

## **MATKAHUOLTO DELIVERY METHODS**

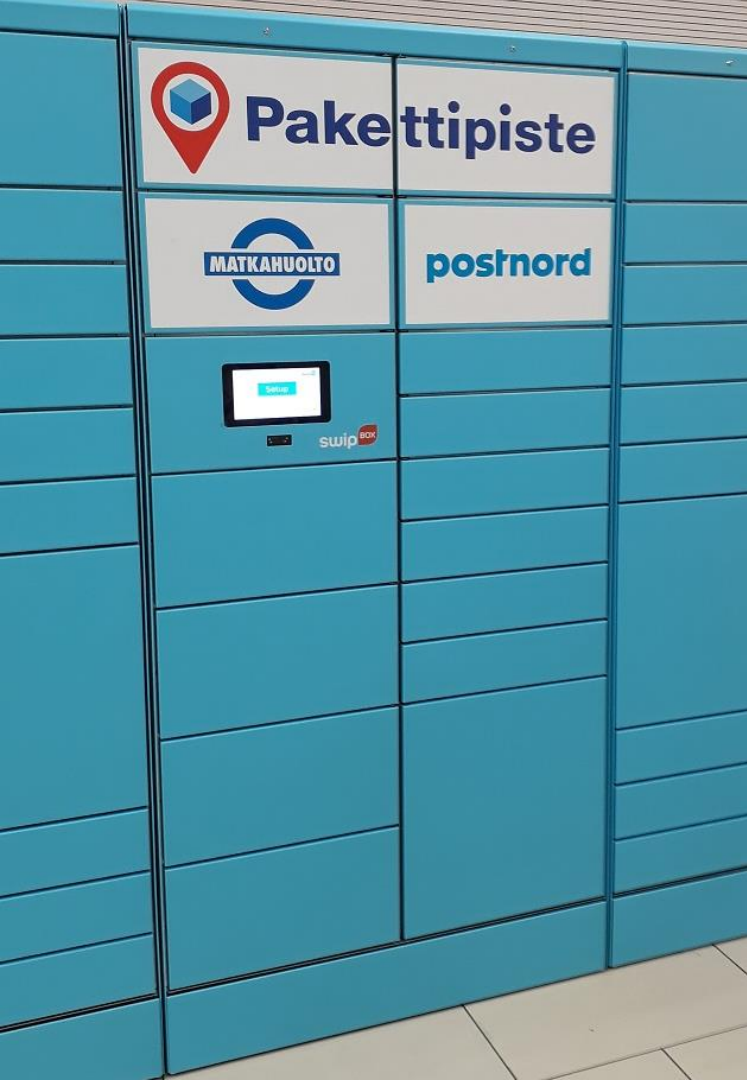
A guide to presenting delivery methods to consumers  
in an online store



## Matkahuolto delivery methods



- Here you will find instructions on how to present different Matkahuolto delivery methods to your customers in your online store.
- Providing consistent information on delivery methods in your online shop and in the shopping cart helps your online store customer to make purchases and improves the reliability of your online store.
- On the following pages, select the ready-made texts for the delivery methods.
- **When the information is provided correctly, the buyer can better compare and choose the most appropriate delivery method.**



## Deliveries to service points



If you use the Near Parcel or the XXS Parcel, tell the consumer this:

**Pick-up from a Matkahuolto parcel locker:** As a rule, parcels are delivered to Matkahuolto parcel lockers within 1-2 working days, in larger cities also on Saturdays. You will be notified as soon as your parcel is available for collection.



**Pick-up from a Matkahuolto service outlet:** As a rule, parcels are delivered to Matkahuolto pick-up points, such as parcel lockers, Matkahuolto service outlets, K-Markets or R-Kiosks, within 1-2 working days, in larger cities also on Saturdays. You will be notified as soon as your parcel is available for collection.



If you use the Bus Parcel, tell the consumer this:

**Pick-up from Matkahuolto:** As a rule, parcels are delivered to your chosen Matkahuolto terminal or Matkahuolto agent by the next working day. You will be notified as soon as your parcel is available for collection.



If you use the Express Parcel, tell the consumer this:

**Pick-up from Matkahuolto:** Parcels are delivered to your chosen Matkahuolto terminal or Matkahuolto agent within hours, at the latest by the next working day. You will be notified as soon as your parcel is available for collection.





# Delivery to your doorstep or chosen address



If you use the Home Delivery, tell the consumer this:

**Matkahuolto delivery to your door at the agreed date and time:**



Delivery to your door at the agreed date and time, including evenings and Saturdays. You will be notified of incoming parcels by text message to agree on the time of the delivery. With the recipient's permission, consignments can also be left at the recipient's doorstep without being signed for.

If you use the Delivery Parcel, tell the consumer this:



**Matkahuolto delivery to your door during the working day:**

Delivery to your door during the working day between 8.00 and 16.00. An exact delivery time cannot be agreed in advance.

If you use Freight (for large consignments over 35 kg and/or over 230 cm), tell the consumer this:

**Matkahuolto delivery to home address:** Delivery directly to the recipient's address, primarily during the business day following the order; the delivery time will be agreed separately.



**MATKAHUOLTO**

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