

Terms of use of the Posti Remote Home Storage service trial period

1. Scope of application and validity

These terms of use apply to the trial period offered by Posti 3PL Contract Logistics Ltd's (Business ID 3121167-9, hereinafter referred to as "Posti") new storage service "Posti Remote Home Storage" for consumers. The Service includes the transport and storage of goods owned by the consumer customer ("the Customer") at Posti's warehouse, as well as the delivery of packaging materials to the Customer. The Service may also include additional services provided by third parties, such as recycling, resale and repair services of goods, which are agreed separately.

The purpose of the trial period is to investigate the functionality of the different areas of the Service. During the trial period, Posti may change the functions of the Service in order to assess the functionality of and demand for the Service.

You can participate in the trial by notifying Posti of your interest, after which Posti will make decisions on who to select for the trial period. The contract is only made when the selected person orders the Service. During the trial period, the Service is only available in the Helsinki Metropolitan Area.

The terms of use are valid for the trial period, which is expected to last from September 15, 2025, to May 30, 2026. Posti reserves the right to change these terms of use. The changes shall be notified no later than thirty (30) days before they enter into force.

The Customer can order the Service as a service valid until further notice or a fixed-term service. Posti does not guarantee the continuation of the Service after the trial period.

2. Use of the Service

A contract on the Service is made when the Customer orders the Service in the Posti Remote Home Storage mobile application. The contract includes these terms of use, the privacy statement concerning the Service and Posti's instructions for using the Service. The Customer must be a natural person who is at least 18 years old. The Service is used via a mobile application.

The Customer has the right to cancel an order placed in accordance with the provisions on distance selling in the Consumer Protection Act by informing Posti of it within fourteen (14) days of making the order. If part of the Service has already been carried out at the time of cancellation, the collected payment will not be returned.

3. Service content

The Service includes the delivery of packaging materials to the Customer, the pickup of the Customer's goods from the agreed place and the transport to Posti's warehouse, the storage of the goods and the transport from the warehouse to the Customer. The Customer may only use the Service for the storage of their own goods.

3.1. Packaging

Posti will provide the Customer with the packaging materials, such as cardboard boxes and stretch films, that are deemed sufficient for the safe packing of the goods indicated in the application. The Customer is responsible for packing the goods in accordance with Posti's instructions. Posti shall not compensate for damage caused to incorrectly or inadequately packed goods.

The packaging materials provided by the Service are intended for the use of the Service. If the Customer cancels the contract after the delivery of the packaging materials or does not order transport within three (3) weeks of the delivery of the materials, a fee will be charged for the packaging materials in accordance with the Service's price list.

Only boxes delivered by Posti can be used as boxes in the Service. The weight of a single stored box must not exceed 25 kg. Goods other than those packed in cardboard boxes (e.g. furniture and bicycles) must also be packed in such a way that they can withstand transport. Fragile or otherwise sensitive items must be marked as such in the application and with tape saying "fragile" on the goods or box itself.

3.2. Transport

The Customer orders the transport for the desired day for a specific hourly interval within the available times in the booking calendar in the application. Changes or cancellations to the transport must be made no later than twenty-four (24) hours before the transport takes place. Changes made after this time may not be possible to implement.

The Customer must be present at the agreed pickup and return time. If the Customer is not present, or the transport cannot be carried out due to another reason attributable to the Customer, Posti has the right to charge the Customer the minimum price according to the price list for unrealized transport.

3.3. Warehousing

Posti stores goods in heated and controlled industrial warehouses whose conditions do not correspond to living spaces. It is the Customer's responsibility to ensure that the goods to be stored are suitable for storage in a warm, dry warehouse. The Customer understands that other customers' goods are also stored in the same warehouse, which may affect the indoor air quality in the warehouse.

Only Posti employees and Posti subcontractors have access to the warehouse. The Customer of the Service does not have access to the warehouse. Goods can be ordered to be delivered back via the application.

3.4. Additional services

Posti can offer additional services for goods stored, such as the recycling of goods. Additional services are implemented through Posti's partners. Additional services will be communicated separately during the trial period.

4. Prohibited goods

Storing the following goods through the Service is prohibited:

- **Car tires**
- **Objects that cause danger to the handler of the goods**
- **Substances and objects that cause damage to the environment, the warehouse or other stored property**
 - e.g. goods containing mold, pest insects or other similar harmful substances
- **Highly flammable substances and batteries**
 - e.g. petrol, propane, aerosols, solvents, paints, car and electric bicycle batteries
- **Explosives, weapons and firearm accessories**
 - e.g. fireworks, gunpowder, weapons, cartridges, dynamite
- **Toxic and hazardous chemicals**
 - e.g. pesticides, acidic/soluble substances, radioactive materials
- **Substances and items that are illegal and subject to a permit**
 - e.g. drugs, stolen property, prescription medications
- **Food items and perishable products**
 - e.g. fresh or frozen food, beverages, products of animal origin
- **Living or dead biological material**
 - e.g. animals, plants, insects and their remains
- **Cash, jewels and precious metals**
 - e.g. banknotes, coins, gold bars, diamonds, valuable jewelry
- **Valuable or irreplaceable documents and items**
 - e.g. passports, wills, securities, valuable works of art, coin and stamp collections

The warehousing of other dangerous substances and products requiring official supervision or authorization, as well as goods sensitive to temperature fluctuations and humidity, is also prohibited.

The Customer is responsible for not delivering prohibited goods to the warehouse. If Posti suspects that the goods contain prohibited substances or objects, Posti has the right to open the packaging and inspect the goods. Posti reserves the right to return, destroy or otherwise sustainably dispose of prohibited goods at the Customer's expense.

5. Prices and payment

The prices of the Service are determined according to the quantity of goods to be stored in accordance with the separate price list available in the application. Packaging materials are included in the price of warehousing. The application calculates the estimated price for the Customer when the goods to be stored are entered in the application.

The VAT is included in the prices. Additional services are separately agreed on in advance, and they will be charged for separately.

If the goods to be picked up clearly differ from the stated size or quality, Posti reserves the right to measure the actual dimensions of the goods to be stored to ensure correct invoicing.

Posti reserves the right to change its pricing. Changes to prices must be notified at the latest thirty (30) days prior to the changes taking effect. However, the prices of fixed-term contracts remain in force throughout the contract period.

Transport and storage are invoiced monthly based on the actual transport and storage volume after the month has ended, to the exact day. The payment methods are a payment card added via the application or an invoice sent via email. The term of payment is fourteen (14) days from the invoice date.

Posti will charge penalty interest on late payments pursuant to the Interest Act, as well as any payment reminder and collection costs. Posti may hand over the collection of a delayed payment to a debt collection agency, unless the unsettled invoice has been contested prior to that for a justified reason.

When paying for the Service, the Customer uses payment services provided by third parties in accordance with the applicable terms and conditions and policies of such third parties. In order to activate third-party services, the Customer must conclude a separate agreement with the third party in question either through Posti's application or directly with such third party. Posti shall in no way be responsible or liable for any such third-party services. By activating such third-party services, the Customer consents to and acknowledges that Posti may disclose information needed for the conclusion and implementation of the agreement to the third party in question.

6. Claims

Claims regarding services and invoices must be submitted in writing via the application or by email to the address kodinetavarasto@posti.com. The claim must include the necessary information to investigate the error. Claims must be submitted within a reasonable time after the Customer has noticed or should have noticed the damage to, delay of or loss of the goods or the incorrectness of the invoice.

7. Confidentiality

Posti keeps the Customer's information confidential. Posti may disclose Customer's information necessary for service provision within Posti Group Corporation and to any subcontractor it has commissioned. Posti is responsible for ensuring that the information remains confidential.

8. Posti's liability

Posti is responsible for ensuring that it complies with applicable legislation and due care when providing the Service. Posti's responsibility begins when it has accepted the Customer's goods for transportation for warehousing and inspected the goods' packing without comments. Posti will inform the Customer of any damage or loss that occurs during transport or warehousing without delay upon detection.

Posti is responsible only for damage resulting from Posti's negligence, error or neglect. Posti is responsible for damage to the goods only if the damage can be established to have been caused by an outside impact, dent or other such event.

Posti's liability for the damage or loss of goods is limited to the present value of the damaged or lost goods, but not more than EUR 5,000 per cubic meter. Posti is not responsible for indirect losses or loss caused to third parties. The limitations of liability do not apply to losses caused intentionally or through gross negligence and do not reduce the consumer's statutory rights.

Posti is not responsible for circumstances it could not have avoided or the consequences of which it could not have prevented (incl. fire, water damage, and damage caused by an outsider through a criminal act or otherwise). Posti is not responsible for damage caused to prohibited goods or their disposal; any action, errors or neglect by the Customer or a third party; the defective packing of goods; or incorrect or incomplete marking or special susceptibility to damage or environmental conditions.

9. Responsibility of the Customer

The Customer is responsible for ensuring that the goods stored in the warehouse are adequately insured against fire and water damage and theft, for example. It is the Customer's responsibility to ensure that their insurance covers the damage caused to temporarily stored goods through the Service with a sufficient compensation sum. If the Customer's home insurance or other existing insurance coverage does not cover damage to goods stored in the Service, the Customer is responsible for obtaining the necessary insurance at their own expense before ordering the Service. Upon request, the Customer must provide Posti with a copy of the insurance contract covering the goods to be stored and its terms and conditions. The Customer undertakes to primarily seek out compensation for the damage from the insurance company that issued the property insurance.

The Customer must comply with these terms of use and Posti's instructions, be present at the agreed pickup and return time of the goods, and provide correct and sufficient information about the goods to be stored and other necessary information requested by Posti. In addition, the Customer must immediately update their changed contact details in the application's customer information so that the Customer receives notifications and other contacts concerning the Service sent by Posti. The Customer must keep the username and password of the application secret.

The Customer shall be responsible for any damage it causes to Posti and to other customers, in particular for damage caused by prohibited goods included in the Service in violation of these terms of use.

10. Mobile application

The Customer understands that the application used in the Service is in the trial phase. Posti reserves the right to change and update the application. Posti is not responsible for any losses or delays that may be caused by the application not functioning or being defective.

In the application and the execution of the Service, the Customer's personal data is processed by Posti and Posti's subcontractors. More information on the processing of personal data can be found in the Service's privacy statement.

11. Validity and termination of the contract

The Customer can order the Service as a service valid until further notice or a fixed-term service. The contract valid until further notice enters into force upon ordering the Service and continues until further notice, but no longer than until the end of the trial period. Posti may terminate a contract valid until further notice with a notice period of thirty (30) days, in which case the Customer is obligated to order the delivery of all their goods in the application for no later than the last day of the notice period. The Customer may terminate the contract valid until further notice at any time by ordering all their stored goods to be

delivered back from storage. In these situations, the contract and the obligation to pay the storage fee end on the day on which the goods are delivered to the Customer.

The fixed-term contract is valid from the time the Service is ordered until the end of the fixed-term period, unless Posti or the Customer cancels the contract on the grounds specified below. If the Customer orders all of their goods back from the storage during the term of the fixed-term agreement, the obligation to pay the storage fee continues until the end of the contract's validity period on the basis of the minimum charge specified in the contract.

11.1. Cancellation of the contract

The Customer has the right to cancel the contract with immediate effect if Posti commits a material breach of its obligations stated in the contract.

Posti has the right to cancel the contract with immediate effect if the Customer violates the terms of use, the law or good practice when using the Service by, for example, storing prohibited goods or failing to pay the invoice despite a payment reminder.

In the event of cancellation of the contract, Posti and the Customer will aim to agree on the transport of goods to the Customer without delay.

12. Other terms and conditions

Posti has a lien and the right of retention concerning the goods under its control, for fees and expenses in respect of such goods under the contract. Should the amount due to Posti not be paid despite the debt collection, Posti has the right to arrange the sale, in a satisfactory manner, of as much of the goods as is required to cover the total amount due to Posti, including expenses incurred. Posti has the right to sell the goods even after the end of the contract if the delivery of the goods to the Customer cannot be agreed upon and implemented within a reasonable time due to a circumstance attributable to the Customer.

Posti reserves the right to transfer the contract to another company within the Posti Group or in connection with a business transfer. Posti shall have the right to employ subcontractors in the production of the Service in accordance with the Contract.

All rights (right of ownership, copyright and other intellectual property rights) to the Service and the application shall remain with Posti or its licensors.

Posti shall be released from having to comply with its contractual obligations and its obligation to pay damages in the case of a force majeure event, such as a strike, a lockout, other job action, an accident, measures by authorities and other circumstances that could not be avoided by Posti and the consequences of which could not be prevented by Posti. Posti shall attempt to carry out the services specified in the contract according to the best of its ability also in the aforementioned force majeure circumstances.

13. Applicable law and legal remedies

The Service and the contract are governed by Finnish law. Disputes concerning the contract or the liability for damages will be resolved by the District Court of Helsinki or by the district court of the Customer's

domicile if so requested by the Customer. The Customer also has the right to refer the dispute to the Consumer Disputes Board, whose decisions are recommendations (www.kuluttajariita.fi/en). Before referring the matter to the Consumer Disputes Board, the Customer must contact the [Consumer Advisory Services](#).

Terms of use version 1.1, 12.2.2026