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.

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. Submission of the consignment to Matkahuolto

A consignment can be submitted to Matkahuolto at a Matkahuolto business premise or a Matkahuolto parcel point or left at the business premises of a Matkahuolto partner offering Matkahuolto's Transport Services (including consignments sent from parcel lockers) unless otherwise specified in the Product Terms. Matkahuolto's responsibility for the consignment begins once Matkahuolto has verified that it has been handed over at the above-mentioned drop-off point or has taken it into handling. Matkahuolto is not responsible for the consignment or its transit time if required information, such as the activation code or address label, is missing.

Submission of consignments may be subject to business premise specific restrictions relating to parcel dimensions, weight, batch size or content. Any collection of consignments from the contract customer must be agreed separately.

1.5. Holding time

Parcels are held at the pick-up point or terminal for at least seven (7) days, unless the Product Terms expressly specify a longer holding time. Any uncollected parcels will be returned to the consignor at their expense.

1.6. 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 280 kg), whichever is higher. The minimum chargeable weight is 1 kg, rounded up to the next full kilogram.

1.7. 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.

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. The consignment details must include the recipient's mobile phone number and email address. Sending to business recipients is not allowed.

2.1.1. Estonia

One parcel per consignment. Maximum weight 30 kg. Maximum length 150 cm, length + circumference 300 cm, minimum dimensions 14 cm x 9 cm x 1 cm. When sending to a parcel locker, the maximum dimensions are 38 x 39 x 64 cm.

Parcels are stored for 7 days at pickup points and for 4 days in parcel lockers. After the storage period expires, uncollected parcels are returned to the sender at the sender's expense. Consumers have the option to purchase additional storage time.

2.1.2. **Latvia and Lithuania**

One parcel per consignment. Maximum weight 30 kg for Latvia and 25 kg for Lithuania. Maximum dimensions 38 x 39 x 64 cm, minimum dimensions 14 x 9 x 1 cm.

Parcels are stored at pickup points for 4 days. After the storage period has expired, uncollected parcels are returned to the sender at the sender's expense. Consumers have the option to purchase additional storage time.

2.1.3. **Sweden**

One parcel per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 150 cm, length + circumference 300 cm, maximum volume 0.25 m³, minimum dimensions 15 x 10 x 1 cm. When sending to a parcel locker, the maximum dimensions are 60 x 50 x 44 cm. When sending to a parcel locker, the maximum weight is 10 kg.

Parcels are stored for 7 days at pickup points and for 4 days in parcel lockers. After the storage period has expired, uncollected parcels are returned to the sender at the sender's expense. Consumers can extend the storage period free of charge by up to 7 days at pickup points and by up to 3 days in parcel lockers.

2.1.4. **Denmark, Germany, Spain, Italy, France, Portugal, Netherlands, Belgium, Luxembourg, Slovakia, Slovenia, Ireland, Croatia, Austria, Poland, Czech Republic and Hungary**

One parcel per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 100 cm, maximum width 80 cm, maximum height 60 cm, length + circumference 300 cm, minimum dimensions 15 x 10 x 1 cm.

Parcels are stored for 5–7 days at pickup points and for 3 days in parcel lockers. After the storage period has expired, uncollected parcels are returned to the sender at the sender's 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 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. The consignment details must include the recipient's mobile phone number and email address. Consignments are not distributed to PO Box or Poste Restante addresses or consumer recipients.

If delivery is not possible, the consignment will be taken to the nearest pick-up point or terminal. Uncollected shipments will be returned to the consignor at their expense.

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.

2.2.2. Sweden

One parcel per consignment. Maximum parcel weight 35 kg, minimum weight 0.150 kg. Maximum length 200 cm, maximum volume 0.25 m³, length + circumference 300 cm, minimum dimensions 15 x 10 x 1 cm.

2.2.3. Denmark, Germany, Spain, Italy, France, Portugal, Netherlands, Belgium, Luxembourg, Slovakia, Slovenia, Monaco, Ireland, Croatia, Austria, Poland, Bulgaria, Czech Republic, Romania, Greece

One parcel per consignment. Maximum parcel weight 35 kg, minimum weight 0.150 kg. Maximum length 200 cm, maximum width 80 cm, maximum height 60 cm, length + circumference 300 cm, minimum dimensions 15 x 10 x 1 cm.

2.3. International Home Parcel

International Home Parcels are delivered to the address of the consignee. Delivery arrangements vary from one country to another. The recipient will receive a pre-notification of the incoming consignment. The service

includes one delivery attempt. The consignment details must include the recipient's mobile phone and email address. Consignments are not distributed to PO Box or Poste Restante addresses or business recipients.

In some countries the consignee may be entitled to make changes to the shipment information such as changing the delivery type or address of the consignment or updating contact details.
If delivery is not possible, the consignment will be taken to the nearest pick-up point or terminal. Uncollected shipments will be returned to the consignor at their expense.

2.3.1. Estonia

One parcel per consignment. Maximum weight 30 kg. Maximum length 150 cm, length + circumference 300 cm, minimum dimensions 14 x 9 x 2 cm. 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). If delivery is not possible, the consignment will be taken to the nearest pick-up point. Parcels are held for 7 days at pickup points, after which the consignment will be returned to the consignor at their expense.

2.3.2. Sweden

One parcel per consignment. Maximum weight 35 kg, minimum weight 0.150 kg. Maximum length 200 cm, maximum volume: 0.25 m³, length + circumference 300 cm, minimum dimensions 15 x 10 x 1 cm.

Delivery takes place on weekdays between 8:00 and 17:00. In major cities, deliveries are also available between 17:00 and 22:00. The recipient is informed of the estimated delivery date and can change it if necessary. The recipient can track the progress of the delivery in real time.

The shipment is left at the delivery address, usually at the recipient's door, and is registered as delivered without the recipient being present or providing a signature.

Shipments weighing more than 20 kg are delivered to the apartment door in apartment buildings only if the building has an elevator. If the delivery address is located on an upper floor and the building does not have an elevator, the shipment is handed over to the recipient at the building

entrance against a signature. The recipient may be contacted if necessary to arrange the handover.

2.3.3. **Denmark, Germany, Netherlands, Belgium, Luxembourg, Austria, Czech Republic, Poland, France, Hungary, Slovakia, Slovenia, Ireland, Italy, Spain, Portugal, Croatia**
One parcel per consignment. Maximum weight 35 kg, minimum weight 0.150 kg. Maximum length 200 cm, maximum width 80 cm, maximum height 60 cm, length + circumference 300 cm, minimum dimensions 15 x 10 x 1 cm.

2.4. **International Customer Return**

For International Customer Returns, an address label must be provided to the person making the return. The parcel can be left at a service point in the delivery country in accordance with Matkahuolto's current instructions. International Customer Returns will be delivered to a Matkahuolto service point for a pick-up. A contract customer may separately agree on the delivery of customer returns to their address for an additional fee. International Customer Returns are not allowed for company senders.

2.4.1. **Estonia**
One package per consignment. Maximum weight 30 kg. Maximum length 150 cm, length + circumference 300 cm, minimum dimensions 14 cm x 9 cm x 2 cm. When dropped off in a parcel locker, the maximum dimensions are 38 cm x 39 cm x 64 cm.

2.4.2. **Latvia and Lithuania**
One package per consignment. Maximum weight 30 kg for Latvia and 25 kg for Lithuania. Maximum dimensions 38 cm x 39 cm x 64 cm and minimum dimensions 14 cm x 9 cm x 2 cm.

2.4.3. **Sweden**
One package per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 150 cm, maximum volume 0.25 m³, length + circumference 300 cm, minimum dimensions 15 cm x 10 cm x 1 cm. When dropped off in a parcel locker, the maximum dimensions are 60 cm x 50 cm x 44 cm. When dropped off in a parcel locker, the maximum weight is 10 kg.

2.4.4. **Denmark, Germany, Spain, Italy, France, Portugal, Netherlands, Belgium,**

Luxembourg, Slovakia, Slovenia, Ireland, Croatia, Austria, Poland, Czech Republic and Hungary
One package per consignment. Maximum weight 20 kg, minimum weight 0.150 kg. Maximum length 100 cm, maximum width 80 cm, maximum height 60 cm, length + circumference 300 cm, minimum dimensions 15 cm x 10 cm x 1 cm.

3. Validity of the terms

These Product Terms apply to contract customers' international transport services as of 1 November 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 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.