Matkahuolto's Product Terms for Contract Customers in Domestic Transport

1. General

1.1. Scope of application

These Product Terms apply to Oy Matkahuolto Ab's (hereinafter 'Matkahuolto') domestic transport services. The services are available to corporate and institutional customers, and their use requires an agreement with Matkahuolto. In addition to the Product Terms, the agreement between Matkahuolto and the customer, the current General Terms and Conditions of Matkahuolto's transport services for corporate customers and the Road Transport Agreements Act are complied with.

1.2. Maximum dimensions and weights

Pick-up Parcel and Return Parcel
Maximum parcel weight (with Heavy surcharge): 30 kg
Maximum parcel size (with Manual handling surcharge): longest side 200 cm, length + width + height 300 cm
Maximum parcel volume: 0.4 m3

XXS Parcel
Maximum parcel weight (with Heavy surcharge): 30 kg
Maximum parcel size: 3 cm x 25 cm x 40 cm

XXS Mailbox Delivery
Maximum parcel weight: 1 kg
Maximum parcel size: 3 cm x 25 cm x 40 cm

Home Parcel and Business Parcel
Maximum parcel weight (with Heavy surcharge): 35 kg
Maximum parcel size (with Manual handling surcharge): longest side 240 cm, length + width + height 360 cm

1.3. Pricing

Unless otherwise stated in the Product Terms, the price for parcel deliveries is based on the actual weight or the volumetric weight (width x length x height x 250 kg), whichever is higher. The minimum chargeable weight is 1 kg, rounded up to the next full kilogram.

A consignment consisting of several parcels ('MultiParcel'), is only available if all the parcels are submitted to Matkahuolto from the same place at the same time and can be delivered to the same recipient at the same time. A MultiParcel consignment is priced according to the combined weight of the parcels, and the consignment can contain up to ten parcels for Home Parcel and Business Parcel product types. For other product types, the consignment can only contain one parcel.

An additional fee will be charged for Pick-up Parcel and XXS Parcel shipments ordered to parcel points. At locations with both a parcel locker and a parcel point, parcels are delivered primarily to the parcel locker. If a parcel subject to the parcel point surcharge is delivered to a parcel locker, the parcel point surcharge will not be charged.

The Manual handling surcharge is charged if even one of the parcels in the consignment exceeds the maximum size of 60 cm x 60 cm x 100 cm for any one dimension or it cannot be sorted by machine due to its shape. The Heavy surcharge is charged if even one of the parcels in the consignment weighs more than 25 kg. More information about other additional services and fees can be found here.

1.4. Content of consignments

The 'Handle with Care' extra service must be purchased for consignments with fragile contents and the parcels must be marked with 'Handle with Care' labels approved by Matkahuolto. Matkahuolto is not bound by any factory package markings. The 'Handle with Care' extra service does not

increase Matkahuolto's liability for compensation for damage, nor does it release the consignor from liability for, among other things, adequate packaging.

Matkahuolto transports goods classified as dangerous in limited quantities in accordance with separate instructions. The carriage of dangerous goods requires a separate agreement with Matkahuolto and the use of the ADR or LQ extra service by the contract customer. The permitted goods and quantities are indicated on Matkahuolto's website at www.matkahuolto.fi/packages/dangerous-goods. Matkahuolto reserves the right not to carry dangerous goods or other hazardous objects, substances or materials.

The sending of alcohol, firearms, their parts or accessories, cartridges and particularly dangerous ammunition is only permitted subject to special agreement with Matkahuolto. The consignor must comply with the applicable legislation and Matkahuolto's instructions. Shipments containing alcohol must use either the Age Verification 18 or Age Verification 20 additional service, depending on the contents of the shipment. Shipments containing firearms, firearm parts or accessories, cartridges or dangerous ammunition must use the 'Handing over personally' extra service. In addition, the ADR and LQ extra services must be used where required by the contents of the shipment.

Matkahuolto does not carry live or dead animals or their parts. Matkahuolto does not carry plants, foodstuffs or other perishable content, unless the delivery has been separately agreed with Matkahuolto. Contract customers must comply with Matkahuolto's instructions on the choice of parcel product, packaging method and labelling.

Matkahuolto does not carry money, certificates of value or precious stones. Matkahuolto does not carry precious metals, jewels, pearls or works of art unless they are of low value.

It is not permitted to send car tyres as pick-up point deliveries.

1.5. Use of Matkahuolto's transport units

If separately agreed, Matkahuolto can provide the customer with transport units, such as cages, roll containers or boxes. The transport units are intended for sending consignments and may only be used for Matkahuolto's domestic transports excluding Åland. The transport units may not be used for international deliveries, transport by other companies or for the contract customer's internal operations. The contract customer shall have access to no more than the number of Matkahuolto transport units specified in the agreement and for a maximum period of one week. Matkahuolto has the right to monitor and control the use of the transport units and to collect any transport units not returned by the contract customer. Transport units can only be made available to the contract customer if the contract customer has returned any previously used transport units as instructed by Matkahuolto. The contract customer is responsible for any transport units picked up by or delivered to the same and for their use. Matkahuolto has the right to charge the contract customer for the use of the transport units, the costs incurred for the collection of unreturned transport units, and compensation for damage to or loss of the transport unit or its use in violation of these Product Terms, up to the price of a new transport unit.

1.6. Submission of the consignment to Matkahuolto

A consignment can be submitted to Matkahuolto at a Matkahuolto business premise or a Matkahuolto parcel point or left at the business premises of a Matkahuolto partner offering Matkahuolto's Transport Services (including consignments sent from parcel lockers) unless otherwise specified in the Product Terms. Matkahuolto's responsibility for the consignment begins once Matkahuolto has verified that it has been handed over at the above-mentioned drop-off point or has taken it into handling. Matkahuolto is not responsible for the consignment or its transit time if required information, such as the activation code or address label, is missing.

Submission of consignments may be subject to business premise specific restrictions relating to parcel dimensions, weight, batch size or content. Any collection of consignments from the contract customer must be agreed separately.

1.7. Delivery and pick-up dates

Deliveries and pick-ups are only made on workdays, unless otherwise stated in the Product Terms. In certain areas, deliveries and pick-ups are only made on specific dates. In these areas 1–2 workdays are added to the product-specific delivery time.

1.8. Arrival notification

The recipients will be informed of the arrival of a consignment for pick-up by a text message, WhatsApp message, email, app notification or letter. The arrival can be notified by other means if agreed with the sender or recipient. There are restrictions on the notification method depending on the type of parcel product. Notification by letter is subject to an additional charge and extends the holding time to 14 days.

1.9. Parcel handover and limitations

The consignment is delivered for pick-up at a Matkahuolto pick-up point, which may be a Matkahuolto business premise, Matkahuolto parcel point, the site of a Matkahuolto partner offering Matkahuolto's Transport Services or it is delivered to the consignee's address in accordance with the Product Terms for the type of parcel product. The types of pick-up points available may have restrictions depending on the type of parcel product, which are indicated in the relevant Product Terms. In the case of parcel products to be picked up, Matkahuolto will notify the recipient of the arrival of the parcel where possible, provided that no other practice has been agreed with the consignor or the consignee.

Pick-up times at parcel points and their changes
The consignee can pick up the consignment at the parcel point during its opening hours. The opening hours of the parcel point may differ from those of the business operating the service, e.g. a shop that is otherwise open 24/7. The opening hours of the parcel points are posted on Matkahuolto's website, but Matkahuolto accepts no responsibility for the accuracy or currency of the information.

Matkahuolto has the right to switch the chosen parcel locker or parcel point to another parcel locker or parcel point due to size or weight restrictions, lack of space or congestion, parcel contents or any other reason justified from the point of view of Matkahuolto or the parcel point.

Parcel handover from the parcel locker
Matkahuolto will send the parcel locker code to the mobile phone number, email address or postal address indicated by the contract customer or the app used by the consignee. The parcel is deemed to have been delivered when the code has been entered and the locker opened. The contract customer is responsible for ensuring that the consignee's details are correct. When a parcel is collected at a parcel locker, no proof of identity or authorisation will be checked; instead, the use of the code sent to the recipient is deemed to serve as valid authentication of the consignee.

When a consignment is delivered to a parcel locker, the delivery is governed by the conditions and restrictions specific to the parcel locker involved. Parcel lockers cannot be used for MultiParcels or consignments subject to ADR or 'Handing over personally' extra service or 'Payment by consignee' condition, or consignments with a parcel size larger than 60 cm x 60 cm x 40 cm. The above-mentioned consignments will be redirected to another Matkahuolto parcel point. Parcel lockers can be used restrictedly for consignments subject to LQ extra service. The locker sizes of parcel lockers and the availability of different locker sizes vary by locker location.

Parcel handover at the recipient's address
Home Parcel
A consignment to be delivered to the recipient's address will be handed over to the person found at that address. Deliveries will be made to the recipient's address in the immediate vicinity of the front door. It must be possible for one person to take the consignment to the front door; otherwise, the parcel will be unloaded in the immediate vicinity of Matkahuolto's vehicle. The service includes one delivery attempt.

If no one is present, the consignment will be left outside the recipient's door without a signature. After delivery, the driver will take a photo of the drop-off location to confirm delivery. Matkahuolto's responsibility for the consignment ends once it has been left outside the recipient's door.

If there is an obstacle at the recipient's location or the driver deems the drop-off location unsafe, the consignment will be taken to a Matkahuolto business premise and an arrival notification will be sent to the recipient. The size, volume, weight and contents of the parcel limit the number of business premises available.

Business Parcel
A consignment to be delivered to the recipient's address will be handed over to the person found at that address. Deliveries will be made to the recipient's address in the immediate vicinity of the front door. It must be possible for one person to take the consignment to the front door; otherwise, the parcel will be unloaded in the immediate vicinity of Matkahuolto's vehicle. The service includes one delivery attempt.

If the recipient is not present at the time of delivery, the consignment will be taken to a Matkahuolto business premise and an arrival notification will be sent to the recipient. The size, volume, weight and contents of the parcel limit the number of business premises available. The recipient or sender may also order a new delivery attempt for the parcel.

Parcel delivery to the recipient's mailbox
The consignment is delivered to the indicated recipient's mailbox without the recipient's acknowledgment of receipt. If the consignment cannot be delivered to the mailbox for reasons beyond Matkahuolto's or its distribution partner's control (such as locked main entrance or missing door code, parcel not fitting in the mailbox, or full mailbox), the consignment will be taken to a Matkahuolto parcel point, after which an arrival notification will be sent to the recipient.

1.10. Holding time and return of the parcel

Parcels are held at the pick-up point for five (5) days, unless the Product Terms expressly specify a longer holding time. Upon expiry of the free holding time included in the service, the contract customer and recipient have the right to extend the holding time by buying extra time at the rate of the current price list. In Åland, the storage period is 21 days and cannot be extended.

1.11. Deviation from the service ordered by the customer

If Matkahuolto needs to update product types or extra services in order to provide the transport service, it is entitled to charge additional fees in accordance with the current price list. The delivery and billing of the consignment is based on the updated product type and extra services.

1.12. Recipient's orders

The recipient has the right to place an order to update the delivery information, extend the holding time or transfer the consignment to another pick-up point or to be delivered to the recipient from the pick-up point. The recipient will be charged for the orders according to the current price list.

2. Services

2.1. Pick-up Parcel

Pick-up Parcels are delivered to a Matkahuolto pick-up point chosen by the sender or close to the recipient within 1-3 workdays after dispatch, depending on the route.

One person must be able to handle and lift the parcel without assistance.

Extra services: Handle with Care, LQ, Extended Storage Time.

2.2. XXS Parcel

XXS Parcels are delivered to the Matkahuolto pick-up point chosen by the sender or close to the recipient within 1-3 workdays after dispatch, depending on the route. Recipient's mobile phone number or email address is required, notification by letter is not possible. The price is based on the number of shipments.

Extra services: Extended Storage Time.

2.3. XXS Mailbox Delivery

XXS Mailbox Delivery consignments are delivered to the recipient's mailbox without prior notice within 2-4 workdays after dispatch, depending on the route. The price is based on the number of shipments. The service is not available in Åland.

No extra services.

2.4. Business Parcel

Business Parcels are delivered to the address provided by the sender on workdays between 8 am and 4 pm without prior notice within 1-3 workdays after dispatch, depending on the route.

Extra services: Handle with Care, ADR (not available in Åland), LQ, Delivery without Acknowledgement, Handing over personally (not available in Åland), Extended Storage Time, Pre-delivery Call.

2.5. Home Parcel

Home Parcel consignments are delivered to the recipient's address on weekdays from 8 a.m. to 6 p.m. The recipient will receive a prior notice of the incoming Home Parcel, and the recipient selects a suitable delivery date. If no selection is made by the end of the current day, the consignment will be delivered to the recipient on the next available business day. The consignment details must include the recipient's mobile phone number or email address for the exceptional situations.

A consignment will be handed over to the person found at that address. If no one is present, the consignment will be left outside the recipient's door. If there is an obstacle at the recipient's location or the driver deems the drop-off location unsafe, the consignment will be taken to a Matkahuolto business premise for a pick-up.

Extra services: Handle with Care, ADR (not available in Åland), LQ, Call to consignee, Handing over personally (not available in Åland), Contact Delivery, Extended Storage Time.

2.6. Return Parcel

Return Parcels are delivered to a Matkahuolto business premise or Matkahuolto parcel point for collection. A contract customer may separately agree on the delivery of customer returns for an additional fee. Customer returns are priced in the same way as Pick-up Parcels.

One person must be able to handle and lift the parcel without assistance.

Extra services: Handle with Care, LQ.

2.7. Services for Åland

The weight and size limits for services are the same as in mainland Finland, but the procedures may differ. See Matkahuolto's website for shipping instructions

3. Extra services

3.1. Handle with Care

As far as possible, Matkahuolto handles consignments with the Handle with Care extra service separately. Machine sorting, for example, is only used to a limited extent. Despite the extra service, the consignment must be duly packaged as required by contents. Handle with Care labels approved by Matkahuolto must be affixed to the packaging.

3.2. Handing over personally

The consignment is only handed over to the person to whom it is addressed. It cannot be claimed on behalf of the recipient using a written authorisation. When the item is handed over, an official photo ID is required to verify that the recipient is of age. Consignments handed over personally are not handed over to people who are under the influence of alcohol or other substances. The service is not available in Åland.

3.3. Carriage of dangerous goods

A consignment containing substances classified as dangerous must be duly packaged as required by the contents. Such consignments cannot be left for delivery at Matkahuolto's partner locations, and Matkahuolto will not deliver them to partner locations for pick-up. Matkahuolto has the right to limit the availability of the service on the basis of restrictions on co-loading or other ADR regulations. If Matkahuolto needs to make changes to the consignment to ensure the legality of the transport of dangerous goods, it has the right to extend the specified delivery time.

3.3.1. ADR

Using the service, it is possible to send goods classified as dangerous. The information on dangerous goods must be sent in an electronic dispatch message according to Matkahuolto's instructions and must be marked accordingly on the parcel address label. In addition, ADR consignments must be labelled with statutory markings and ADR labels and documents in accordance with Matkahuolto's instructions. The service is not available in Åland.

3.3.2. LQ

By using the service, it is possible to send packaged dangerous goods in limited quantities as stated by law. The information on dangerous goods must be sent in an electronic dispatch message according to Matkahuolto's instructions and must be marked accordingly on the parcel address label. In addition, LQ consignments must be marked with statutory markings and LQ labels in accordance with Matkahuolto's instructions.

3.4. Delivery without Acknowledgement

For example, a consignment can be left near the recipient's 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.

3.5. Call to Consignee

The delivery date for home delivery is agreed by phone if the recipient has not selected a delivery date in the digital survey. The service is only charged for successful calls.

3.6. Extended Storage Time

An additional 7 days will be added to the normal holding time of the parcel. The service will only be charged if the consignment is not picked up within the normal holding time. The storage period cannot be extended for shipments to Åland.

3.7. Pre-delivery Call

The recipient will be called in advance and given an estimated delivery time. The service does not include agreeing a delivery time. Recipient's mobile phone number is required.

3.8. Contact Delivery

The consignment will be delivered to the recipient or another person available at the address. If no one is at the address, the consignment will be taken to a Matkahuolto business premise for a pick-up.

3.9. Age Verification 18 and Age Verification 20

Shipments containing alcohol must include one of the following Age Verification additional services: Age Verification 18 if the shipment contains only alcoholic beverages with an alcohol content of no more than 22%, or Age Verification 20 if the shipment contains, in whole or in part, alcoholic beverages with an alcohol content exceeding 22%. The sender must select the additional service that corresponds to the contents of the shipment and indicate in the shipment details that the shipment contains alcoholic beverages.

An alcohol shipment subject to age verification is always handed over in person against acknowledgement. The shipment will not be left at the door and cannot be redirected to a parcel point or parcel locker for collection. Alcoholic beverages may be delivered between 9:00 and 21:00.

The shipment will not be handed over if the recipient does not meet the minimum age requirement of the selected Age Verification additional service, is intoxicated, or there is reason to suspect at the time of delivery that the alcohol will be supplied to a minor. Restrictions concerning the delivery location and the safety of the handover are also taken into account.

3.10. Pick-up and Delivery Service

The Pick-up and Delivery Service is not included in the price of consignments. The Pick-up and Delivery Service is agreed separately for

each customer and destination. The basis of pricing can be per parcel, per visit or per month. The service only covers the agreed number of consignments.

Matkahuolto must be able to pick up the consignments at the agreed time with no delay and without hindrance. The consignments must be fully packaged and accompanied by parcel address labels and electronic dispatch messages in accordance with Matkahuolto's instructions. Matkahuolto is not obliged to pick up parcels that are not accompanied by the appropriate parcel address labels. The customer must ensure that a person authorised to acknowledge receipt of the consignments is present at the reception service and that Matkahuolto can deliver the consignments without hindrance and without delay.

Matkahuolto has the right to charge a fee for waiting time, lost time or other similar extra work.

4. Validity of the terms

These Product Terms apply to contract customers' Transport Services as of 1 January 2027 and are valid until further notice. Following the entry into force of these terms, all prior agreements, agreement annexes and service descriptions of the parties referring to the product descriptions and Product Terms shall be deemed as references to these terms, unless otherwise agreed in writing.

Current Product Terms are available on Matkahuolto's website.