

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.

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 as provided in clause 1.10.

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 (required) and email address.

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

Each item of cargo in a consignment must have an appropriate transport document (address label) containing a unique consignment number. Each transport document must indicate extra services. The Customer may use, at his or her own expense, an address label or printing software approved by Matkahuolto in advance. A transport document must always contain the Customer's agreement ID.

1.7 Pricing and payment

The prices of services only include transport and, if separately agreed, delivery.

Pricing is based on the destination country and the measured weight or volume of the parcel, whichever is greater. Cubic calculation is based on the following formula: 1 m³ = 250 kg. In addition to the destination country, pricing is based on the cargo items and the extra services used. The fuel surcharge indicated on the Matkahuolto website will be added to the prices.

1.8 Track & Trace parcels

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

Parcels are held at the pick-up point for seven (7) 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.

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 Pick-up 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 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.

2.1.1 Estonia, Latvia and Lithuania

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. Held for 15 days at service outlets, after which the consignment will be returned to the distribution centre and from there back to the consignor. Held for 7 days in parcel lockers, after which the consignment will be returned to the distribution centre and from there back to the consignor as a new consignment. The destination of the consignment is Helsinki in the MPaketti system. Delivered to the pick-up point in the Baltics.

2.1.2 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 cm x 9 cm 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.

2.1.3 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 cm x 9 cm 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. Consignments are not distributed to PO Box or Poste Restante addresses.

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. Will be taken to the nearest pick-up point if delivery is not possible. Uncollected shipments will be returned to the sender for a separate fee.

2.2.2 Sweden, Denmark, Germany, Spain, Italy, France, Portugal, Netherlands, Belgium, Luxembourg, Slovakia, Slovenia, Monaco, Ireland, Croatia, Bosnia, Austria, Iceland, Serbia, 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 cm x 9 cm 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 sender subject to an additional charge.

2.3 International Home Parcel

International Home 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 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. The recipient is always notified of the parcel before delivery. Mobile phone number required. 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. Held for 15 days at service outlets, after which the consignment will be returned to the distribution centre and from there back to the consignor.

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

The recipient is always notified of the parcel before delivery. Mobile phone number required. 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.

One parcel per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 100 cm, length + circumference 250 cm, minimum dimensions 14 cm x 9 cm x 15 cm. No customer return option.

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 Extra services

3.1 Cash-on-Delivery (COD)

The COD extra service is not available for international deliveries.