

Matkahuolto's Product Terms for Contract Customers for Domestic Freight Services

1. General

1.1. Scope of application

These Product Terms apply to Oy Matkahuolto Ab's (hereinafter 'Matkahuolto') domestic freight services. The services are available to corporate and institutional customers, and their use requires an agreement with Matkahuolto. In addition to the Product Terms, the agreement between Matkahuolto and the customer, the current General Terms and Conditions of Matkahuolto's transport services for corporate customers and the Road Transport Agreements Act in force at the time are also applicable.

1.2. Maximum dimensions and weights

Matkahuolto freight can be shipped using the following transport platforms: Half Euro-Pallet, Roll Container, EUR-Pallet, FIN-Pallet and Special Pallet.

FIN-Pallet

Maximum pallet weight: 925 kg

Maximum pallet size: 120 x 100 cm and height 210 cm

EUR-Pallet

Maximum pallet weight: 740 kg

Maximum pallet size: 120 x 80 cm and height 210 cm

Half Euro-Pallet

Maximum pallet weight: 500 kg

Maximum pallet size: 80 x 60 cm and height 210 cm

Roll Container

Maximum roll container weight: 400 kg

Maximum roll container size: 71 x 82 cm and height 180 cm

Special Pallet

Maximum pallet weight: 1,200 kg

Maximum pallet size: 200 x 80 cm and height 240 cm

1.3. Pricing

The price is based on the type of transport platform, the number of transport platforms, the transport areas and extra services.

Pick-up service is not included in the basic price of shipments. The pricing basis for the pick-up service may be per shipment, per week, or per month. If the delivery fails, Matkahuolto will attempt to redeliver the shipment for a separate fee.

Only transport platforms of the same type can be included in a shipment. A shipment can contain up to 5 pallets or roll containers.

The prices are subject to additional charges according to the current price list.

1.4. Service content

Matkahuolto's freight service includes:

- One pick-up from the consignor in the immediate vicinity of the Matkahuolto vehicle (maximum 5 m). Pick-up takes place at a loading dock or street level. If the customer sends freight on a regular basis, standardised pick-ups can be agreed.
- The service includes two delivery attempts on business days between 8.00-16.00. If the delivery fails on the first attempt, the recipient will be notified by email or text message and a new attempt will be made on the next possible business day. The second delivery attempt will only be charged if the shipment cannot be delivered on the first delivery attempt.
- Delivery will take place at a loading dock or street level, in the immediate vicinity of the Matkahuolto vehicle (maximum 5 m).

1.5. Content of shipments

Matkahuolto does not carry freight whose content, packaging, transport or storage requires special measures or is illegal.

Matkahuolto does not carry live animals, except for live insects, larvae and worms used as bait and live crabs during the crab fishing season, if separately agreed. Matkahuolto does not carry dead animals or their parts, plants, foodstuffs or other perishable content, unless the delivery has been separately agreed with Matkahuolto. The consignor must comply with Matkahuolto's instructions on the choice of type of product, method of packaging and labelling. Instructions for transporting animals can be found on Matkahuolto's website at www.matkahuolto.fi/packages/animal-transport.

Matkahuolto does not carry money, certificates of value or precious stones. Matkahuolto does not carry precious metals, jewels, pearls or works of art unless they are of low value.

Dangerous goods cannot be sent using Matkahuolto's freight service.

1.6. Delivery time

Shipments for which a pick-up has been ordered via the Matkahuolto ordering channel will generally be picked up the next day at the latest. If there are errors or defects in the pick-up order, Matkahuolto does not guarantee pick-up or delivery within the normal delivery time.

The delivery time for shipments is 2-4 business days, and varies depending on the route.

1.7. Packaging

Freight cannot be sent without a transport platform. The transport platform must allow handling with a pump truck. The centre of gravity of the platform must not prevent safe handling. If the shipment goes beyond the edges or height of the pallet or the sides or height of the roll container, a surcharge according to the price list will be charged per item. If the transport unit

differs from what was indicated, the actual transport unit will be recorded and a surcharge according to the price list will be applied.

1.8. Use of Matkahuolto's transport units

If separately agreed, Matkahuolto can provide the customer with transport units, such as cages or roll containers. The transport units are intended for sending shipment and may only be used for Matkahuolto's domestic transports. The transport units may not be used for international deliveries, transport by other companies or for the contract customer's internal operations. The contract customer shall have access to no more than the number of Matkahuolto transport units specified in the agreement and for a maximum period of one week. Matkahuolto has the right to monitor and control the use of the transport units and to pick up any transport units not returned by the contract customer. Transport units can only be made available to the contract customer if the contract customer has returned any previously used transport units as instructed by Matkahuolto. The contract customer is responsible for any transport units picked up by or delivered to the same and for their use. Matkahuolto has the right to charge the contract customer for the use of the transport units, the costs incurred for the pick-up of unreturned transport units, and compensation for damage to or loss of the transport unit or its use in violation of these Product Terms, up to the price of a new transport unit.

1.9. Handover of shipments to Matkahuolto

The pick-up of shipments from the contract customer must be agreed separately. Matkahuolto freight shipments cannot be brought to Matkahuolto terminals.

Matkahuolto must be able to pick up the shipments at the agreed time with no delay and without hindrance. Matkahuolto has the right to charge a fee for waiting time, lost time or other similar extra work.

It is possible for the customer to agree a pick-up and delivery service in accordance with the Product Terms for domestic parcel services.

1.10. Delivery and pick-up days

Deliveries and pick-ups are only made on business days, unless otherwise stated in the Product Terms. In certain areas, deliveries and pick-ups are only made on specific days. In these areas, 1-2 business days will be added to the delivery time per product.

1.11. Handover of freight to the recipient and associated restrictions

A freight shipment is handed over against acknowledgement of receipt to the person present at the address. Deliveries are left at the address of the recipient in the immediate vicinity of the Matkahuolto vehicle. One person must be able to transport the shipment to the delivery point. The delivery point must be located on a public and passable road that can withstand the driving of the delivery vehicle and the unloading of the freight. The road and the unloading area must be sanded and ploughed in winter. Matkahuolto is not liable for any damage caused by the road or unloading area being in a condition that does not comply with the conditions.

The service includes two delivery attempts. If the recipient is not present at the time of delivery, an attempt will be made to deliver the shipment on the next possible business day and an arrival notification will be sent to the recipient.

Matkahuolto freight shipments cannot be picked up from Matkahuolto terminals.

Matkahuolto freight shipments cannot be sent to Åland.

1.12. Storage and return of freight

After two delivery attempts, the shipment is returned to the sender. The return costs will be charged to the payer customer.

1.13. Deviation from the service ordered by the customer

If Matkahuolto needs to update the product type or extra services in order to provide the transport service, it is entitled to charge additional fees in

accordance with the current price list. The delivery and billing of the shipment is based on the updated product type and additional services.

1.14. Recipient's orders

The recipient has the right to place an order to update the delivery information. The recipient will be charged for the orders according to the current price list.

2. Extra services

2.1. Pre-delivery Call

The recipient will be called in advance and given an estimated delivery time. The service does not include agreeing a delivery time. Recipient's mobile phone number is required.

3. Validity of the terms

These Product Terms apply to contract customers' Transport Services as of 1 July 2026 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 freight service descriptions and Product Terms shall be deemed as references to these terms, unless otherwise agreed in writing.