

Product terms for Mail Forwarding Services for consumers January 1, 2025

1. Scope of application

These terms are applied between Posti Distribution Ltd (Business ID: 0109357–9) (hereinafter referred to as “Posti”) and the consumer (hereinafter referred to as “the Mail Recipient” or “the Customer”) in mail delivery mail forwarding and delivery interruption services as well as change of contact information services in mainland Finland. Posti does not engage in postal activity in the Åland Islands. Mail forwarding services refer to forwarding of addressed mail deliveries in mail delivery, interruption of delivery as well as change and maintenance services of the Customer’s address and other contact details. These terms do not apply to mail delivered by other delivery companies.

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 also has the right to save Customers’ personal identity numbers in the Address Information System. A personal identity number is required to distinguish between people with the same name. The number is also used to ensure the reliability and controllability of the system as well as the accuracy of Posti’s mail communication services. Posti does not disclose personal identity numbers. Direct marketing by different companies can be prohibited by notifying the prohibition directly to the companies in question. In addition, a direct marketing ban can be made with the Finnish Direct Marketing Association concerning its member companies.

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 in accordance with the Personal Data Act to manage, analyze 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.

2.2 Contact detail correction services

Corporate and community senders can update the changed contact details of the Mail Recipients whose contact details they already have from the address information system. The Mail Recipients may prohibit the updating of their details by notifying Posti of this. The prohibition will prevent the updating of information in the future, but it will not omit the details from the sender's register. The senders must have an agreement on the service with Posti. It is the sender's responsibility to ensure that the correct address is used in the deliveries.

3. Mail redirection services

3.1 Change of Address (change of permanent address, free of charge)

With a change of address notification, Posti will forward letter items sent to the old address to the Mail Recipient's new address. A permanent address refers to the Mail Recipient's primary postal address valid until further notice (usually the home address).

3.2 Move Mail Service (subject to a charge)

In the Move Mail Service that can be ordered in connection with Change of Address, Posti will forward all addressed mail items arriving at the old address (such as letters and magazines) to the new address. Home delivery items and parcel delivery items are not included in the service.

3.3 Fixed-term Forwarding of Mail Items (subject to a charge)

Posti will forward all addressed mail items (such as letters and magazines) 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 expiry of the service, the delivery items will be delivered to the address marked on the item.

The minimum service duration is 14 days inclusive of weekends and public holidays. If the end date is not specified in the order, the service will be valid for 2 months. The service charge is determined on the basis of the originally ordered fixed period. The duration of the service period cannot be extended, but the Customer can order a new service period after the previous one. The duration of an ongoing service can be shortened by notifying Posti's customer service, but the service charge is non-refundable.

Fixed-term Forwarding of Mail Items does not change the permanent postal address entered in the address information system.

3.4 Parallel address (free of charge)

In addition to the permanent address, it is possible to specify all addresses where the Mail Recipient receives deliveries concurrently (such as the address of a second home) as parallel addresses. Only those delivery items that the sender has addressed to the address in question will be delivered to the parallel address.

A change of address cannot be made from one parallel address to another and mail forwarding is not included in the notification of a parallel address.

3.5 Mail delivery interruption (subject to a charge)

The Customer can interrupt the delivery of all addressed delivery items to their address for a fixed-period of 7 days (5 weekdays) to 2 months. If the end date is not specified in the order, the service will be valid for 14 days.

No letters, postcards, magazines or addressed advertisements will be delivered by Posti to the address during the interruption. Public notifications as well as home delivery items and parcel delivery items will be delivered normally during the mail delivery interruption. During the interruption, Posti will retain all addressed items normally delivered to the mailbox. Signed deliveries stored at the postal outlet (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 storage periods specified in Posti's general terms of delivery or on demand of the sender.

After the end of the interruption, Posti will deliver the items for collection to the postal outlet according to the interruption address. The items will be delivered for collection 3 weekdays after the end of the service. If the deliveries are not collected after the expiry of the interruption period, Posti will retain them for the period pursuant to Posti's general terms of delivery, after which Posti will return them to the senders or process them as undeliverable mail items.

Mail accumulated during the interruption can be forwarded for an additional charge and on separate order to be collected at an outlet other than the outlet according to the interruption address. It is not possible to collect mail items during the service.

3.6 General terms and conditions of mail forwarding

We recommend that private individuals do not specify a corporate postal code or P.O. Box address as their address. A change of address or other forwarding service for a private individual cannot be implemented if the starting address is a corporate postal code or P.O. Box address. Interruption of delivery or fixed-term forwarding cannot be realized for a private individual from such an address.

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 Move Mail or Fixed-term Forwarding services, unless it has been agreed with the sender that the item may not be forwarded. Other letter items will be returned to the sender or processed as undeliverable. Non-letter items (goods deliveries, Maxi letters, publications) are not forwarded.

Change of address from an international current address to Finland notifies the new address to Posti. The Mail Recipient must agree on the forwarding of items to Finland separately with the postal operator of the country in question.

4. Commencement and cancellation of the service

4.1 Commencement of the Service

The services referred to in these terms or amendments to them can commence at the earliest after 5 weekdays (Mon–Fri) from sending the form or after 2 weekdays after an order made online. 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.

4.2 Cancellation of the Service and compensation for the Service performed before the cancellation

The free-of-charge Change of address can be canceled using Posti's telephone service before the commencement of the service. The cancellation must be made at the latest 3 working days prior to the ordered commencement date, which is when Posti will commence preparatory measures. If the provision of the service has commenced and the change of address is canceled, the mail recipient must submit a new change of address.

Regarding paid services, consumers have the right to cancel the contract by informing Posti of this in writing within 14 days of the conclusion of the contract. The contract is concluded when the order is registered in Posti's system. The customer can cancel the order via www.posti.fi/en/customer-service or by calling Posti's customer service.

If the paid Service has commenced at the request of the Customer before the expiry of the cancellation period and the Customer cancels the Service after its commencement, the Customer will be invoiced for the establishment costs of the Service as well as for the Service already provided until the cancellation date according to the price list. Suspending the Service may take approximately 3 weekdays, during which time mail can be delivered to the location specified in the contract.

5. Prices and other conditions

5.1 Pricing

The Services are address-specific and the prices are service order-specific. The prices valid at each time are specified in Posti's price list.

5.2 Posti's liability

Posti's liability for damaged items is specified in the general terms of delivery. Posti's liability for the service level agreement concerning the delivery ends once the item has been forwarded to the new address.

5.3 Delayed payments

Posti has the right to charge penalty interest pursuant to the Interest Act and debt collection costs for delayed payments. Posti has the right to suspend the provision of the Service if the unpaid fee is not paid within reasonable time of a payment reminder. Posti has the right to transfer debt collection to a professional debt collector.

5.4 Force majeure

Posti shall be released from compliance with the obligations under the Agreement and its obligation to pay damages in the case of force majeure situations, such as strikes, lockouts, other industrial action, accidents, pandemics, measures by authorities and other circumstances that could not be avoided by Posti and the consequences of which could not be prevented by Posti.

In force majeure situations, Posti shall be entitled, if necessary, to prioritize the execution of services in order to implement or ensure statutory obligations, functioning of society, health, public safety or other similar aspects.

5.5 Disputes concerning the contract

Disputes will be resolved by the District Court of Helsinki. Consumer customers can also submit their claims to the district court of their location of residence or to the Consumer Disputes Board. Contact information: Unioninkatu 16, P.O. Box 306, 00531 HELSINKI, tel. +358 29 566 5200, kriil@oikeus.fi.

5.6 Other Terms and Conditions

Electronic contact detail management services are personal.

6. Validity

These product terms shall take effect on January 1, 2025 and will replace the product terms for Mail Forwarding Services on January 1, 2023. 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).