

Charging criteria for additional services and surcharges for contract customers

Additional services available to the customer

The following additional services can be ordered by the sending customer: Handle with Care, Multi-parcel, LQ (limited quantity of dangerous goods), Dangerous Goods, Handing over personally, Extended storage time, Delivery without Acknowledgement, Call to consignee and Pre-delivery call.

In addition, the receiving customer may order the Extended storage time additional service at their own expense service, as well as the Delivery without Acknowledgement extra service. The Extended storage time extra service will only be charged if the original storage time of the consignment has been exceeded. The Call to consignee extra service is also charged only if the call is successful.

Surcharges charged by Matkahuolto

Heavy

Charged if the weight of even one parcel in the consignment 25 kg.

Manual handling

Charged if the size of even one parcel in the consignment exceeds 60 cm x 60 cm x 100 or the parcel cannot be sorted by machine due to its shape (e.g. cylindrical parcels). No charge for XXS Parcel or XXS Mailbox Delivery products.

Shipment document creation on customer's behalf

Charged for storing delivery data. The storage of delivery data does not include printing address labels.

Address label creation on customer's behalf

Charged for consignments for which Matkahuolto prints an address label (also for consignments with an activation code or return code). The surcharge is per consignment, i.e. the number of parcels does not matter.

Arrival notification sent as a letter

Notifications by letter are subject to a charge. In principle, the arrival notification is sent by text message, WhatsApp message, email and, for users of the Paketit app, as an app notification. Notification by letter automatically extends the pick-up time of parcels to 14 days.

Pick-up order by phone or email

Charged for pick-up orders placed by phone or email. The surcharge is charged per order.

Modification to shipment information

Charged if the sending customer requests a change to the delivery data. The surcharge is charged for changes to delivery data, such as:

- Change of the name/address of the recipient
- Return of consignment to the sender
- Home delivery for a consignment to be collected at a pick-up point or diversion to another pick-up point
- Changes to the data of invoiced consignments

Transfers and return consignments will be charged the price of a new consignment.

Extra work faulty EDI message

Charged if the EDI message have had to be corrected or investigated. Examples of cases:

- Missing or incorrect recipient contact information in the EDI
- The recipient's address is missing or incorrect
- The recipient's postal code is incorrect

Extra work faulty address label

Charged when the barcode cannot be read without printing a new address label.

Extra work insufficient packaging

Charged if the packaging has had to be adjusted to allow handling of the consignment. Examples of cases:

- The tapes on the parcel have failed
- The packaging material is not durable, e.g. paper bag and damage to the packaging

Other extra work

Charged for additional work that is not part of Matkahuolto's normal process and that has to be done in order to deliver the consignment as ordered. Charge per each 30 minutes or part thereof.

Altering service

Charged if a consignment exceeds the dimensions or weight indicated in the terms of service and the consignment is changed to another parcel service.

Altering service to Freight

Charged if a consignment exceeds the dimensions or weight indicated in the terms of service and the consignment is changed to Freight. If the consignment contains more than one parcel or the weight of the parcel exceeds 40 kg, a surcharge will be charged for the addition of a pallet.

Ferry surcharge

A consignment-specific surcharge for deliveries from mainland Finland to an archipelago postal code and from an archipelago postal code to mainland Finland. Archipelago postal codes: 00190, 07370, 21650, 21660, 21670, 21680, 21710, 21720, 21740, 21750, 21760, 21770, 22100, 22101, 22110, 22111, 22120, 22130, 22140, 22150, 22151, 22160, 22220, 22240, 22270, 22310, 22320, 22330, 22340, 22410, 22411, 22430, 22520, 22530, 22550, 22610, 22630, 22710, 22720, 22730, 22810, 22820, 22830, 22840, 22910, 22920, 22930, 22940, 22950, 23390, 25910, 25940, 25950, 25960, 56350, 66220.

Invoicing below minimum amount

Charged when the invoice total VAT 0% is less than €100.

Billing fee (transport credit)

Surcharge to cover billing costs and general costs such as the maintenance of the Business Portal and telecommunications.

Paper invoice

Charged when the invoice is sent as a paper invoice.

Delivery surcharge for Business, Home Parcel and Freight

Charged for consignments where the recipient's address is in zone 1. No surcharge will be charged for consignments where the recipient's address is in zone 0.

Service point surcharge for Pick-up Parcel and XXS Parcel

For Pick-up Parcels and XXS Parcels ordered to a service point, service point surcharge applies. No surcharge applies to shipments delivered to a parcel locker.

Additional Work: Change in Transport Unit

Charged for Freight shipments where the declared transport unit differs from the actual transport unit. Charge per shipment.

Additional Work: Exceeding Transport Unit

Charged for Freight shipments that exceed the transport unit, for example, a shipment that does not fit entirely on a EUR pallet. Charge per shipment.

Second delivery attempt

A fee is charged for Freight shipments that cannot be delivered on the first attempt. Charge per shipment.