

# Matkahuolto's Product Terms for Contract Customers in Domestic Transport

## 1 General

### 1.1 Scope of application

These Product Terms apply to Oy Matkahuolto Ab's (hereinafter 'Matkahuolto') domestic transport 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 are complied with.

### 1.2 Maximum dimensions and weights

#### Pick-up Parcel, Bus Parcel, Express Parcel and Return Parcel

Maximum parcel weight: 30 kg

Maximum parcel size (with Large surcharge): longest side 200 cm, length + width + height 300 cm

Maximum parcel volume: 0.5 m<sup>3</sup>

#### XXS Parcel

Maximum parcel weight: 30 kg

Maximum parcel size: 3 cm x 25 cm x 40 cm

#### XXS Mailbox Delivery

Maximum parcel weight: 1 kg

Maximum parcel size: 3 cm x 25 cm x 40 cm

#### Home Parcel and Business Parcel

Maximum parcel weight: 35 kg

Maximum parcel size (with Large surcharge): longest side 230 cm, length + width + height 300 cm

### 1.3 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 250 kg), whichever is higher. The minimum chargeable weight is 1 kg, rounded up to the next full kilogram.

A consignment consisting of several parcels ('MultiParcel'), is only available if all the parcels are submitted to Matkahuolto from the same place at the same time and can be delivered to the same pick-up point or the same recipient at the same time. A MultiParcel consignment is priced according to the combined weight of the parcels, and the consignment can contain up to five parcels. In the case of XXS Parcels and XXS Mailbox Deliveries, the consignment can only contain one parcel.

The Large surcharge is charged if even one of the parcels in the consignment exceeds the maximum size of 60 cm x 60 cm x 100 cm for any one dimension.

### 1.4 Content of consignments

The 'Handle with Care' extra service must be purchased for consignments with fragile contents and the parcels must be marked with Matkahuolto's 'Handle with Care' labels. Matkahuolto is not bound by any factory package markings. The 'Handle with Care' extra service does not increase Matkahuolto's liability for compensation for damage, nor does it release the consignor from liability for, among other things, adequate packaging.

Matkahuolto transports goods classified as dangerous in limited quantities in accordance with separate instructions. The carriage of dangerous goods requires a separate agreement with Matkahuolto and the use of the ADR or LQ extra service by the contract customer. The permitted goods and quantities are indicated on Matkahuolto's website at [www.matkahuolto.fi/packages/dangerous-goods](http://www.matkahuolto.fi/packages/dangerous-goods). Matkahuolto reserves the right not to carry dangerous goods or other hazardous objects, substances or materials.

The sending of firearms, their parts or accessories, cartridges and particularly dangerous ammunition is only permitted subject to special agreement with Matkahuolto. The consignor must comply with the applicable legislation and Matkahuolto's instructions. For all consignments containing firearms, their parts or accessories, cartridges or dangerous ammunition, you must obtain the 'To be collected in person' extra service, as well as the ADR or LQ extra service where the content requires it.

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. Contract customers must comply with Matkahuolto's instructions on the choice of parcel product, packaging method and labelling. Instructions for transporting animals can be found on Matkahuolto's website at [www.matkahuolto.fi/packages/animal-transport](http://www.matkahuolto.fi/packages/animal-transport).

### 1.5 Use of Matkahuolto's transport units

If separately agreed, Matkahuolto can provide the customer with transport units, such as cages, roll containers or boxes. The transport units are intended for sending consignments 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 collect 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 collection 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.

## **1.6 Submission of the consignment to Matkahuolto**

A consignment can be submitted to Matkahuolto at a Matkahuolto terminal or a Matkahuolto agent or left at the site of a Matkahuolto partner offering Matkahuolto's Transport Services (including parcel lockers and consignments to be carried by coaches) unless otherwise specified in the Product Terms. Submission of consignments may be subject to service point specific restrictions relating to parcel dimensions, weight, batch size or content. Any collection of consignments from the contract customer must be agreed separately.

## **1.7 Delivery and pick-up dates**

Deliveries and pick-ups are only made on workdays, unless otherwise stated in the Product Terms. In certain areas, deliveries and pick-ups are only made on specific dates.

## **1.8 Arrival notification**

The recipients will be informed of the arrival of a consignment for pick-up by a text message, email, app notification or letter. The arrival can be notified by other means if agreed with the sender or recipient. There are restrictions on the notification method depending on the type of parcel product. Notification by letter is subject to an additional charge and extends the holding time to 14 days.

## **1.9 Parcel handover and limitations**

The consignment is delivered for pick-up at a Matkahuolto pick-up point, which may be a Matkahuolto terminal, Matkahuolto agent or the site of a Matkahuolto partner offering Matkahuolto's Transport Services, or it is delivered to the consignee's address in accordance with the Product Terms for the type of parcel product. The types of pick-up points available may have restrictions depending on the type of parcel product, which are indicated in the relevant Product Terms. In the case of parcel products to be picked up, Matkahuolto will notify the recipient of the arrival of the parcel where possible, provided that no other practice has been agreed with the consignor or the consignee.

### **Pick-up times at service points and their changes**

The consignee can pick up the consignment at the service point during its opening hours. The opening hours of the service point may differ from those of the business operating the service, e.g. a shop that is otherwise open 24/7. The opening hours of the service points are posted on Matkahuolto's website, but Matkahuolto accepts no responsibility for the accuracy or currency of the information.

Matkahuolto has the right to switch the chosen parcel locker or service point to another parcel locker, service point or agent outlet due to size or weight restrictions, lack of space or congestion, parcel contents or any other reason justified from the point of view of Matkahuolto or the service point.

### **Parcel handover from the parcel locker**

Matkahuolto will send the parcel locker code to the mobile phone number, email address or postal address indicated by the contract customer or the app used by the consignee. The parcel is deemed to have been delivered when the code has been entered and the locker opened. The contract customer is responsible for ensuring that the consignee's details are correct. When a parcel is collected at a parcel locker, no proof of identity or authorisation will be checked; instead, the use of the code sent to the recipient is deemed to serve as valid authentication of the consignee.

In case of a pick-up from a parcel locker, the delivery is governed by the conditions and restrictions specific to the parcel locker involved. Parcel lockers cannot be used for MultiParcels or consignments subject to Cash-on-Delivery, ADR, LQ or 'To be collected in person' extra service or 'Payment by consignee' condition, or consignments with a parcel size larger than 70 cm x 57 cm x 40 cm. The above-mentioned consignments will be redirected to another Matkahuolto service point.

### **Parcel handover at the recipient's address**

A consignment to be delivered to the recipient's address will be handed over to the person found at that address. Deliveries will be made to the recipient's address in the immediate vicinity of the front door. It must be possible for one person to take the consignment to the front door; otherwise, the parcel will be unloaded in the immediate vicinity of Matkahuolto's vehicle. The service includes one delivery attempt. If the recipient is not present at the time of delivery or cannot be reached to agree on a delivery window, the consignment will be taken to a Matkahuolto outlet and an arrival notification will be sent to the recipient. The size, volume, weight and contents of the parcel limit the number of outlets available. The recipient or sender may also order a new delivery attempt for the parcel.

### **Parcel delivery to the recipient's mailbox**

The consignment is delivered to the indicated recipient's mailbox without the recipient's acknowledgment of receipt. If the consignment cannot be delivered to the mailbox for reasons beyond Matkahuolto's or its distribution partner's control (such as locked main entrance or missing door code, parcel not fitting in the mailbox, or full mailbox), the consignment will be taken to a Matkahuolto service outlet, after which an arrival notification will be sent to the recipient.

## **1.10 Holding time and return of the parcel**

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.

### 1.11 Deviation from the service ordered by the customer

If Matkahuolto needs to update product types 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 consignment is based on the updated product type and extra services.

### 1.12 Recipient's orders

The recipient has the right to place an order to update the delivery information, extend the holding time or transfer the consignment to another pick-up point or to be delivered to the recipient from the pick-up point. The recipient will be charged for the orders according to the current price list.

## 2 Services

### 2.1 Pick-up Parcel

Pick-up Parcels are delivered to a Matkahuolto pick-up point chosen by the sender or close to the recipient within 1-3 workdays after dispatch, depending on the route.

Extra services: Handle with Care, LQ, Extended Storage Time, Large.

### 2.2 Bus Parcel

Bus Parcels are delivered to the Matkahuolto terminal or Matkahuolto agent outlet chosen by the sender or close to the recipient within 1-3 workdays after dispatch, depending on the route.

Extra services: Cash-on-Delivery, Handle with Care, ADR, LQ, To be collected in person, Extended Storage Time, Large.

### 2.3 XXS Parcel

XXS Parcels are delivered to the Matkahuolto pick-up point chosen by the sender or close to the recipient within 1-3 workdays after dispatch, depending on the route. Recipient's mobile phone number or email address is required, notification by letter is not possible. The price is based on the number of shipments.

No extra services.

### 2.4 XXS Mailbox Delivery

XXS Mailbox Delivery consignments are delivered to the recipient's mailbox without prior notice within 2-4 workdays after dispatch, depending on the route. The price is based on the number of shipments.

No extra services.

### 2.5 Business Parcel

Business Parcels are delivered to the address provided by the sender on workdays between 8 am and 4 pm without prior notice within 1-3 workdays after dispatch, depending on the route.

Extra services: Handle with Care, ADR, LQ, Delivery without Acknowledgement, Extended Storage Time, Large, Bicycle Consignment.

### 2.6 Home Parcel

Home Parcel consignments are delivered to the recipient's address. The recipient will receive a prior notice of the incoming Home Delivery consignment within 1-3 workdays after dispatch, depending on the route, and the delivery window will be agreed with the recipient. The delivery windows vary by location. The consignment details must include the recipient's mobile phone number or email address to arrange a delivery time.

Extra services: Handle with Care, ADR, LQ, Delivery without Acknowledgement, Call to Recipient, Extended Storage Time, Large, Bicycle Consignment.

### 2.7 Express Parcel

Express Parcels are delivered to a Matkahuolto terminal or Matkahuolto agent outlet for pick up using the first available transport service. Express Parcels can only be taken to a Matkahuolto terminal or Matkahuolto agent outlet. Deliveries are scheduled at the time of dispatch.

Extra services: Handle with Care, ADR, LQ, Extended Storage Time, Large, Express Pick-up, Express Delivery.

### 2.8 Return Parcel

Return Parcels are delivered to a Matkahuolto terminal or Matkahuolto agent outlet for collection. A contract customer may separately agree on the delivery of customer returns for an additional fee. Customer returns are priced in the same way as Pick-up Parcels.

Extra services: Handle with Care, LQ, Large.

## 3 Extra services

### 3.1 Cash-on-Delivery (COD)

The parcel address label and the electronic dispatch message must indicate the amount of the payment and other payment

information in accordance with Matkahuolto's instructions. The maximum COD amount is €2500. To claim the parcel, the consignee must first pay the COD amount and any other charges payable under the transport agreement. After the consignee has picked up the consignment, Matkahuolto will pay the COD amount into the consignor's bank account.

Matkahuolto accepts no liability for any fraudulent transactions. If the consignee finds that the consignor is guilty of fraud, the consignee is advised to turn to the police to have the COD payment frozen. Following an investigation by the police and submission of an official request, Matkahuolto will decide on a potential refund of the COD payment or the transfer of the amount to the sequestered account assigned by the authority.

Matkahuolto will refund the amount of the cash-on-delivery payment to the consignor if Matkahuolto hands over the parcel to the consignee without collecting the specified COD amount.

### **3.2 Handle with Care**

As far as possible, Matkahuolto handles consignments with the Handle with Care extra service separately. Machine sorting, for example, is only used to a limited extent. Despite the extra service, the consignment must be duly packaged as required by contents. Matkahuolto's Handle with Care labels must be affixed to the packaging.

### **3.3 To be collected in person**

The consignment is only handed over to the person to whom it is addressed. It cannot be claimed on behalf of the recipient using a written authorisation. When the item is handed over at the pick-up point, an official photo ID is required to verify that the recipient is of age. Consignments to be collected in person are not handed over to people who are under the influence of alcohol or other substances.

### **3.4 Carriage of dangerous goods**

A consignment containing substances classified as dangerous must be duly packaged as required by the contents. Such consignments cannot be left for delivery at Matkahuolto's partner locations, and Matkahuolto will not deliver them to partner locations for pick-up. Matkahuolto has the right to limit the availability of the service on the basis of restrictions on co-loading or other ADR regulations. If Matkahuolto needs to make changes to the consignment to ensure the legality of the transport of dangerous goods, it has the right to extend the specified delivery time.

#### **ADR**

Using the service, it is possible to send goods classified as dangerous. The information on dangerous goods must be sent in an electronic dispatch message according to Matkahuolto's instructions and must be marked accordingly on the parcel address label. In addition, ADR consignments must be labelled with statutory markings and ADR labels in accordance with Matkahuolto's instructions.

#### **LQ**

By using the service, it is possible to send packaged dangerous goods in limited quantities as stated by law. The information on dangerous goods must be sent in an electronic dispatch message according to Matkahuolto's instructions and must be marked accordingly on the parcel address label. In addition, LQ consignments must be marked with statutory markings and LQ labels in accordance with Matkahuolto's instructions.

### **3.5 Delivery without Acknowledgement**

For example, a consignment can be left near the recipient's door without the recipient's acknowledgement. Consignments left without acknowledgement will be photographed. Matkahuolto is not liable for loss, reduction or damage to the consignment after delivery.

### **3.6 Call to Recipient**

The delivery window for home delivery is agreed by telephone if the recipient has not selected a delivery time in the digital enquiry by the third day after sending. The service is only charged for successful calls.

### **3.7 Extended Storage Time**

An additional 7 days will be added to the normal holding time of the parcel. The service will only be charged if the consignment is not picked up within the normal holding time.

### **3.8 Bicycle Consignment**

Matkahuolto will treat as a Bicycle Consignment any consignment where the bicycle or electric bicycle is not completely packed using, for example, a cardboard box. A Bicycle Consignment must be one that can be walked and recognised as a bicycle. Any parts sticking out or parts easily damaged must be protected, such as with bubble wrap or cardboard. The maximum length of a Bicycle Consignment is 230 cm, the maximum width of the bar 80 cm and the maximum weight 35 kg. Matkahuolto will not carry unpackaged bicycles that do not meet the requirements set out in the Product Terms.

The pricing for Bicycle Consignments is based on a standard freight weight of 150 kg, regardless of the actual dimensions or weight of the consignment. The price is determined by the type of parcel product selected.

### **3.9 Pick-up and Delivery Service**

The Pick-up and Delivery Service is not included in the price of consignments. The Pick-up and Delivery Service is agreed separately for each customer and destination. The basis of pricing can be per parcel, per visit or per month. The service only covers the agreed number of consignments.

Matkahuolto must be able to pick up the consignments at the agreed time with no delay and without hindrance. The consignments must be fully packaged and accompanied by parcel address labels and electronic dispatch messages in accordance with Matkahuolto's instructions. Matkahuolto is not obliged to pick up parcels that are not accompanied by the appropriate parcel address

labels. The customer must ensure that a person authorised to acknowledge receipt of the consignments is present at the reception service and that Matkahuolto can deliver the consignments without hindrance and without delay.

Matkahuolto has the right to charge a fee for waiting time, lost time or other similar extra work.

#### **4 Validity of the terms**

These Product Terms apply to contract customers' Transport Services as of 1 April 2022 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.