



Product Terms for Receiving Services

April 17, 2025

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Product Terms for Receiving Services

1. General

These Product Terms shall be applicable to the Receiving Services (hereinafter “the Service” or “the Services”) of contract customers at Posti Distribution Oy (Business ID: 0109357-9) (hereinafter “Posti”) as of April 17, 2025. Service-specific terms, additional services and pricing are specified below.

The Services are not offered for consumer customers. A private person must use the services in professional or business operations.

These Product Terms define the general and service-specific terms, and the applicable address markings for the Services. In addition, the Service is subject to the agreement between the Customer and Posti as well as Posti’s General Contract Terms for Corporate Customers valid at the time. The service-specific terms applicable to deliveries may not be ignored or exceeded in the Service. Restrictions or terms related to the delivery to a P.O. Box address may apply to some items.

These Product Terms apply to the following Receiving Services of Posti’s contract customers:

1. Posti P.O. Box
2. Corporate Address
3. Corporate Postal Code
4. Corporate Mail Premium

Service-specific terms, additional services and pricing are specified below. Posti shall have the right to change the Services and terms pursuant to the General Contract Terms.

Service prices are determined according to Posti’s price list valid at the time. Any additional or investigative work will be subject to a charge pursuant to Posti’s price list.

Posti shall have the right to change the Service prices, charges and their determination criteria. However, the Customer shall be obligated to notify Posti of an additional Finnish street address or email address to which any announcements concerning the agreement and the Service can be sent, if necessary. Furthermore, the Customer shall be obligated to notify Posti of any changes to its name or contact details without any undue delay using the electronic registration form on posti.fi-site.

2. Posti P.O. Box

2.1 Service content

Posti P.O. Box refers to a service where Posti leases a locked post office box to the Customer in separately specified locations. The Customer uses the box to receive delivered items and pick them up regularly from a location specified by Posti. In this case, the Customer uses the address of the post office box leased as the delivery address for items delivered through Posti’s delivery.

The P.O. Box is only intended for receiving and picking up the Customer's daily mail delivered through Posti's delivery. The Posti P.O. Box service can only be used if the daily mail volume fits inside the locker.

2.2 Service level agreement

The following are delivered to the P.O. Box:

- Addressed letters and magazines mailed to the P.O. Box address
- Notices of arrival for deliveries to be picked up from a Posti outlet
- Express items are delivered to the P.O. Box only if the sole address on them is the P.O. Box address.

Items furnished with the Customer's street address are delivered to the P.O. Box. Posti's responsibility for the delivery time promised to the sender does not cover the delivery of items furnished with the street address to the P.O. Box. Responsibility for the delivery time of such an item ends once the item has been received at the delivery office. Items furnished with the street address of other mail recipients using the P.O. Box will not be delivered to the P.O. Box unless the mail recipient has completed a notification of change of address from the street address to the P.O. Box.

Postal items received with the P.O. Box address are delivered to the Customer's P.O. Box on weekdays (Mon–Fri) by the time notified by the P.O. Box location.

2.3 Delivery of keys

The P.O. Box key and any access key to the location are delivered as a registered letter to the Posti outlet specified by the Customer's street address. For an extra charge, the Customer may order several keys. The Customer can also have new keys made at its own expense.

After the agreement is no longer valid, the Customer shall be obligated to return the keys or dispose of them according to Posti's instructions. Returning the keys will not terminate the agreement; instead, the Customer must terminate the agreement in writing separately.

2.4 Pickup of items

If the items are not picked up every day and the Customer's P.O. Box fills up, any received items will be delivered to the Posti outlet specified by the P.O. Box address. The items will be stored for 14 days, after which they will be returned to the sender or processed as undeliverable. Posti will send a written notification to the Customer's street address concerning the Customer's failure to pick up the items. If the Customer has not picked up its items within one month of the notification, Posti may terminate the P.O. Box agreement with immediate effect and process the items sent to the P.O. Box address as specified in Section 6.2 (Termination of the agreement).

2.5 Change of Address and forwarding

When signing the agreement, the Customer must complete an address notification or notification of change of address for the P.O. Box address leased.

If the Customer issues a permanent Change of Address away from the P.O. Box, the P.O. Box agreement will end from the start date of the Change of Address.

After the Customer's permanent Change of Address, the items of other mail recipients using the P.O. Box will be returned to their senders as undeliverable items if the other mail recipients have not provided Posti with a notification of change of address.

The Customer who has signed the P.O. Box agreement shall be obligated to report all of the mail recipient's name details, such as auxiliary business names and marketing names as well as any changes to the details of other mail recipients.

The Posti P.O. Box service is not intended for regular forwarding of items. If the Customer requires repeated or regular forwarding, it should acquire another service, such as Corporate Address. For infrequent forwarding of mail, fixed-term forwarding for a maximum of two (2) months can only be connected to the P.O. Box service over one year.

If items for which the recipient has not agreed upon the use of the P.O. Box address with the Customer are addressed to the P.O. Box address, the Customer shall be obligated to return such items delivered to the P.O. Box to Posti or forward them to the correct address. Posti delivers all items to P.O. Boxes according to their addresses.

2.6 Additional and connected services

If the Customer has signed the agreement, it may attach a fixed-term mail delivery interruption to the Service and to the forwarding service associated with the permanent notification of change of address. Once the assignment concerning the mail delivery interruption service has ended, the items can be picked up from a Posti outlet according to the street address.

2.7 Pricing

The establishment of the P.O. Box is subject to a one-time establishment charge. The invoicing period for the annual charge starts from the beginning of the calendar month following the signing of the agreement. Any additional keys and series will be invoiced on the basis of orders. For any modifications to the Posti P.O. Box agreement, a modification charge pursuant to Posti's valid price list will be charged.

2.8 Other terms and restrictions

If the location of the P.O. Boxes changes, Posti will notify the Customer of the change in writing. The Posti P.O. Box agreement will continue in the new location, unless otherwise agreed upon by the Customer and Posti. If so desired, the Customer shall have the right to terminate the P.O. Box agreement.

The P.O. Box address may not be used as the address for receiving customer returns, contest replies or other similar items.

The Customer shall be responsible for the careful management of the keys needed for the use of the service. The price of the service includes one set of keys. If the locks of the P.O. Box need to be re-serialized for a reason attributable to the Customer, any costs incurred will be charged to the Customer. These charges are based on Posti's valid price list as far as the lock of the P.O. Box is concerned and on costs incurred as far as other locks are concerned.

3. Corporate Address

3.1 Service content

Through the Corporate Address service, Posti offers a corporate address in the format of a P.O. Box address for its customers for the daily receipt and pickup of mail. The Customer's incoming items are provided with space from a delivery office on the basis of the number of items estimated by the Customer or the average number of items received daily. Corporate addresses are available with separately specified postal codes. Posti will deliver any items received with a corporate address to their designated recipients through a separately agreed additional service or transportation subject to a charge. Alternatively, the items may be picked up from a separately specified Corporate address pickup location.

3.2 Service level agreement

The following are delivered to the corporate address:

- Addressed letters and magazines mailed to the corporate address.
- Notices of arrival for deliveries to be picked up from the operating location.
- Express items will be delivered to the corporate address only if the sole address on them is the corporate address.

Items furnished with the Customer's street address are delivered to the corporate address. Posti's responsibility for the delivery time promised to the sender does not cover the delivery of items furnished with the street address to the corporate address. Responsibility for the delivery time of such an item ends once the item has been received at the delivery office. Items furnished with the street address of other mail recipients using the corporate address will not be delivered to the corporate address unless the mail recipient has completed a notification of change of address from the street address to the corporate address.

Received postal items furnished with the corporate address are available for pickup from the pickup location on weekdays (Mon–Fri) at the time announced.

3.3 Pickup of items

The Customer commits to picking up items every day from the agreed pickup location. The Customer may agree that the service is accompanied by Posti's paid Pickup and Delivery Service or Posti's Agreed Further Mailing Service to an agreed delivery address.

When the Customer collects its items from the contractual pickup location, the Customer must ensure that the person who picks up the items carries a valid power of attorney concerning the pickup of mail.

If the items are not collected on a daily basis and the space reserved for the Customer's items at the delivery office fills up, the incoming items will be stored for the period specified for 14 days, after which they will be returned to their senders or processed as undeliverable items. Posti will send a written notification to the Customer's street address concerning the Customer's failure to pick up the items. If the Customer has not picked up its items within one month of the notification, Posti may terminate the P.O. Box agreement with immediate effect and process the items sent to the P.O. Box address as specified in Section 6.2 (Termination of the agreement).

3.4 Additional services subject to a charge

The Corporate Address service's additional services subject to a charge include Agreed Further Mailing and Transport Preparations.

The additional Agreed Further Mailing service is directed on a P.O. Box-specific basis or at all items addressed to the P.O. Box and listed in Section 3.2. The items will be sent to the agreed company's P.O. Box or street address. The additional Agreed Further Mailing service includes packaging the items for delivery, and transportation, for which the prices and other details are always agreed separately. The additional Agreed Further Mailing service can be carried out no earlier than within two weeks of ordering the additional service. The service does not cover the sending of items to be picked up from the operating location, unless the Customer orders an item-specific re-transportation separately.

3.5 Pricing

The establishment of the Corporate Address service is subject to a one-time establishment charge, with the maintenance of each activated P.O. Box address being subject to a monthly use fee. The invoicing period for the activation fee starts from the beginning of the calendar month following the signing of the agreement on the activation of the P.O. Box address. Any additional services connected to the Corporate Address agreement and any modifications to the agreement (e.g. the activation of a new P.O. Box address) will be subject to a charge pursuant to the price list. Additional services will be charged monthly, and the modification charge is non-recurring.

3.6 Change of Address and forwarding

When signing the Corporate Address agreement, the Customer must issue an address notification or notification of change of address for the contractual corporate address.

If the Customer issues a permanent notification of change of address for a P.O. Box address included in the Corporate Address service, the Corporate Address agreement and any connected additional services will terminate with regard to the P.O. Box address on the start date of the Change of Address.

The Customer is obligated to report all name details of the mail recipient for the P.O. Box address, including auxiliary business names and marketing names. However, each recipient using the P.O. Box address must also issue an address notification or Change of Address for the P.O. Box address.

For infrequent forwarding, fixed-term forwarding for a maximum of two (2) months can only be attached to the service on a P.O. Box address-specific basis.

3.7 Other terms and restrictions

The Corporate Address may not be used as the address for receiving customer returns, contest replies or other similar items.

Posti's Pickup and Delivery Service will always be subject to a separate agreement and charge.

4. Corporate Postal Code

4.1 Service content

In the Corporate Postal Code service, Posti provides the Customer with an individual address, consisting of the name of the post office based on the company's name, trademark or equivalent, and an individual postal code. A Corporate Postal Code address is customer-specific and also contains information about the recipient. Items are sorted on the basis of the Corporate Postal Code. The customer may buy additional sorting, in which case their items will be sorted in accordance with the additional sorting IDs separately agreed with Posti.

Mail that is furnished with a Corporate Postal Code is considered Corporate Postal Code mail.

4.2 Service level agreement

The agreement covers all letter and publication items (e.g. letters, registered items, magazines and addressed advertisements) for which the Corporate Postal Code has been used, apart from Cash on Delivery items, items and advices of delivery that are addressed to persons and furnished with postal insurance. With regard to the aforementioned items addressed to persons, the Customer will be asked which post office they should be delivered to for pickup.

A Corporate Postal Code address contains information about the recipient. Items addressed to the Corporate Postal Code address are considered delivered correctly once they have been delivered to the Corporate Postal Code address within Posti's facilities.

Parcels are sorted to the Corporate Postal Code only if the Customer has agreed on Posti's Pickup and Delivery Service.

Items are sorted and ready at the pickup location on weekdays (Mon–Fri) by the time provided, i.e. generally by 8:00 a.m.

4.3 Pickup of items

The Customer commits to picking up its items every day from the agreed pickup location. The Customer may agree that the service is accompanied by Posti's paid Pickup and Delivery Service or Posti's Agreed Further Mailing Service to an agreed delivery address.

When the Customer picks up its items from the contractual pickup location, the Customer must ensure that the person who picks up the items carries a valid power of attorney concerning the pickup of mail.

If the Customer fails to pick up its items in accordance with the agreement, Posti shall have the right to charge the Customer for the storage and handling of the items according to the price list. Due to the Customer's neglect, Posti may terminate the agreement according to Posti's General Contract Terms.

4.4 Additional services subject to a charge

Paid additional services for the Corporate Postal Code service include Agreed Further Mailing, Transport Preparations, and Additional Sorting.

The additional Agreed Further Mailing service is directed on a P.O. Box-specific basis or according to the additional sorting ID for all items addressed to the P.O. Box and listed in Section 4.2. The items will be sent to the agreed company's P.O. Box or street address. The additional Agreed Further Mailing service includes packaging the items for delivery, and transportation, for which the prices and other details are always agreed separately. The additional Agreed Further Mailing service can be carried out no earlier than within two (2) weeks of ordering the additional service. The service does not cover the sending of items to be picked up from the operating location, unless the Customer orders an item-specific re-transportation separately.

In the Additional Sorting service, the Customer has access to several P.O. Box addresses and/or additional sorting IDs, on the basis of which items sent to the Corporate Postal Code are sorted.

In the Scanning additional service, postal items are collected together and directed to scanning according to the virtual P.O. Box addresses provided in the Corporate Postal Code service before delivery to the Customer.

4.5 Pricing

The establishment of the Corporate Postal Code is subject to an establishment charge, and maintenance is subject to a monthly use fee.

The use fee may cover several P.O. Box addresses. The invoicing period for the usage fee starts from the beginning of the calendar month following the signing of the activation agreement.

Any additional services connected to the Corporate Postal Code agreement and any modifications to the agreement (e.g. the activation of a new P.O. Box address) will be subject to a charge pursuant to the price list.

Additional services will be charged monthly, and the modification charge is transaction-specific. The Additional Sorting service will be priced on the basis of the number of items received furnished with the Corporate Postal Code and the amount of sorting required.

Invoicing of Additional Sorting is based on the estimated number of items provided by the Customer. If the actual number of items exceeds the number provided by the Customer, Posti shall have the right to charge the Customer for any additional costs arising from the actual volume.

4.6 Change of Address and forwarding

Posti's mail redirection services cannot be linked to the Corporate Postal Code Service or connected P.O. Box address (e.g. suspension, forwarding).

The Customer must agree upon delivery interruptions and fixed-term forwarding separately with Posti by acquiring the additional Agreed Further Mailing service. Only the Customer in the name of which the Corporate Postal Code agreement has been signed can issue an assignment from the Corporate Postal Code address.

Posti is not committed to executing address notification or Change of Address assignments concerning single P.O. Box addresses of persons using the corporate or organization customer's Corporate Postal Code or those included in the service. Items addressed to the corporate postal code are sorted according to the address indicated on the item sent to the Corporate Postal Code.

4.7 Other terms and restrictions

The Corporate Postal Code is customer-specific and contains information about the recipient. If the Customer uses the Corporate Postal Code address for receiving mail addressed to others, this is always subject to separate agreement with Posti. If the Customer uses the service for receiving items of other mail recipients without a separate agreement or against the terms and conditions of said agreement, the Customer shall be responsible for any costs incurred with regard to Posti and/or the mail recipient.

The Customer is obligated to see to it that mail recipients provide senders with their correct and up-to-date mail address.

The Customer must also agree with a mail recipient using the Corporate Postal Code on how the mail recipient's items are to be delivered to the mail recipient after the potential termination of the agreement between the Customer and the mail recipient on the usage of the Corporate Postal Code. The Customer may not return to Posti any items that have been delivered according to the Corporate Postal Code address on the item; instead, the Customer is obligated to notify the mail recipient if any items addressed to them arrive at the Corporate Postal Code address and to agree with the mail recipient on the handling of items and their delivery to the recipient or the sender at the Customer's own expense.

If the Customer neglects its obligation to forward, at its own expense, to the recipient or the sender any mail that has been delivered on the basis of the Customer's address, the Customer is in this case obligated to compensate Posti for any expenses incurred by investigative work and the mailing of the items.

The Pickup and Delivery Service will always be subject to a separate agreement and charge, and it will comply with the product terms of the service.

5. Corporate Mail Premium

5.1 Service content

In the Corporate Mail Premium service, “Customer” refers to any customer who has concluded an agreement with Posti on using the service. The Customer can forward the service to the mail recipients they represent.

“Mail recipient” refers to a company, a group of people or a person who receives items delivered through the Corporate Mail Premium service.

Activation of the Corporate Mail Premium service requires that the Customer has an agreement for the Posti Pickup and Delivery Service. The Pickup and Delivery Service will always be subject to a separate agreement and charge, and it will comply with the product terms of the service.

In the Corporate Mail Premium service, Posti offers the Customer a service package for the handling of incoming mail, consisting of a user interface where the Customer maintains the data of mail recipients and additional services per postal recipient as well as the chosen delivery method offered by Posti, the sorting of shipments and additional services, which include the forwarding of items to an address in mainland Finland, the sending of notices by email regarding incoming letters, addressed publication and advertisements. The delivery method options are delivery to an agreed location (e.g. the lobby), delivery to a Posti-pickup locker and delivery to the Customer's premises.

The Corporate Mail Premium service covers the mail recipients operating in the Customer's premises whose information the Customer updates in the Posti user interface. Mail that is furnished with the address and mail recipient information as per the agreement is considered incoming service mail.

5.2 Service level agreement

The agreement covers all items (e.g. letters, addressed advertisements, publications) for which the agreed address and mail recipient information has been used, except for parcels, Cash on Delivery items, registered and insured items and letters with advice of delivery and express letters that are delivered or handed over against acknowledgement in accordance with the Pickup and Delivery agreement. Items with a Box Service address are considered delivered correctly once they have been delivered according to the delivery method agreed with the Customer.

Items with a Box address are sorted on weekdays (Mon–Fri), items with a street address are sorted taking into account regional differences in delivery models. Items shall be distributed to the Customer in accordance with the delivery times specified in the Pickup and Delivery Service agreement.

5.3 Obligations

Customers must agree on the use of the Corporate Mail Premium service in accordance with these product terms and conditions with mail recipients.

The Customer is responsible for ensuring that the information of mail recipients and other information required by additional services, such as email address, telephone number and address for forwarding of mail, are correct in the Posti user interface before the service is activated. The Customer shall be responsible for updating any changes regarding mail recipients in the Pickup and Delivery Service agreement.

The Customer is obligated to see to it that mail recipients provide senders with their correct and up-to-date mail address. The Customer must also agree with a mail recipient using Corporate Mail Premium on how the mail recipient's items are to be delivered to the mail recipient after the potential termination of the agreement between the Customer and the mail recipient on the usage of Corporate Mail Premium.

5.4 Pricing

The Corporate Mail Premium service is subject to a monthly usage fee, which includes the services selected by the Customer. The invoicing period for the usage fee starts in accordance with product agreement concerning the activation of the Corporate Mail Premium service.

5.5 Mail Redirection services

The mail forwarding services (e.g. Change of Address, mail delivery interruption, forwarding) offered to Posti's business customers are not included in the Corporate Mail Premium service. If necessary, the mail recipient must agree separately with Posti regarding their activation.

5.6 Other terms and restrictions

The Corporate Mail Premium service is customer-specific and contains information about the mail recipient. The Customer may not use the service for receiving items addressed to other mail recipients.

6. General terms for Receiving services

6.1 Responsibilities

If the Customer allows other mail recipients to use its receiving services, the Customer commits to ensuring that they receive information about these Product Terms and commit to following them. Each mail recipient will be responsible for entering their address in Posti's address register either with an address notification or a Change of Address. The Customer is obligated to notify other mail recipients using the P.O. Box services of the termination of the agreement or a single P.O. Box address well in advance.

If items for which the recipient has not agreed upon the use of the P.O. Box address with the Customer are addressed to the P.O. Box address, the Customer shall be obligated to return such items delivered to the P.O. Box to Posti or forward them to the correct address. Items returned to Posti must be furnished with an indication of an incorrect address.

The Customer shall be obligated to report all name details of the mail recipient for the P.O. Box address, including auxiliary business names and marketing names.

The Customer is responsible for the accuracy of the shipping documentation and its delivery to Posti. The Customer shall be responsible for ensuring that the materials and items are classified, packaged and labeled correctly, and that they have the required documentation under the currently valid delivery instructions and legislation. The currently valid instructions can be found on the Posti.fi website.

The Customer shall be responsible for ensuring that its subcontractors act in compliance with these Product Terms.

Posti's responsibility for the delivery period of items ends once the items or their notices of arrival have been delivered to the Customer's address within Posti's facilities. Otherwise, Posti shall be responsible for the items according to the terms and legislation applied to the items, until the items are handed over to the Customer's representative.

If the Customer has purchased Posti's Pickup and Delivery Service in connection with a receiving service, Posti's responsibility ends once Posti's driver has handed over the items to the Customer during delivery transport.

If the pickup or handover location changes within the receiving service, Posti will notify the Customer of the change in writing. The P.O. Box Service agreement will continue in the new location, unless otherwise agreed upon by the Customer and Posti.

6.2 Termination of the agreement

The Customer and Posti may terminate the agreement without providing a reason. The period of notice is one (1) month from the date of issuing the notice. However, in the Corporate Mail Premium service, the period of notice is three (3) months from the date of issuing the notice. The agreement must be terminated in writing.

Upon the termination of the agreement, Posti shall have the right to dispose of items that have already been delivered to the P.O. Box address and have not been picked up. New items addressed to the service address in question will be processed as undeliverable if the Customer or other mail recipients have not provided Posti with their new address.

The P.O. Box address will be free for leasing after the agreement has been terminated.

6.3 Disclosure of name and address details

Except for Corporate Mail Premium, Posti shall have the right to disclose the name and address details of the Customer who has signed the Receiving Services agreement as well as those of other users. The confidentiality of the aforementioned details cannot be agreed separately.

However, a private customer within the P.O. Box service may forbid Posti to disclose its name and address details.

7. Entry into force

These Product Terms enter into force on April 17, 2025 and shall replace the Product Terms for Receiving Services May 12, 2023. These Product Terms shall also be applied to any agreements signed before the validity of these terms. Posti may change these Product Terms. The Customer will be informed of such changes no later than one (1) month before they take effect (www.posti.fi).