

Matkahuolto's Product Terms for Contract Customers in International Transport

1 General

1.1 Scope of application

These Product Terms are applied by Oy Matkahuolto Ab (hereinafter 'Matkahuolto') to international goods deliveries effected for contract customers. These Product Terms specify both the general conditions and the conditions for specific shipment types in the international carriage of goods as well as the features of the services provided.

Aside from the Product Terms, the carriage of goods is governed by the contract made between the Customer and Matkahuolto, Matkahuolto's General Terms and Conditions and the Road Transport Agreements Act (CMR). Customers will be notified of any changes with a material effect on the service one month before the effective date, if not earlier.

Matkahuolto accepts no responsibility for any measures taken by the authorities in respect of the consignments.

1.2 Definitions

'Consignment' means an item or a batch of items entered in a transport document and sent as a single delivery to a certain consignee at a specific location.

'Transport document' means a parcel address label or sticker, which not only guides and identifies the consignment but also serves as an invoicing document.

1.3 Customer Responsibilities

Aside from the provision of the General Terms of Contract, the Customer is liable for instructing the consignee or consignor, who is not party to this Contract, to act in the manner specified in this Contract.

Consignor's insurance and liability for damages

The consignor shall indemnify Matkahuolto for any loss or damage resulting from the consignor's failure to comply with the following warranties and insurances:

The information provided by the consignor or their representative are complete, accurate and true.

The consignor has complied with all applicable customs, import, export, data protection, trade restriction/sanction, embargo and other laws and regulations. The consignor has obtained all necessary consents regarding the personal data provided to Matkahuolto, including the consignee's information that may be needed for transport, customs clearance and delivery, such as email address and telephone number.

The Customer must save the information required for the delivery of the consignment, its contents and the arrival notification. The consignor must always provide the consignee's mobile phone number (required) and email address.

1.4 Holding time

Parcels are held at the pick-up point for seven (7) days, unless the Product Terms expressly specify a longer holding time.

1.5 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 280 kg), whichever is higher. The minimum chargeable weight is 1 kg, rounded up to the next full kilogram.

2 International carriage of goods

2.1 International Pick-up Parcel

International Pick-up Parcels are delivered to the pre-selected pick-up point or the nearest pick-up point determined by the recipient's address. The consignment details must include the recipient's mobile phone number or email address.

2.1.1 Estonia

One parcel per consignment. Maximum weight 20 kg. Maximum length 150 cm, length + circumference 300 cm, minimum dimensions 14 cm x 9 cm x 15 cm. When sending to a parcel locker, the maximum dimensions are 38 x 39 x 64 cm. Parcels are held for 15 days at service outlets and 7 days in parcel lockers, after which any uncollected parcels will be returned to the consignor at their expense.

2.1.2 Latvia and Lithuania

One parcel per consignment. Maximum weight 20 kg. Maximum dimensions 38 x 39 x 64 cm, minimum dimensions 14 x 9 x 15 cm. Parcels are held for 7 days in parcel lockers, after which any uncollected parcels will be returned to the consignor at their expense.

2.1.3 Sweden and Denmark

One parcel per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 150 cm, length + circumference 300 cm, minimum dimensions 14 x 9 x 15 cm. Parcels are held at the pick-up point for 14 days, after which any uncollected parcels will be returned to the consignor at their expense.

2.1.4 Germany, Austria, Luxembourg, the Netherlands, Belgium, France and Spain

One parcel per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 100 cm, length + circumference 250 cm, minimum dimensions 14 x 9 x 15 cm. Parcels are held at the pick-up point for 7 days, after which any uncollected parcels will be returned to the consignor at their expense.

2.2 International Business Parcel

International Business Parcels are delivered to the address of the consignee. Delivery arrangements vary from one country to another. The service includes at least one delivery attempt. Delivery time is not agreed in advance with the recipient. If the recipient cannot be reached, an arrival notification will be left for them to pick up the consignment at a service point in the destination country. The consignment details must include the recipient's mobile phone number or email address. Consignments are not distributed to PO Box or Poste Restante addresses or consumer recipients.

2.2.1 Estonia, Latvia and Lithuania

Maximum 5 (five) parcels per consignment. Maximum parcel weight 30 kg, maximum consignment weight 150 kg. Maximum parcel length 150 cm, length + circumference 300 cm. If delivery is not possible, the consignment will be taken to the nearest pick-up point. Uncollected shipments will be returned to the consignor at their expense.

2.2.2 Sweden, Denmark, Germany, Spain, Italy, France, Portugal, Netherlands, Belgium, Luxembourg, Slovakia, Slovenia, Monaco, Ireland, Croatia, Austria, Switzerland, Poland, Bulgaria, Czech Republic, Romania, Greece

One parcel per consignment. Maximum parcel weight 20 kg, minimum weight 0.150 kg. Maximum length 100 cm, length + circumference 250 cm, minimum dimensions 14 x 9 x 15 cm. If delivery is not possible (1–2 attempts), the parcel will be held at the terminal for 7 days, after which the consignment will be returned to the consignor at their expense.

2.3 International Home Parcel

International Home Parcels are delivered to the address of the consignee. Delivery arrangements vary from one country to another. The recipient will receive a pre-notification of the incoming consignment. The service includes one delivery attempt. If the recipient cannot be reached, an arrival notification will be left for them to pick up the consignment at a service point in the destination country. The consignment details must include the recipient's mobile phone. Consignments are not distributed to PO Box or Poste Restante addresses. In some countries the consignee may be entitled to make changes to the shipment information such as changing the delivery type or address of the consignment or updating contact details.

2.3.1 Estonia

One parcel per consignment. Maximum weight 20 kg. Maximum length 150 cm, length + circumference 300 cm, minimum dimensions 14 x 9 x 15 cm. The recipient is always notified of the parcel before delivery. Delivery time 8 am to 8 pm (Mon-Fri); 8 am to 4 pm (Sat). If delivery is not possible, the consignment will be taken to the nearest pick-up point. Parcels are held for 15 days at service outlets, after which the consignment will be returned to the consignor at their expense.

2.3.2 Sweden, Denmark, Germany, Netherlands, Belgium, Luxembourg, Austria, Czech Republic, Poland, France, Hungary, Slovakia, Slovenia, Ireland, Italy, Spain, Portugal, Croatia

One parcel per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 100 cm, length + circumference 250 cm, minimum dimensions 14 x 9 x 15 cm. No customer return option. If delivery is not possible, the parcel will be held at the terminal for 7 days, after which the consignment will be returned to the consignor at their expense.

2.4 Express deliveries to international destinations, DHL Express Easy

Customers can send and pick up shipments at Matkahuolto's DHL service points. DHL shipments must be pre-recorded and paid for. Shipments are not recorded at Matkahuolto outlets. DHL opens all Express Easy shipments at its own terminal and checks that the contents of the parcel are as declared.

The International Air Parcel service is available for almost every country in the world. An International Air Document can only contain documents. International Air Parcels are taken to the recipient's address or to the pick-up point chosen by the recipient within 1-8 workdays. At its shortest, the delivery time to a destination in Europe is just one day. For other destinations, delivery takes 2-8 workdays depending on the target country.

3 Validity of the terms

These Product Terms apply to contract customers' international transport services as of 1 November 2023 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.