



# **Product Terms for Domestic Publication Services**

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# Product Terms for Domestic Publication Services

## 1. General

### 1.1 Scope of application and applicable terms

These Product Terms shall be applicable to Posti Distribution Ltd's (business ID: 0109357-9) (hereinafter "Posti") Publication Services ("Services") as of January 1, 2025. The Services are available to corporate and organizational customers. Use of the Services requires making a contract with Posti. In addition to these Product Terms, the Services are subject to the contract between Posti and the Customer as well as Posti's valid General Contract Terms ("General Contract Terms") and the Act on Road Transport Contracts.

### 1.2 General Service Description

Publication Services can be used for mailing publications ("publication") within Finland that are similar to newspapers or magazines in appearance and whose contents are largely identical regardless of the recipient. The publication's group of recipients is relatively stable from one mailing to the next. The publication may contain a maximum of 20% of targeted content that may vary depending on the part of the printing.

A publication may contain supplements. The supplement may not be another publication. Do not attach a separate attachment to the front or back cover of a publication using glue, for example. Instead, place the attachment inside the publication. The supplements must be attached to the publication and remain inside it during (also machine) processing and delivery. Supplements must not prevent the folding of an item to get it to fit through a mail slot. If the dimensions of a supplement exceed those of the publication, the publication or supplement may be damaged. Posti shall not be liable for any damage caused by a supplement that is larger than the publication. Posti shall have the right to invoice the Customer for extra costs arising from the handling of the item if the supplement makes the item difficult to handle and deliver.

Publication Services are available for items mailed from the Finnish mainland to a Finnish address. Åland Post Ab is responsible for deliveries in the Åland Islands. The Daytime Publication Delivery service is not available in the Åland Islands. Publications are primarily delivered on weekdays. Further information is provided in the service-specific service level agreements. Midweek holidays may affect posting and the delivery day. Information specific to each mid-week holiday is available in Posti's online service channel ([posti.fi](https://posti.fi)).

Use of the Daytime Publication Delivery, Long-Distance Publication Delivery, Magazine Pro and Economy Publication services requires making a publication-specific publication contract (customer number starting with 88) as well as placing an annual advance order for each calendar year.

### 1.3 Definitions

**Posti's publication customer numbers starting with 88** are established for using the Daytime Publication Delivery, Long-Distance Publication Delivery, Magazine Pro and Economy Publication services. The publication customer number is publication-specific. The publication's numbering must be consecutive and the name displayed on the publication's front page must be the same as the one recorded in the order. Use of the Publication service does not require a publication customer number.

The **advance order** is information provided about a publication's issues for a calendar year or a single issue at least four weeks before the posting date of a mailing batch that helps allocate mail handling and delivery resources and ensure that the service level agreed for the delivery is realized. Advance orders are used to notify Posti of the mailing times of the publication's issues, the item quantity to be mailed, either an additional delivery date or mailing in advance for large mailing batches to ensure that the service level is realized, and other information related to the publication's mailing. Advance orders must be placed through Posti's electronic Service Channels by the deadlines specified for each service.

Advance orders are used to make a **Mailing Plan**, which contains an issue-specific plan for mailing batches to be mailed along with the details of their posting place, time and mailer company. The information in the Mailing Plan forms the mailing batch-specific advance information. The purpose of the mailing plan is to ensure the service level.

A **mailing batch** is a batch of a single Customer consisting of a single issue's items primarily submitted to Posti on the same day. The information recorded for the mailing batch must be updated by the time the publication items are posted. Mailing batch information forms the invoicing material for the service.

A **batch size** includes, based on the service, items that are of the same issue of a publication, have the same invoicing address and are recorded for the same mailing batch.

The **number of issues** is determined based on the number of issues of a single printed publication in a calendar year stated in an advance order. For the same publication, the issues delivered using the Magazine Pro and Economy Publication services are totaled up. The issues delivered using Daytime Publication Delivery will also be taken into account for the Long-Distance Publication Delivery service. When specifying the number of issues, the batch size of a single issue must not be significantly smaller (over -20%) than the batch sizes of other issues of the publication. A separate B issue mailing may be created for the publication during the year. B issues can have a separate target group. B issues will not affect the number of issues used as one of the publication's pricing principles.

### 1.4 Customer's obligations

In addition to the Responsibility of the Customer section of the General Contract Terms, the Customer must comply with Posti's mailing or other instructions when using the Services. The Customer shall be responsible for ensuring that correct and up-to-date name, address and payment information and any other markings required by the Service are indicated on items. The identification codes used for the items must follow Posti's specifications as to their form and information content.

The Customer shall be responsible for ensuring that the publication has a valid and up-to-date calendar year-level or single-issue advance order and mailing plan for the services that require an advance order. The Customer must use the electronic service provided by Posti for placing advance orders and making mailing plans as well as for keeping them up to date. The advance information must be given and, if necessary, updated in a service-specific manner by the specified deadlines.

If the publication's number of issues and annual volume in pre-ordered services differs from the information submitted as the basis for pricing, Posti shall have the right to retroactively charge the difference between the stated and actual publication frequency or coverage rate for the entire calendar year.

The Customer shall be responsible for the accuracy of the contents of the mailing list and for ensuring that the quantity and weight information of the items correspond to the batch to be mailed. If the item quantity or weight stated in the information is less than the actual item quantity or weight, Posti shall have the right to correct the information and invoice the Customer on the basis of the actual item quantity/weight. If the item quantity or weight stated in the information is more than the actual item quantity or weight, Posti shall have no obligation to correct the invoicing or refund the Customer. In the event that an item indicated on the mailing list does not meet the terms of the service selected by the Customer, Posti may change the item to correspond to the nearest equivalent service. Posti may charge an additional fee for tasks that are not included in the service and that are due to a reason beyond Posti's control, such as correcting a mailing list or invoice.

By agreeing to these product terms, the Customer gives its subcontractor the right to sort a mailing batch and its address data using Posti's Sorting Service without separate authorization. In order to use the Sorting Service, the printing, posting, or print-out house operating as a subcontractor of the Customer is required to have a valid agreement on its use with Posti.

If the Customer has breached Posti's terms or instructions and this results in additional work or other costs, Posti shall have the right to charge from the Customer an Additional Handling Fee as per the price list and/or the costs incurred. In the event that the level of preparatory work for which the Customer is responsible is not ensured or an advance order placed by the Customer is not realized, Posti shall not be responsible for the realization of the service level agreed for the service.

## **1.5 Payment methods**

The Customer is invoiced for the Services in accordance with the General Contract Terms.

## **1.6 Compensation for damage or loss**

Under the Act on Road Transport Contracts, the maximum compensation for a damaged or lost item is EUR 20/kg. For a delayed item, the maximum compensation is the transportation charge. In accordance with the General Contract Terms, compensation is paid if it can be shown that direct material damage occurred when Posti was responsible for the item. Publication Services items are not covered by the tracking service, so their progress in Posti's network or delivery to the recipient cannot usually be verified after the fact.

## 1.7 Restrictions

Publications and their supplements may not contain personal communications. Personal communications must be sent using Mail Services.

Any supplements inside a publication must not prevent machine handling or folding the publication so that it fits through a mail slot.

Posti shall not be liable for supplements falling out from inside the publication during processing or delivery.

The maximum and minimum dimensions of items are stated in the current price list as well as in the Guide for Machine-Sortable Items.

## 1.8 Forwarding and undeliverable items

Posti shall deliver addressed items to the address provided by the sender or in accordance with the recipient's mail forwarding instructions. Publication Services do not include address clarification, unless the Customer has bought a separate paid Information Service. A publication will not be sent to a recipient's new address, unless the recipient has a separate agreement on this with Posti.

If the recipient's address is incorrect or the item cannot be delivered due to another reason beyond Posti's control, Posti shall have the right to dispose of the item in accordance with the General Contract Terms, unless the Customer has separately agreed otherwise.

# 2. Nationwide Publication Delivery

## 2.1 Posti Publication

### Service level agreement

Publication items posted on weekdays are usually delivered to recipients by the fourth weekday following the posting date, when the Sorting Service has been used for posting. Midweek holidays may affect posting and the delivery day. Information specific to each mid-week holiday is available in Posti's online service channel ([posti.fi](https://posti.fi)).

### Pricing principles

Pricing is based on the items' unit weight and the preparatory work done by the sender. The pricing date is the publication's posting date.

### Additional charges

Publication's Additional Handling

## 2.2 Posti Magazine Pro

### Service level agreement

Magazine items posted on weekdays are usually delivered to recipients by the third weekday following the posting date, taking into account regional differences in delivery model. Midweek holidays may affect posting and the delivery day. Information specific to each mid-week holiday is available in Posti's online service channel ([posti.fi](https://posti.fi)).

**Pricing principles**

Pricing is based on the quantity, unit weight, batch size and processability of items as well as the preparatory work done by the sender. The pricing date is the publication's posting date.

**Restrictions**

Use of the service requires the Customer annually placing an advance order for the publication's issues for the calendar year or for a single issue at least four weeks before the posting date of the mailing batch and submitting a mailing plan approved by the Customer. The mailing of mailing batches requires use of the Sorting Service and a 4-state or 2D code produced by it.

Items must be suitable for machine sorting. Mechanical sorting requires the use of 4-state or 2D codes according to Posti's specifications. More detailed specifications can be found in the Guide for Machine-Sortable Items. [posti.fi/mailing-instructions](https://posti.fi/mailing-instructions)

If an item is not suitable for machine sorting, Posti will change the item to an Economy Publication item and follow the Economy Publication Service Terms.

The minimum batch size is 15,000 items.

**Customer's responsibilities**

If the Customer wants to change the posting time, or posting place specified in the advance order or to cancel the delivery, Posti must be informed of the change. Changes to the advance order and cancelling the delivery are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches and deliver them to the posting place in accordance with Posti's instructions.

**Additional charges**

Publication's Additional Handling, Invalid advance information, Change of posting date or place and Cancellation of publication delivery

**2.3 Economy Publication****Service level agreement**

Economy Publication items posted on weekdays are usually delivered to recipients by the fourth weekday following the posting date, taking into account regional differences in delivery model. If the mailing batch is at least 100,000 items, the items are delivered primarily by the fifth weekday from the posting date, taking into account regional differences in delivery models. Midweek holidays may affect posting and the delivery day. Information specific to each mid-week holiday is available in Posti's online service channel ([posti.fi](https://posti.fi)).

**Pricing principles**

Pricing is based on the quantity, unit weight, batch size and processability of items as well as the preparatory work done by the sender. The pricing date is the publication's posting date.

**Restrictions**

Use of the service requires the Customer annually placing an advance order for the publication's issues for the calendar year or for a single issue at least four weeks before the posting date of the mailing batch and submitting a mailing plan approved by the Customer. The mailing of mailing batches requires use of the Sorting Service and a 4-state or 2D code produced by it.

**Customer's responsibilities**

If the Customer wants to change the posting time, or posting place specified in the advance order or to cancel the delivery, Posti must be informed of the change. Changes to the advance order and cancelling the delivery are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches and deliver them to the posting place in accordance with Posti's instructions.

**Additional charges**

Publication's Additional Handling, Manual Sorting, Code Error, Addressed Publication Folding, Invalid advance information, Change of posting date or place and Cancellation of publication delivery

## **3. Regional Publication Delivery**

### **3.1 Posti Daytime Publication Delivery**

**Service level agreement**

Daytime Publication Delivery items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are usually delivered to recipients on the publication date or on the weekday following the publication date, depending on the posting place and time and the delivery model of the delivery area. In newspaper government grant areas where Posti is not a delivery company specified by Traficom, Posti does not guarantee delivery on the publication date on the specified government grant days. The service level is agreed for each region via Posti's online service. Midweek holidays may affect posting and the delivery day. Information specific to each mid-week holiday is available in Posti's online service channel ([posti.fi](https://posti.fi)).

**Pricing principles**

Pricing is based on the annual volume, number of issues, processability of items and the preparatory work done by the sender. The pricing date is the publication's delivery date.

**Restrictions**

Use of the service requires the Customer annually placing an advance order for the publication's issues for the calendar year or for a single issue at least four weeks before the mailing date of the mailing batch and submitting a mailing plan approved by the Customer. The mailing of mailing batches requires use of the Sorting Service and a 4-state or 2D code produced by it.

Use of the service requires at least 40 issues a year as well as a batch size of at least 200 items.



**Customer's responsibilities**

If the Customer wants to change the posting time, or posting place specified in the advance order or to cancel the delivery, Posti must be informed of the change. Changes to the advance order and cancelling the delivery are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches in accordance with Posti's instructions.

The Customer shall submit mailing batches directly to the delivery area/delivery areas of its choice. The time and place must be separately agreed upon with Posti.

**Additional charges**

Publication's Additional Handling, Late posting time for a mailing batch, Additional Handling, bundles to be opened, Code Error, Change to posting date or place and Cancellation of publication delivery

**3.2 Posti Long-distance Publication Delivery****Service level agreement**

Long-distance Publication Delivery items posted on weekdays are usually delivered to recipients on the second or third weekday following the posting date, taking into account regional differences in delivery model. Midweek holidays may affect posting and the delivery day. Information specific to each mid-week holiday is available in Posti's online service channel ([posti.fi](https://posti.fi)).

The service level is agreed for each region via Posti's online service.

**Pricing principles**

Pricing is based on the annual volume, number of issues, processability of items and the preparatory work done by the sender. The pricing date is the publication's delivery date.

**Restrictions**

Use of the service requires the Customer annually placing an advance order for the publication's issues for the calendar year or for a single issue at least four weeks before the mailing date of the mailing batch and submitting a mailing plan approved by the Customer. The mailing of mailing batches requires use of the Sorting Service and a 4-state or 2D code produced by it.

Use of the service requires use of the Daytime Publication Delivery service and at least 40 issues a year.

**Customer's responsibilities**

If the Customer wants to change the posting time, or posting place specified in the advance order or to cancel the delivery, Posti must be informed of the change. Changes to the advance order and cancelling the delivery are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches and deliver them to the posting place in accordance with Posti's instructions.

### **Additional services**

Publication's Additional Handling, Change of posting date or place and Cancellation of publication delivery

## **4. Additional charges**

### **4.1 Late posting time for a mailing batch**

In the Daytime Publication Delivery service, publications can, if separately agreed on, have a later posting time than usual for an additional fee for the publications in the mailing batch on which the recipient's name and address are printed.

### **4.2 Additional Handling, bundles to be opened**

In the Daytime Publication Delivery service, an additional handling fee will be introduced automatically by the system for publications in bundles to be opened. Posti also guarantees the same service level in a selected nearby area for publications in bundles to be opened.

### **4.3 Manual Sorting**

For Economy Publication items that cannot be machine-sorted (specified in the Guide for Machine-Sortable Items). Mechanical sorting requires the use of 4-state or 2D codes according to Posti's specifications.

### **4.4 Code Error**

For Economy Publication, Daytime Publication Delivery and Long-distance Publication Delivery items, that either do not have a 4-state code or a 2D code or have an invalid code. A manual sorting fee will also be charged in connection with the code error fee.

### **4.5 Addressed Publication Folding**

For Economy Publication items that require folding to fit through a mail slot due to their size. A manual sorting fee will also be charged in connection with the addressed publication folding fee.

### **4.6 Invalid advance information**

For Magazine Pro and Economy Publication service items whose actual mailing batch size is more than 20% smaller than the batch size stated in the advance information. An additional fee is charged for each mailing batch on the basis of the inaccuracy, i.e. in accordance with the number of items exceeding the allowed difference.

### **4.7 Publication's Additional Handling**

The fee for the Publication's Additional Handling service will also be charged if the customer does not follow Posti's current service-specific mailing instructions when delivering the batches to Posti.

### **4.8 Change of posting date**

Changes to the posting date are possible two weeks before the previously stated posting date. Changes to the posting date become subject to a charge four weeks before the previously stated posting day. If the posting place also changes in connection with the change of posting date, both changes will be subject to an additional charge.

#### **4.9 Change of posting place**

Changes to the posting place are possible two weeks before the previously stated posting date. Changes to the posting place become subject to a charge four weeks before the previously stated posting date. If the posting time also changes in connection with the change of posting place, both changes will be subject to an additional charge.

#### **4.10 Cancellation of publication delivery**

Cancelling the delivery of a single issue or several issues of a publication becomes subject to a charge four weeks before the previously stated posting date of each mailing batch. Cancellation of publication delivery applies to cancellations of the entire issue of a publication.

### **5. Additional services**

#### **5.1. Terminal Shuttle**

The posting places for Publication Services Magazine Pro, Economy Publication and Publication are the Postal Centers of Helsinki and Kuopio. For the Terminal Shuttle additional fee, you can also drop off mailing batches at other separately designated posting places. [posti.fi/mailing-instructions](https://posti.fi/mailing-instructions)

### **6. Validity**

These product terms shall take effect on January 1, 2025, and will replace the product terms for Domestic Publication Services on January 1, 2024. These product terms shall also be applied to contracts signed before these terms became valid. Posti may change these product terms. The customer will be notified of changes at least one month before they take effect ([www.posti.fi](https://www.posti.fi)).