

Product terms for contract customers in Posti Freight Service

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1. Scope of Application

These product terms are applied to Posti Ltd's (hereinafter referred to as "Posti") domestic freight service (hereinafter referred to as the "Services"). The Services are available to corporate and organizational customers, and their use requires a contract with Posti. In addition to the product terms, the Services are subject to the contract signed between Posti and the customer as well as Posti Ltd's General Contract Terms (hereinafter referred to as the "General Contract Terms"), the Finnish Act on Road Transport Contracts and the [rules of the FI 2002 wood packaging system](#).

These terms are valid from December 1, 2018, until further notice.

2. Ordering transports and transport documents

The transport contract is considered as concluded once the customer has ordered a transport service and Posti has confirmed the order. The transport contract is confirmed by the waybill or Posti's electronic waybill.

The transport order should be submitted through the ordering channels specified on Posti's website and within the order times determined by Posti. In case a transport order is placed in some manner other than the above, or not confirmed due to reasons dependent on the orderer or sender, Posti shall be entitled to refuse acceptance of the order, or, if the order is accepted, to charge fees in accordance with its price list for the provided services. A transport order must be canceled no later than two (2) hours prior to the pickup time requested by the customer.

If the customer wants to order additional added services, they must be ordered in advance and in accordance with the schedule set by Posti. Posti has no obligation to fulfill new written or verbal

service requests given at the time of picking up the goods.

The transport order must contain at least the following information:

- Sender's name and pickup address
- Details about the goods; the quality, weight and quantity of the goods; volume/dimensions
- The final delivery destination of the goods
- Preferred pickup date
- Payer of freight

In addition, the following information must be provided as necessary:

- VAK transport and the UN number of materials and articles classified as dangerous, the proper/official name of the material or article, the numbers of warning labels, the packaging group if specified (otherwise a classification code), the tunnel restriction code and the total quantity of each dangerous material.
- Special instructions (need for heated transport, schedule preferences, contact request for recipient including contact details, exact delivery address, the length of the package if the item is longer than 2.4 meters, etc.)

Transport documents

Transport documents approved by Posti at the time shall be used as transport documents in Posti's freight services. These documents may include the customer's own waybill, a waybill printed out from an electronic ordering channel or Posti's system, and Posti's electronic waybill.

Any transport documents created in the Customer's system and any other Customer transport documents must be approved by Posti in advance. The waybill should comply with the SFS - 5865 standards.

If a printed waybill is used, the customer must provide four copies of the waybill for each shipment.

A waybill must contain at least the following information:

- Waybill number
- The sender's customer number provided by Posti
- The sender's name, street address and postal code
- The dispatch location of the goods and postal code and date of dispatch
- The recipient's name, street address and postal code
- The delivery address of the goods, if different to the recipient's
- The party paying for the freight and said party's possible customer number, in case the party is not the sender
- Number and type of packages and their contents
- The actual gross weight of the goods
- Volume in cubic meters given to one decimal place
- In large shipments, the space required by the goods in pallet meters and pallet places, with consideration to securing the goods in place
- The length of long goods (over 2.4 meters)
- The UN number of a material or article classified as dangerous, preceded by the initials "UN", the proper/official name of the material or article in brackets when necessary, supplemented by a technical name, the numbers of the warning labels and packing group, if determined, the tunnel restriction code as necessary, and the total quantity of each dangerous material.

Posti's right to deviate from the customer's instructions and transport order

Posti, insofar as possible, shall follow the handling instructions supplied by the customer in the order and on the package labeling. A mere transport document does not constitute binding instructions.

Posti shall be entitled to refuse loading a larger amount than that indicated in the transportation order in question.

3. Contents of the transport service:

The Posti Freight transport service includes:

- Transport in a dry cargo space in outdoor temperature.
- One pickup from the sender in accordance with a schedule separately provided by Posti and from the vehicle's immediate vicinity (max. distance 5 meters) from a location that a truck can access unhindered.
- Weekday delivery within the timeframe indicated by Posti's SLA.
- One groupage delivery attempt to the address indicated on the waybill, in the vehicle's immediate vicinity (max. distance 5 meters) to a location that a truck can access unhindered.
- Driver's handling of the shipment with a forklift, provided that the weight of a single package is less than 1,000 kg, and its height, width and length are less than 2.4 meters.
- Posti's responsibility pursuant to the Act on Road Transport Contracts.

The driver confirms the shipment's receipt for transport electronically or by other verifiable means. With regard to cargo space loaded by the sender, Posti's receipt inspection and confirmation can be conducted in some other location separately agreed on with the customer (such as in a terminal).

Posti has the right to select the type of vehicle, mode of transport, and transport routes and, upon its discretion, to transport the goods in direct traffic or via transshipment/reloading.

The shipment shall be delivered to the address detailed on the package address label or the transport document. This address must be a location that vehicles can access unhindered. In case a shipment cannot be delivered to a recipient's address for reasons independent of Posti, Posti will contact the customer.

Transport time

Shipments for which the Customer has ordered a pickup by the time specified in Posti's electronic ordering channel, or by the time agreed on a customer-specific basis, are picked up during the same day.

The delivery time of shipments varies according to the connection distance. Delivery times determined according to postal codes can be checked in the Posti Delivery Time Inquiry service. Shipments are primarily delivered to the recipient on the weekday (Mon–Fri) following the day of dispatch or on a day agreed upon on a customer-basis. With regard to certain delivery areas, shipments will be delivered within two weekdays (Mon–Fri) following the day of dispatch and, in the case of certain postal codes, by means of due date delivery, with at least one delivery day per week.

Posti's cargo liability

Posti's cargo liability begins when the shipment has been accepted for transport and ends when the delivery has been delivered to the recipient pursuant to legislation pertaining to the transport of goods and these terms and conditions, when the delivery has, in accordance with what has been agreed, been placed in the recipient's use at the destination location, or

when the delivery has been returned to the sender.

Posti is responsible for transporting the shipment in accordance with the contract to the recipient's address indicated in the transport document. The shipment is handed over against signed receipt to a person present at the address.

4. Customer's responsibilities

In addition to what is said in the General Contract Terms, the customer shall be responsible for the following.

The Customer shall instruct senders or recipients not party to the contract to comply with the provisions specified in this contract and the Finnish Act on Road Transport Contracts.

The sender shall pack the product to be transported in such a way that it endures the normal stress in the cargo space experienced during stowage, terminal handling, and transport, and the securing and/or support in cargo space in accordance with good practice. Posti shall have the right, but not the obligation, to supplement and repair an incomplete package in order to prevent danger of damage and to charge any expenses arising out of this in accordance with a separate price list.

The sender must pack the shipment on a machine-handled loader if the mass of a single package is more than 35 kg or the shipment consists of more than 10 packages. In freighting details, packages unitized for one loader and clearly attached together shall be considered as a single package. Packages with a weight of more than 1,000 kg must indicate the gross weight in accordance with occupational and industrial safety legislation.

In case supporting or protecting the goods requires securing means other than those provided by basic securing equipment, the

sender must, at its own expense, provide Posti with said means when the shipment is being picked up.

The sender shall attach an address label to each package included in the freight shipment. The address label markings must include the total number of packages in the shipment unambiguously, as well as the recipient address and handling notes, so that the packages can be handled and delivered to the correct recipient even without a waybill. The sender must always indicate the package's center of gravity, if said mass centers higher than at the package's mid-height.

The Customer shall ensure that Posti can pick up and deliver shipments at the agreed time, without waiting time, waste driving or other obstacles.

If the customer performs the loading, the customer shall be responsible for ensuring that the loading is appropriately conducted.

In the event that any special safety equipment (protective clothing, safety boots, mask, etc.) is needed either at the loading or unloading end, the customer must supply the driver with said equipment free of charge. If the loading or unloading requires special equipment, the customer shall order this additional service or see to such measures itself.

5. Basis for chargeable weight

Shipments which, due to their volume or other qualities related to loading, do not with their actual weight meet the loading capacity of the transport unit are provided with a chargeable weight. In case the chargeable weight declared by the sender is found to be inaccurate, Posti shall have the right to adjust the chargeable weight.

Volume weight: 333kg/m³ (cubic weight)

The volume acting as basis is the shipment's length x width x height, rounded off to cubic meters with an accuracy of one decimal point. Used when the shipment's actual weight is less than 333kg/m³, when other goods can be loaded on top of the shipment, and when the shipment can be loaded on top of other goods.

Pallet-meter weight: 1,850 kg

Used when the shipment takes up the entire width of the cargo space and no other goods can be loaded under, on top of, or next to the shipment.

FIN pallet: 925 kg

Used when the actual weight of a shipment loaded on a cargo pallet of the size 1 x 1.2 m is less than 925 kg and other goods cannot be loaded on top of it.

EUR pallet: 740 kg

Used when the actual weight of a shipment loaded on a cargo pallet of the size 0.8 x 1.2 m is less than 740 kg and other goods cannot be loaded on top of it.

Rolltainer: 420 kg

Used when the rolltainer's area is 0.68 x 0.8 m and calculated according to the height of the cargo space. Used when the actual weight of the loaded item is under 420 kg and other items cannot be loaded above or under it. The chargeable weight for rolltainers of other size is calculated on the basis of their cubic weight and the space needed in the cargo space based on their external dimensions.

Outlet pallet: 370 kg (half pallet):

Used when the actual weight of a shipment loaded on a pallet of the size 0.6 x 0.8 m is less than 370 kg and other goods cannot be loaded on top of it.

Display pallet: 250 kg

Used when the actual combined weight of a shipment loaded on a cargo pallet of the size 0.6 x 0.4 m is less than 250 kg and other goods cannot be loaded on top of it.

Empty cargo pallets and other reusable packages

Individual FIN pallets and equivalent 60 kg packages, EUR pallets and equivalent 50 kg packages, outlet pallets and equivalent 20 kg packages; others according to volume. More than one according to volume.

Minimum chargeable weights of exceptional shipments

- Bicycle 90 kg
- Motorcycle 925 kg
- Scooter/moped 500 kg
- Snowmobile 1,850 kg
- All-terrain vehicle 1,850 kg

Top-loading possibility of packages

The stack ability of packages may be taken into account when the following conditions are met:

- If the shipment consists of only a single package, it should allow loading both on top and underneath.
- The height of one colli or pallet must not exceed 1.20 m.
- The package must be flat, compact, and in good condition.
- The maximum mass of the colli is half of the chargeable weight of an equivalent pallet place.
- The shipment does not include goods classified as TDG.
- The collar is loaded to the loader.

In case the colli does not allow loading on top, it must be clearly indicated on the package.

6. Pricing

The services are subject to freight transport and supplementary service fees in accordance with the customer's contract or the price list and any other fees according to the price list. Any fuel surcharges specified on Posti's website valid at the time are charged separately.

Posti's right to invoice arises when Posti confirms receipt of the transport order. The sender shall be liable for freight payments in cases in which the freight payer indicated in the transport order or the subsequently drafted transport contract is unwilling or unable to pay the freight invoice.

In the event that the amount of goods dispatched falls below the amount the transport was ordered for, Posti shall have the right to charge the freight pursuant to the amount ordered. If the actual amount is larger than what was indicated, the payer for the freight shall be charged a freight fee equaling the actual amount.

If the customer's contract number or other payment indication specified in the contract is missing from the waybill, Posti cannot observe customer-specific rates.

7. Additional services

The following supplementary services can be added to freight shipments:

- Posti Freight
 - Cash on delivery
 - LQ Transport
 - Transport of dangerous goods (TDG)
 - Handing over to the Addressee in Person
 - Handing over without signature of the recipient
 - Call before delivery
 - Delivery to specific location/delivery inside
 - Scheduled delivery
 - Delivery to terminal

- Pick-up from terminal
- Delivery to private customers
- Product Package Removal
- Unpacking from transportation package
- Heated transport
- Crane service
- Long shipment
- Home delivery
 - Equipment installation
 - Transport to recycling
 - Installation (Ready for Use)
 - Product Package Removal
 - Packing of returned equipment

The terms for additional services are provided in a separate [appendix](#).

8. Diverging transports

Large batches

Exceptions to the normal delivery times are batches exceeding 5,000 kg, shipments of long and cumbersome objects, shipments requiring special equipment, and delivery to private addresses. The aforementioned transports will take one weekday (Mon–Fri) longer compared to regular transport.

Long goods

A long goods fee is charged when the goods include articles or bundles that are 2.4–7 meters long and stackable. Goods that are over seven meters long are subject to a separate agreement.

Transports subject to a separate agreement

In the following circumstances, the transport and transport terms are subject to a separate agreement with Posti.

- Oversized transport: If the cargo exceeds the maximum width, height, length (over

7 meters), or weight allowed for the vehicle to carry, the transport shall be subject to a separate agreement with Posti. Oversized shipments are always freighted and scheduled case-specifically and with observance of any regulations pertaining to special transport.

- Temperature-controlled
- Food deliveries included within the scope of own-check
- Deliveries of weapons subject to licenses
- Live or dead animals
- Waste transport
- Hazardous waste transport
- Transporting dangerous goods
- Removal goods, sensitive, particularly valuable, packed or unpacked goods, or products unsuitable for freight (e.g. products causing odors).
- Other transport subject to special regulations.

9. Food deliveries

In addition, the following derogating terms are followed in food deliveries:

Food deliveries cover the transport of products classified as food products in Finland. Finnish laws and regulations related to food, and the restrictions imposed by them, are followed in transports.

Food delivery items are transported in a dry, closed space at the temperature specified for the ordered product.

Transport temperatures (Celsius)

- +0 – +3 (to be agreed upon separately)
- +2 - +6
- Under -18.

Transports to be agreed upon separately:

- Saturday/Sunday delivery
- The customer's own dollies and/or vessels requiring return transport
- Unloading with the recipient being present

Transportation order

The customer must hold a valid transport contract with Posti before placing a transportation order and have access to Posti's food delivery contract number.

In addition to the above, the following information must be submitted in connection with the transportation order:

- Posti's food delivery contract number
- Special instructions for the driver, where necessary.

Transport document

The transport temperatures of the ordered product must be indicated in the waybill. Transportation orders must be canceled on the day preceding pickup at the latest.

Customer's responsibilities

The customer must pack the products in a way required by their contents, so that they withstand the transport temperature specified for the service and do not endanger the food safety of other products. The item must be cooled to the ordered transport temperature before the transport.

The Transport Service includes

- One pickup from the sender in accordance with a schedule separately provided by Posti and from the vehicle's immediate vicinity in a place that allows unobstructed access by a truck.
- Weekday delivery within the timeframe indicated by Posti's SLA.
- One delivery to the address indicated in the transport document, and to a place indicated by the customer and to the immediate vicinity of a truck in a place that allows unobstructed access by a truck.

Delivery time

- Transports will be carried out according to Posti's food service area register. Delivery times determined according to ZIP codes can be checked on the Posti website.
- Items are transported to the recipient on days matching the product-specific service area register in areas corresponding to the food delivery network. The scope of the delivery network can be checked according to the ZIP code on the Posti website.

Differing supplementary services

The following supplementary services are not available for food deliveries:

- Cash on delivery
- Transport of Dangerous Goods (VAK)
- Transport Package Removal
- Heated transport
- Crane delivery service
- Waste transport
- Long shipment