

International goods transport product terms for contract customers

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INTERNATIONAL GOODS TRANSPORT SERVICES

1. General

1.1. Scope of application and definitions

These product terms apply to the Services provided to the Customers of Posti Ltd (business ID: 2344200-4), Posti Distribution Ltd (business ID: 0109357-9) and companies belonging to the same Group (hereinafter "Posti"), unless otherwise agreed in writing. Each Company providing a Service is Posti's contracting party with respect to that Service.

The contracting party in the EMS, Priority and International return services is Posti Distribution Ltd (business ID 0109357-9). The contracting party in the Parcel Connect, Parcel Connect Return, Posti Parcel Baltic, Posti Parcel Baltic with return, Express Business Day, PickUp Parcel, Home Parcel, Home Pallet, Customer Return and Customer Return Pallet services is Posti Ltd (business ID 2344200-4).

In addition to these product terms, the Services are subject to the contract concluded between Posti and the Customer as well as Posti Ltd's General Contract Terms for business customers ("General Contract Terms"). Priority and EMS services are governed by the conventions of the Universal Postal Union UPU. The Act on Road Transport Contracts shall be followed with regard to other services.

Any changes with material effect on the Services are notified no later than one month before the changes take effect.

Posti is not responsible for the measures taken by the authorities with regard to items.

A shipment 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.

Transport document refers to the address label which, in addition to identifying and directing the item, serves as an invoicing document.

1.2. Customer's obligations

The Customer is responsible for ensuring that

- they follow Posti's instructions.
- the recipient or sender external to the contract has been instructed to comply with Posti's terms and conditions.
- they check with Posti to ensure that the selected Service is available for the connection route in question and that the selected additional services are available in connection with the selected Service. If the Customer's choices are in conflict with each other or the shipment, Posti has the right to deviate from the Service ordered by the Customer according to section 1.9.
- correct and up-to-date name, address and payment information and any other markings required by the Service (e.g. the name of the sender and an address in mainland Finland for return) are indicated on the shipment. 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.
- each shipment has a transport document as defined by Posti as well as, if required, customs or other corresponding documents required by the authorities. In addition, the Customer must provide Posti with electronic EDI messages for all shipments in advance. The Customer must provide the information required by the service on the transport document and the EDI message. The EDI message must always include the contact details of both the sender and the recipient (name, address). All services require at least the recipient's mobile phone number, and some services also require an email address as specified

below. The EDI message of a customer return item to Finland from abroad must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's (original sender's) mobile phone number and, in some services, email address, in the correct message fields in accordance with Posti's instructions. For further information, see sections 2.1. to 3.3.

- the markings on the shipment meet the provisions in the case of transport that is subject to special regulations.
- the shipped item is packed in such a way that the item will withstand normal wear and tear during transport and will not, either unbroken or broken, cause a risk to Posti's employees, facilities or equipment or other shipments. Posti shall have the right, but not the obligation, to supplement and repair an incomplete package in order to prevent danger of damage and to charge any expenses arising out of this in accordance with a separate price list.
- Posti can pick up and deliver shipments at the agreed time, without waiting time, unnecessary driving or other obstacles.
- they shall pay the price specified in the price list in force for the Service also after the expiry of this Contract if shipments have been sent using Posti transport documents with the Customer's contract number for invoiceable service.

1.3. Shipment content restrictions

The restrictions for the content of shipments are specified in the General Contract Terms, unless otherwise specified for the product in question. The restrictions can be checked on Posti's website. The destination country may have its own additional restrictions, prohibitions and import regulations, which the Customer is responsible for finding out. Posti is not responsible for the execution of the service if the sender has not followed the restrictions and terms and conditions issued by the destination country.

Posti is not responsible for customs declarations or the authorities' decisions related to customs clearance. Additional information concerning import licenses and other import-related matters may be available from the commercial mission of the destination country.

International shipments may not contain any substances or materials classified as prohibited or dangerous in relation to ground, sea or air transport, such as aerosol cans, lithium batteries or even small amounts of inflammable liquids or oxidizing agents. Posti does not transport alcohol products abroad. Shipments with contents that require specific storage temperatures may not be sent either. For further information on country-specific restrictions and prohibitions, please visit www.posti.fi.

1.4. Delivery time estimate and service levels and delivery days

A delivery time estimate is always given for international shipments. The estimated delivery times will be calculated once Posti hands over the shipment to an international delivery partner for delivery. Priority service is available to all countries, other services only to separately specified countries. The country-specific estimated transport times and availability of services by country are available on Posti's website.

Primarily, on weekdays, from Monday to Friday. Delivery days vary by destination country.

1.5. Transport documents

Each package in a shipment of goods must include an appropriate transport document with a unique item ID and indication of any additional services.

The Customer may use an address label or printing software approved by Posti in advance at their own cost. The transport document must always state the Customer's contract number.

The Customer may only use the same item ID once per year when printing address labels.

1.6. Pricing and payment

The service charges include transport and delivery. The service charges are based on the price list valid at the time, unless otherwise agreed upon in writing with the Customer.

Pricing is based on the destination country, number of items and the measured weight or cubic content of the items, whichever is the higher. The cubic measure used for parcels is $1 \text{ m}^3 = 250 \text{ kg}$. In cases in which the actual weight or volume cannot be measured, the default invoicing weight is 250 g.

Regarding transport units, pricing is based on the destination country, number of items, mailing batch, transportation unit type, pickup and delivery zones and additional services used.

The MPS price of parcels is comprised of the item charge and total weight of parcels in the batch. Either the volume weight or actual weight is taken into account at the package level. The maximum size of an MPS batch is 10 parcels or 99 pallets.

The MPS price of transport unit is comprised of the total number of parcels in the mailing batch using the formula $1 \times \text{price of 1st unit} + (n-1) \times \text{price for next unit}$.

The shipment lot pricing (MPS) of parcels and transport units requires the sender to deliver the shipment lot-specific information to Posti in an EDI message.

Any fuel surcharges specified on Posti's website valid at the time are invoiced separately.

Posti will invoice for the Services used by the Customer at one-week intervals.

Posti will invoice for tasks not included in the Services ordered by the Customer in accordance with the price list valid at the time.

1.7. Shipment tracking

The shipment is registered in Posti's Item Tracking system in Finland, and in most destination countries also upon delivery.

1.8. Returning to sender

If the shipment cannot be delivered due to a reason beyond Posti's control, the shipment will be returned to the sender and the Customer will be charged for the cost of return or the shipment will be processed in accordance with the instructions provided by the Customer on the shipment. If the shipment cannot be returned to the sender, it is processed as undeliverable in accordance with the General Contract Terms.

1.9. Posti's right to deviate from the Service ordered by the Customer

Posti has the right to deviate from the Service ordered by the Customer if the Services selected by the Customer are in conflict with each other or the shipment. Posti aims to carry out the Service in a way that secures the benefit of the Customer. In case of a conflict, Posti may amend the main product or additional services. If the Customer's shipment does not comply with the requirements of the product selected by the Customer, Posti shall be entitled to process and invoice them as a Service the characteristics of which correspond to those of the Customer's shipment.

If the Customer has selected a service level that is not available for the connection route in question, Posti shall nevertheless be entitled to charge for the service level selected by the Customer.

1.10. Complaints and compensation for damages

Maximum compensations

Priority and EMS

According to the conventions of the Universal Postal Union (UPU), the sender must make queries regarding an item to investigate the damage and to obtain any compensation within six months of the item's dispatch date. The sender shall forfeit any right to compensation if the sender fails to submit a written claim to Posti within one year from having received a reply to the query.

Loss, theft and damage of a Priority item:

Maximum compensation of the Universal Postal Union SDR 40/item + SDR 4.50/kg.

The corresponding maximum compensation for EMS shipments is EUR 500/item.

In accordance with the conventions of the Universal Postal Union, compensation is not paid for the delay of shipments.

Other items

The recipient must inspect the item and file complaints regarding any externally visible damage immediately upon receipt. Complaints regarding damage other than externally visible damage must be filed in writing within seven (7) days of receiving the item, not including Sundays and mid-week public holidays.

A complaint regarding a delay in the delivery must be filed in writing within 21 days of the item's delivery to the recipient in accordance with the product's terms. If an item is not delivered as agreed, a written complaint must nonetheless always be filed no later than three (3) months from the date of dispatch.

According to the Act on Road Transport Contracts, compensation for damage must be claimed no later than

1. within a year from the date of delivery when goods are missing or damaged, or delivery was delayed;
2. within thirty (30) days from the agreed handover date when the goods are lost, or within sixty (60) days from the date on which the freight carrier took the goods into transport if no specific handover date was agreed; and
3. in other cases, within three (3) months of the date on which the transport contract was concluded.

Posti's liability shall be determined in accordance with the Act on Road Transport Contracts and the General Contract Terms. With regard to compensable transport damage, the recipient of the compensation shall be the Customer. The Customer shall be entitled to transfer the right to compensation to a third party by informing Posti of this in writing in connection with the processing of the claim.

The maximum compensation for a lost or damaged item is SDR 8.33/kg according to CMR, except for Parcel Connect and Posti Parcel Baltic parcels, for which it is EUR 500/item. In addition, transportation charges are returned to the extent of the fault. The maximum compensation for the delay of delivery is limited to the amount of the transportation charge. The right to receive compensation for Parcel Connect, Postal Parcel Baltic, Express Business Day parcels or pallets, PickUp Parcel and Home Pallet does not exist if the claim is not presented to Posti in writing within six months.

1.11. Customs clearance of items

The recipient pays for the customs and official fees and taxes of the item. If the item cannot be handed over to the recipient, any unpaid customs and official fees will be collected from the sender.

No appended documents are required when sending items to the EU area. The sender must furnish items addressed to other destinations with a commercial invoice or proforma invoice unless instructed otherwise. In addition, the sender must also electronically submit the information concerning the item's contents, sender and recipient in advance to the destination country for customs clearance. The information must be completed in accordance with the instructions, and they must state the contents of the item as well as their value and countries of origin in detail for each article. The sender must also provide sender and recipient information on the EDI message for the shipment. More detailed information on any necessary documents to be appended to items and the related regulations is available at www.posti.fi or Posti Customer Service. Insufficient information, including the lack of an EDI message, may lead to the item being returned from the destination country.

2. International goods transport services

2.1. EMS

EMS items are transported using the fastest connections to separately specified countries or limited areas. The countries and areas are listed on Posti's website.

If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from a service point in the destination country. The service includes at least one delivery attempt. If the item is not picked up by the end of the storage period, it will be returned. Items will not be delivered to post office box or Poste restante addresses.

Items are handed over against signature to a person present in the address.

The export declaration service (for items with a value in excess of EUR 1,000) is not included in the service price.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's mobile phone number.

2.2. Priority

Priority parcels are transported using overland or airline connections from Finland to the destination country. In most countries, items are delivered to the recipient. However, in some countries items are delivered to a service point for the recipient to pick up. Items will not be delivered to post office box or Poste restante addresses.

The export declaration service (for items with a value in excess of EUR 1,000) is not included in the service price.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's mobile phone number.

2.3. International return (IRS)

International return is a customer return product that can be dropped off at the local postal operator's service points in the country where the item is received. A prepared transport document, International return address label, must be attached to the shipment.

International return items are delivered to the original sender.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's (original sender's) mobile phone number.

2.4. Parcel Connect

Parcel Connect items are delivered to the recipient's address according to the practices of the destination country. The service includes one delivery attempt. The handover of the item is registered. Items will not be delivered to post office box or Poste restante addresses.

Restriction: The value of Parcel Connect items, including VAT, may not exceed EUR 25,000.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's email address and mobile phone number.

Additional services: Paid by other than sender, Oversized

Oversized: When the measurements of a normal-sized parcel (120 cm x 60 cm x 60 cm) are exceeded, the Oversized additional service must be selected for the shipment. The maximum length of the parcel is then 200 cm, the maximum sum of the length and circumference 360 cm and the maximum weight 35 kg.

2.5. Parcel Connect Return

Parcel Connect Return is a customer return product that can be dropped off at Parcel Connect service points in the country where the parcel is received. A prepared transport document, Parcel Connect Return address label, must be attached to the shipment.

Parcel Connect Return items are delivered to the original sender.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's (original sender's) mobile phone number.

2.6. Posti Parcel Baltic

Posti Parcel Baltic is available to Estonia, Latvia and Lithuania.

Posti Parcel Baltic items are delivered to a Parcel Locker for the recipient to pick up. Items that exceed the maximum size of Parcel Lockers (59 x 60 x 36 cm) must include the Oversized additional service for the items to be delivered to the recipient's address. The service includes one delivery attempt. The handover of the item is registered. Items will not be delivered to post office box or Poste restante addresses.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's email address and mobile phone number.

Additional services: Paid by other than sender, Home Delivery, Fragile, Oversized and LQ Process Permit

Oversized: When the measurements of a normal-sized parcel (59 x 60 x 36 cm) are exceeded, the Oversized additional service must be selected for the shipment. In this case, the maximum length of the longest side of the parcel is 200 cm and the maximum sum of the length and circumference is 360 cm. The maximum parcel weight is 35 kg.

2.7. Posti Parcel Baltic Return

Posti Parcel Baltic Return can be delivered to Parcel Lockers. If the product includes the Oversized additional service, a pickup can be ordered for the returned item. A prepared transport document, Posti Parcel Baltic Return address label, must be attached to the item.

Customer Returns of Posti Parcel Baltic are delivered to the original sender.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's (original sender's) mobile phone number.

2.8. Express Business Day

Express Business Day items (parcel and pallet) are delivered to business recipients' addresses. The delivery practices vary by destination country. The service includes at least one delivery attempt. The delivery time is not agreed with the recipient in advance. If the delivery attempt fails, a notice of arrival will be left for the recipient, and the item can be picked up from an outlet in the destination country. Items will not be delivered to post office box or Poste restante addresses.

Export and import clearance outside the EU are included in the price of the service.

You can use a collection request for returning an item from another EU country to Finland.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's mobile phone number.

Additional services for export items: Cash on Delivery, Oversized, Call before Delivery, Handing over without signature, Home Delivery, LQ Process Permit

Home Delivery: Home Delivery is available for consumer deliveries to Estonia, Latvia and Lithuania. The service includes one delivery attempt.

Cash on delivery (COD): Cash on Delivery (COD) is available for Estonia, Latvia and Lithuania.

Additional services are available in the separately defined connection routes.

2.9. PickUp Parcel

PickUp Parcel is available in Sweden and Denmark.

PickUp Parcels are delivered to the consumer for pickup from pickup points and parcel lockers. The handover of the item is registered. Items will not be delivered to post office box or Poste restante addresses.

Restriction: The value of a PickUp Parcel, including VAT, may not exceed EUR 10,000.

The EDI message must always include the contact details of both the sender and the recipient (name, address), the email address and mobile phone number of both, as well as the parcel's pickup point address.

Additional services: Paid by other than sender, LQ Process Permit

3.0. Home Parcel

Home Parcel is available in Sweden and Denmark.

Home Parcels are delivered to the consumer's address. In Sweden, the items are delivered without a delivery confirmation and in Denmark with a delivery confirmation. The service includes one delivery attempt. The handover of the item is registered. Items will not be delivered to post office box or Poste restante addresses.

Restriction: The value of a Home Parcel, including VAT, may not exceed EUR 10,000.

The EDI message must always include the contact details of both the sender and the recipient (name, address) and the email address and mobile phone number of both.

Additional services:

Paid by other than sender, LQ Process Permit, Signature Required (Sweden only), ID Required

3.1. Home Pallet

Home Pallet is a pallet service for consumer deliveries to Sweden.

Home Pallets are delivered to the consumer's address (curbside), not inside or upstairs. The handover of the item is registered. The service includes one delivery attempt. Items will not be delivered to post office box or Poste restante addresses.

Restriction: The value of a Home Pallet, including VAT, may not exceed EUR 100,000.

The EDI message must always include the contact details of both the sender and the recipient (name, address), the email address and mobile phone number of both, as well as the pallet's cubic content and weight.

Additional services: Paid by other than sender, Delivery to Specific Location, Transport Package Removal, Transport to Recycling, Signature Required, ID Required

Delivery to Specific Location: Carry in for pallets. The maximum weight of an individual package on the pallet is 70 kg.

Transport Package Removal and Transport to Recycling: Additional services are available only with Delivery to Specific Location.

3.2. Customer Return

Customer Return is a customer return that is used to return Pickup and Home Parcels. The returns can be left at a pickup point in the country where the parcel is received. In Denmark, the parcel can also be left at a parcel locker. A prepared transport document, Customer Return address label, must be attached to the item.

Customer Return items are delivered to the original sender.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's (original sender's) email address and mobile phone number.

Restriction: If the Home parcel is over 20 kg and/or 150 x 60 x 60 cm, the Oversized additional service must be attached to the return, after which pickup will be arranged. In the above case, the transport document, the Customer Return's customer return label, must not be printed in advance and placed inside the parcel to be sent to Sweden.

Additional services: Paid by other than sender, Oversized

Oversized: Required if the returned parcel is over 20 kg and/or 150 x 60 x 60 cm.

3.3. Customer Return Pallet

Customer Return Pallet is a customer return that is used for returning a Home Pallet shipment. Pickup will be arranged for the return. The Customer Return Pallet customer return label must not be printed in advance and placed inside the pallet shipment to be sent. A prepared transport document, Customer Return Pallet address label, must be attached to the shipment.

Customer Return Pallet items are delivered to the original sender.

The EDI message must always include the contact details of both the sender and the recipient (name, address), as well as the recipient's (original sender's) email address and mobile phone number.

Additional services: Paid by other than sender