

# Product terms for parcel services for cash customers and consumers

## 1. Terms of service for cash customers and consumers

Matkahuolto's parcel services cover domestic parcels paid for in cash. Matkahuolto delivers the parcel to the pick-up point or directly to the recipient, depending on the service chosen by the sender. The delivery time is 1 to 3 days.

Matkahuolto notifies the recipient electronically of the arrival of the parcel. The parcel will be held at the pick-up point for 7 days. The recipient of the parcel can extend the holding time to a maximum of 21 days by purchasing an extra service.

Any unclaimed parcel will be returned to the sender who will be charged for the cost of returning the parcel. According to the regulations on distance sales in the Consumer Protection Act, a consumer customer has the right to return an order made online within 14 days by notifying Matkahuolto of this.

The fee is not returned if the package has already been sent.

## 2. Additional services

### 3.

#### 2.1. 2.1. Delivery to Recipient's Door

The parcel is delivered close to the recipient's front door. The consignor can choose between two options: the parcel is delivered to the recipient's door between 8.00 and 16.00 on weekdays, or Matkahuolto agrees on the time of delivery with the recipient. The consignment must be manageable by one individual.

The service includes one delivery attempt, and if the recipient cannot be reached, the parcel will be taken to the pick-up point indicated in the arrival notification for 7 days. The dimensions or weight of the parcel may limit the type and location of the pick-up point.

#### 2.2. Handle with Care

The Handle with Care extra service is suitable for parcels with fragile contents and allows the parcel to be handled separately, if possible. The consignor must carefully pack the parcel in accordance with Matkahuolto's instructions and affix Handle with Care labels to the parcel. The parcel must be able to withstand transport and loading with other parcels. Matkahuolto is not obliged to comply with any factory package markings made by the manufacturer. Warning and caution labels will not increase Matkahuolto's liability for compensation for damage, nor release the consignor from liability.

#### 2.3. Express

Express parcels can be sent packaged on board buses on the available routes. Express parcels must be brought to the bus driver on the chosen service after purchase. The recipient must collect the parcel from the driver on the bus. If the recipient is not there to pick up the parcel when the bus arrives at the chosen stop or station, the parcel will be delivered to the pick-up point nearest to the recipient's address for collection within 1-3 working days. If the delay is due to failure to pick up the parcel at a stop or station, Matkahuolto will not compensate you for the delay.

#### 2.4. Heavy Parcel

The Heavy Parcel extra service allows a maximum parcel weight of 35 kg. The extra service includes pick-up from the consignor and delivery on the terms of the Delivery to Recipient's Door extra service.

#### 2.5. Mailbox Delivery

With this service, parcels are delivered directly to the recipient's mailbox and marked as delivered in the tracking system without a separate acknowledgement. The delivery time is 2 to 4 days.

#### 2.6. Pick-up from Door

Matkahuolto will pick up prepaid parcels from the consignor's front door between 8.00 and 16.00 on weekdays.

#### 2.8. Delivery without Acknowledgment

A parcel can be delivered, for example, near the recipient's front door without the recipient's acknowledgement. Consignments left without acknowledgement will be photographed. Matkahuolto is not liable for loss, reduction or damage to the consignment after delivery.

#### 2.9. Home Delivery

Depending on the transport area, the recipient can purchase home delivery or transfer to another pick-up point for a pick-up parcel. The delivery time is 2 to 4 days.

#### 2.10. Extension of Holding Time

The recipient can extend the holding time of the parcel by a maximum of 21 days. Use of the service requires registration with Matkahuolto services.

**2.11. Changing the pick-up point**

The recipient can transfer a parcel delivered to a service point to a more convenient pick-up point with additional cost. To use this service, you must be registered to Matkahuolto services.

**3. Liability for damages**

Damage to or loss of consignments will be compensated in accordance with the Road Transport Agreements Act. The compensation is maximum €20 per kg.

**4. Validity of the terms**

These product terms will come into force on the 4<sup>th</sup> of September 2023. The terms are effective until further notice.