauna heater and refrigeration appliances, where the customer must follow the manufacturer's commissioning instructions.
2.26. Installation (ready for use) & 2.27. Replacement delivery	Clarification: Service includes installation of the furniture/device up to 85 kg.
2.28. Product package removal	Restriction: Service does not apply to cabinets, kitchens or construction materials. Service duration is limited to a maximum of 30 minutes.
2.30 Fossil-Free Transport (Allocated Share)	Update: The name of the Green Freight additional service will be changed to Fossil-Free Transport (allocated share). The additional service will also be available for Express Freight and Express Parcel.