

Matkahuolto's terms of international parcels for consumer and cash customers

1 General

1.1 Scope of application

These Product Conditions are applied by Oy Matkahuolto Ab (hereinafter 'Matkahuolto') to international goods deliveries effected for consumer customers. These Product Conditions 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 Conditions, the carriage of goods is governed by Matkahuolto's General Terms and Conditions and the Road Transport Agreements Act (CMR). 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. The transport document means the parcel address label attached to the parcel.

1.3 Customer's obligations

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. The Customer must follow the instructions given by Matkahuolto.

The Customer is required to check with Matkahuolto that the selected delivery service ('Service') is available for the consignment involved and that any selected extra services are available for the chosen Service. If the Customer's selections are incompatible or inconsistent with the consignment, Matkahuolto retains the right to deviate from the Service ordered by the Customer.

The Customer is also responsible for ensuring that correct and up-to-date names, addresses and other such data required by the Service are duly marked on the consignments. A consignment must always indicate the consignor's name and an address in mainland Finland to which the consignment can be returned, if necessary.

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 and email address (both required). In addition, the Customer is responsible for ensuring that each consignment has an address label or sticker in accordance with Matkahuolto instructions, as well as any customs documents or other similar documents required by the authorities.

1.4 Content restrictions on consignments

Unacceptable consignments

A consignment is considered unfit for transport in the following cases:

No customs declaration required by the applicable customs regulations has been made. The consignment contains an imitation or counterfeit product, an animal, precious metal, money, gems or jewellery, a weapon, explosive or ammunition, a human body or its remains, illegal substances such as ivory and drugs, or the ADR (European Road Transport Regulation on dangerous goods) or other relevant organisation has classified it as a dangerous object or substance, or as a prohibited or restricted product.

Consignments sent abroad must not contain any substances prohibited or classified as dangerous in land, sea or air transport, such as aerosol cans, lithium batteries or even small quantities of flammable liquids or oxidising substances.

1.5 Delivery time estimate

Only a delivery time estimate is always given for consignments sent abroad. The delivery time estimates for services to individual countries as well as the availability of services by country can be checked at Matkahuolto's online service.

1.6 Transport documents

When a Customer orders a consignment in Matkahuolto's online service, the Customer will receive activation code for leaving the consignment at a Matkahuolto pick-up point or parcel locker. The activation code (which contains a unique consignment number) must be written on the parcel. The Customer may also use the online service to order a pick-up for the consignment, subject to a special charge. In addition, the consignment can be sent from a Matkahuolto terminal at an additional cost.

1.7 Pricing and payment

The prices of consumer services include transport and, if separately agreed and charged, pick-up and/or delivery. The price includes value added tax. Pricing is based on the destination country, the selected parcel size and the selected extra services.

1.8 Delivery tracking

The consignment is recorded in Matkahuolto's consignment tracking system in Finland and in most destination countries also at the time of delivery.

1.9 Return to consignor

The International Near Parcel, International Delivery Parcel and International Home Delivery Parcel will always be returned to the consignor at their expense.

If the consignment is returned, the return costs will be charged to the original consignor. If the consignment cannot be returned to the consignor, it will be treated as undelivered in accordance with the general conditions of carriage.

1.10 Matkahuolto's right to deviate from the Service ordered by the Customer

Matkahuolto has the right to deviate from the Service ordered by the Customer if the Services chosen by the Customer are in conflict with each other or with the consignment. Matkahuolto strives to implement the Service in a manner that safeguards the interests of the Customer. In the event of a conflict, Matkahuolto may change the main product or extra services. If the Customer's consignment does not meet the requirements of the Service selected by the Customer, Matkahuolto has the right to process and invoice the consignment as a Service whose characteristics correspond to the Customer's consignment.

1.10 Claims and damages

Limitation of liability

The maximum compensation for goods is 8.33 SDR/kg + freight in accordance with the Road Transport Agreements Act. For consignments sent to Russia, the maximum compensation in all cases is 130 SDR per consignment for International Delivery Parcels and 40 SDR + 4.5 SDR/kg + freight for International Near Parcels. A Customer wishing to insure the consignment for a higher amount may do so at their own expense.

The liability of Matkahuolto is limited to the direct loss or damage of the consignment, not exceeding the above-mentioned maximum compensation. Matkahuolto shall not be liable for any other direct or indirect loss or damage, including loss of income and revenue or any interest costs.

The destination country may also have its own restrictions. The Customer is responsible for finding out the current export embargos and import regulations of the destination country. Matkahuolto is not responsible for the outcome of the Service if the consignor has not complied with the restrictions and conditions set by the destination country.

Matkahuolto is not responsible for bills of entry, nor for the decisions of authorities related to customs clearance, or other actions of authorities in connection with the consignment. For import permit issues and other import-related matters, please contact the trade mission of the destination country.

Obligation to inspect and file a claim or complaint; claiming damages

The consignee must inspect the consignment and file a claim for any externally detectable damage immediately upon receipt of the consignment. A claim for other than externally detectable damage must be filed in writing within seven days, excluding Sundays and red-letter days. If the Customer is a consumer within the meaning of the Finnish Consumer Protection Act, any claim must be filed within 30 days, or if it is determined that a reasonable period of time should be longer than this, within such reasonable time of receipt of the parcel. If the Customer fails to file a claim

for damage or delay, the Customer or consignee will forfeit the right to make claims for any damage or delay.

Any claim for delayed delivery must be filed in writing within 21 days of the consignment being delivered to the consignee in accordance with the product conditions. However, if the consignment has not been delivered as agreed, a claim must always be filed in writing no later than three months after dispatch.

According to the Road Transport Agreements Act, compensation must be claimed within one year at the latest.

1. from the handover date when the goods have been reduced or damaged or their delivery has been delayed;
2. from the date when 30 days have elapsed from the specified handover time, or if no such handover date has been determined, when 60 days have elapsed from the date when the carrier accepted the goods for carriage; and 3. in other cases, when three months have elapsed after the conclusion of the contract of carriage.

1.11 Customs clearance of consignments

The consignee shall pay the customs duties and regulatory charges as well as taxes for the consignment. If the consignment cannot be delivered to the consignee, any unpaid customs duties and regulatory charges will be claimed from the consignor. No attached documents are needed for consignments to EU countries. Consignments addressed elsewhere must be accompanied by a trade or proforma invoice, unless otherwise instructed.

2 International parcel services

2.1 International Pick up parcel

International Near Parcels are delivered to the pre-selected pick-up point or the nearest pick-up point determined by the recipient's address.

The prices of the services and the maximum and minimum dimensions and weights can be found on Matkahuolto's website.

2.1.1 Estonia, Latvia and Lithuania

One package per consignment. The maximum dimensions for a parcel delivered to a parcel locker are 39 x 38 x 64 cm.

Held for 15 days at service outlets, after which the consignment will be returned to the consignor. Held for 7 days in parcel lockers, after which the consignment will be returned to the consignor.

2.1.2 Sweden

One package per consignment. 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.

2.1.3 Denmark, Germany (DE) Austria (AT) Luxembourg (LU) Netherlands (NL) Belgium (BE) France (FR), Spain (ES)

One package per consignment. 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 Delivery 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. Consignments are not distributed to PO Box or Poste Restante addresses.

2.2.1 Estonia, Latvia and Lithuania

One package per consignment. Will be taken to the nearest pick-up point if delivery is not possible. Uncollected consignments will be returned at the expense of the original consignor.

2.3 International Home Parcel

International Home Delivery Parcels are delivered to the address of the consignee. The service includes one delivery attempt. Delivery time is 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. Consignments are not distributed to PO Box or Poste Restante addresses.

2.3.1 Estonia

One package per consignment. 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). Will be taken to the nearest pick-up point if delivery is not possible. Will be taken to the nearest pick-up

point if delivery is not possible. No consignment returns, uncollected consignments will be returned at the expense of the original consignor.

2.3.3 Sweden, Denmark, Germany, Benelux, Austria, Czech Republic, Poland, France, Hungary, Slovakia, Slovenia, Ireland, Italy, Spain, Portugal, Croatia

One package per consignment. The recipient is always notified of the parcel before delivery. 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 sender subject to an additional charge.

3. Validity of terms

These terms apply to international parcel services for consumer and cash customers starting from March 1, 2024, and are valid until further notice.