

POSTI LTD

P.O. BOX
PRODUCT TERMS FOR
CONSUMERS

JULY 1, 2018

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P.O. BOX PRODUCT TERMS

1 Scope of Application

These product terms will be applied to the contract for the Post Office Box service (the service) between Posti Ltd (Posti) and a consumer customer.

2 General

The service-specific terms applicable to deliveries may not be ignored or exceeded in the Service. Restrictions or terms related to the delivery to a P.O. Box address may apply to some items.

Unless otherwise agreed, any notices concerning the agreement will be sent to the P.O. Box agreed upon in the Service. However, the Customer will be obligated to notify Posti of a street address located in Finland to which any notices concerning the agreement and the Service can be sent, if necessary. Furthermore, the Customer will be obligated to notify Posti of any changes to its name and contact details without any undue delay using the electronic registration.

3 Service content

P.O. Box refers to a service in which Posti leases a locked post office box for the Customer's use in separately specified locations. The Customer uses the box to receive deliveries and pick them up regularly from the location specified by Posti. In this case, the Customer uses the address of the leased post office box as the delivery address for items delivered through Posti's basic delivery. The P.O. Box is meant only for the reception and pick-up of the Customer's daily mail delivered through Posti's basic delivery. The P.O. Box service can only be used if the daily mail volume fits inside the box.

3.1 Service level agreement

The following are delivered to the P.O. Box:

- Addressed letters and magazines mailed to the P.O. Box address.
- Notices of arrival for deliveries to be picked up from the post office.
- Items furnished with the Customer's street address if the Customer's P.O. Box and the street address are located within the same delivery office area. Posti's responsibility for

the delivery time promised to the sender does not cover the delivery of items furnished with the street address to the P.O. Box. Responsibility for the delivery time of such an item ends once the item has been received at the delivery office. Items furnished with the street address of other mail recipients using the P.O. Box will not be delivered to the P.O. Box unless the mail recipient has completed a change of address notification from the street address to the P.O. Box.

- Express items are delivered to the P.O. Box only if they are addressed solely to the P.O. Box.

Postal items with the P.O. Box address are delivered to the Customer's P.O. Box on weekdays (Mon, Wed–Fri) by the time specified at the P.O. Box location.

3.2 Delivery of keys

The P.O. Box key and any access key to the location are delivered as a registered letter to the post office of the street address specified by the Customer. For an extra charge, the Customer may order several keys.

Once the validity of the agreement comes to an end, the Customer will be obligated to return the keys or dispose of them according to Posti's instructions. Returning the keys will not terminate the agreement; instead, the Customer must terminate the agreement separately.

3.3 Pick-up of items

If the items are not picked up every day and the Customer's P.O. Box fills up, any received items will be delivered to the post office of the P.O. Box address. The items will be stored for the period specified in Posti's General Contract Terms, after which they will be returned to the sender or processed as undelivered. Posti will send a written notification to the Customer's street address concerning the Customer's failure to pick up the items. If the Customer has not picked up its items within one month of the notification, Posti may terminate the P.O. Box agreement with immediate effect, and handle the items sent to the P.O. Box address as specified in Section 4.3 (Termination of the agreement).

3.4 Change of address and forwarding

When signing the agreement, the Customer must complete an address notification or a change of address notification for the P.O. Box address it has leased.

If the Customer issues a permanent change of address away from the P.O. Box, the P.O. Box agreement will end from the start date of the change of address.

After the Customer's permanent change of address, the items of other mail recipients using the P.O. Box will be returned to their senders as undelivered items if the other mail recipients have not provided Posti with a change of address notification.

If the items of a recipient who has not agreed on the use of the P.O. Box address with the Customer are addressed to the P.O. Box address, the Customer will be obligated to return such items to Posti or to forward them to the correct address. Posti delivers all items to P.O. Boxes according to the addresses on the items.

3.5 Additional services subject to a charge

The Customer who has signed the agreement may attach to the Service a fixed-term delivery interruption and the forwarding service associated with a permanent change of address notification. Once the assignment concerning the delivery interruption service has ended, the items can be picked up from the post office of the street address.

3.6 Pricing

The pricing is based on the Post Office box establishment costs and annual rent.

The establishment of the P.O. Box is subject to a one-off establishment charge. The invoicing period for the annual charge starts from the beginning of the calendar month following the signing of the agreement. Any additional keys and rekeying work will be invoiced on the basis of orders. For any modifications to the P.O. Box agreement, a modification charge pursuant to Posti's valid Tariffs and Rates will be invoiced.

If the contract is terminated in the middle of the invoicing period, Posti will refund the Customer for the unused portion of the Service from the Post Office Box rent for full months paid by the Customer, provided that the Customer provides Posti with the required bank account details. Posti shall have the right to change the Service prices, charges and their determination criteria. The Customer will be informed of such changes no later than one (1) month before they take effect.

4 Other terms and restrictions

If the location of the P.O. Boxes changes, Posti will notify the Customer of the change in writing. The P.O. Box agreement will continue in the new location, unless otherwise agreed by the Customer and Posti. If so desired, the Customer shall also have the right to terminate the P.O. Box agreement at this time.

The P.O. Box address may not be used as the address for receiving customer returns, contest replies or other similar items.

The Customer is responsible for the careful management of the keys needed for the use of the service. The price of the service includes one set of keys. If the locks of the P.O. Box need to be rekeyed for a reason attributable to the Customer, any costs incurred will be charged to the Customer. These charges are based on the valid Tariffs and Rates as far as the lock of the P.O. Box is concerned and on costs incurred as far as other locks are concerned.

4.1 Responsibilities

If the Customer allows other mail recipients to use its Receiving Services, the Customer undertakes to ensure that they are made aware of these Product Terms and abide by them. Each mail recipient will be responsible for entering their address in Posti's address register either with an address notification or a change of address. The Customer is obligated to notify other mail recipients using the P.O. Box services of the discontinuation of the agreement or a single P.O. Box address well in advance.

If the items of a recipient who has not agreed on the use of the P.O. Box address with the Customer are addressed to the P.O. Box address, the Customer will be obligated to return such items to Posti or to forward them to the correct address. Items returned to Posti must be furnished with an indication of an incorrect address.

The Customer is obligated to report all name details of the mail recipient for the P.O. Box address, including auxiliary business names and marketing names.

4.2 Right of cancellation

Consumers have the right to cancel the contract in accordance with the provisions on distance selling in the Consumer Protection Act by informing Posti of it within fourteen (14)

days of the conclusion of the contract. If the Service has been started at the request of the Customer before the expiry of the cancellation period and the Customer cancels the Service after it has been started, the Customer will be invoiced for the establishment costs of the Service in accordance with the price list.

4.3 Termination of the agreement

The Customer and Posti may terminate the agreement without providing a reason. The period of notice is one (1) month from the date of issuing the notice. The agreement must be terminated in writing.

Upon the termination of the agreement, Posti shall have the right to destroy any items that have already been delivered to the P.O. Box address and have not been picked up. New items addressed to the service address in question will be processed as undeliverable if the Customer or other mail recipients have not provided Posti with their new address.

The P.O. Box address will be free for a new lease after the agreement has terminated.

4.3.1. Delayed payments

In case of delayed payment, Posti charges interest on arrears pursuant to the Finnish Interest Act and collection costs in respect of the time of delay following the due date. Posti has the right to suspend the provision of the Service if the unpaid fee is not paid within reasonable time of a payment reminder. Posti has the right to transfer debt collection to a professional debt collector.

4.4 Disclosure of name and address details

Posti shall have the right to disclose the name and address details of a customer and other users who have signed the Receiving Services agreement. The confidentiality of the aforementioned details cannot be agreed separately. However, a private customer within the P.O. Box service may forbid Posti from disclosing his/her name and address details.

4.5 Force majeure

Posti shall be released from compliance with the obligations under the Agreement and its obligation to pay damages in case of force majeure situations, such as strikes, lockouts, other industrial action, accidents,

measures by authorities and other circumstances that could not be avoided by Posti and the consequences of which could not be prevented by Posti. Posti will make every effort to perform its services, even under the above-mentioned exceptional circumstances, as well as possible. In force majeure situations. Posti shall be entitled, if necessary, to prioritize the execution of services in order to implement or ensure statutory obligations, functioning of society, health, public safety or other similar aspects.

4.6 Disputes concerning the contract

Disputes concerning the contractual relationship or liability for damages will be resolved by the District Court of Helsinki. A consumer customer can take legal action at the general district court. Consumer customers can also submit their claims to the Consumer Disputes Board. Contact information Hämeentie 3, P.O. Box 306, 00531 HELSINKI, telephone +258 29 566 5200, kril@oikeus.fi.

5 Entry into force

These Product Terms come into effect on July 1, 2018 and shall replace any prior equivalent product terms. These Product Terms also apply to any agreements signed before these Product Terms enter into force.

Posti may change these Product Terms. The Customer will be informed of such changes no later than one (1) month before they take effect.