

## PostNord Oy (Finland)

# SPECIAL TERMS AND CONDITIONS FOR PARCELS

### General information

These Special Terms and Conditions for PARCELS apply to the following parcel services:

- PostNord Parcel
- PostNord MyPack Home
- PostNord MyPack Collect
- PostNord Return Drop Off
- PostNord Collection Request

(In the following named "PARCEL/PARCELS".)

These services are provided by PostNord Oy (hereafter "PostNord"), Business ID 1056251-7.

Sending PARCELS is possible when the sender has a customer agreement with PostNord.

Additional services are stated in the service descriptions for each individual service.

## 1 DIMENSIONS AND WEIGHT

### 1.1 PostNord Parcel and PostNord MyPack Home

Maximum weight:

35 kg (to Finland, Sweden, Denmark, Norway and Iceland)  
31,5 kg (to other European countries)

Minimum weight:

150 g

Maximum measurements:

length 175 cm  
length + girth 300 cm

Minimum measurements:

14 cm x 9 cm x 1,5 cm

### 1.2 PostNord MyPack Collect and PostNord Return Drop Off

Maximum weight:

30 kg (domestic parcels in Finland)  
20 kg (others)

Minimum weight:

150 g

Maximum measurements to Finland, Sweden, Denmark and Norway:

length 150 cm  
length + girth 300 cm

Maximum measurements to other European countries:

length 100 cm  
length + girth 250 cm

Minimum measurements:

14 cm x 9 cm x 1,5 cm

### 1.3 PostNord Collection Request

Maximum weight:

31,5 kg

Minimum weight:

150 g

Maximum measurements:

length 175 cm  
length + girth 300 cm

Minimum measurements:

14 cm x 9 cm x 1,5 cm

### 1.4 Shipments not complying with the terms and conditions

PostNord is not obliged to distribute goods that do not comply with these terms. PostNord reserves the right to deal with any such goods in a manner other than in accordance with these special terms and conditions. Any additional costs that may result from this will be charged to the Customer.

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## 2 PRICING

### 2.1 Chargeable weight

Freight price is calculated in accordance with the chargeable weight, i.e. the actual weight or the volume-calculated weight, whichever is greater.

PostNord reserves the right to correct the chargeable weight, if the chargeable weight provided by the customer is established to be inaccurate.

### 2.2 Volume weight

The volume weight is calculated by multiplying the shipment's total volume (expressed in cubic metres) by 280 kg.

## 3 ADDITIONAL SERVICES

Following additional services can be connected to a PARCEL:

### Notification by SMS / e-mail / letter

Notification for a PostNord MyPack Collect -parcel is sent either by SMS or e-mail, depending on the practice of the destination country. These notifications are included free-of-charge in the service. Notification by letter is available for an additional fee in Finland, Sweden and Norway. PostNord creates the notifications based on the information given by the consignor in the electronic message (please see section 5. EDI). The notification is sent to the recipient on the day the shipment arrives at the pickup point, and it contains information about the last possible pickup day.

- PostNord MyPack Collect

### Flex Change

PostNord sends a notification to the recipient prior to the delivery of PostNord MyPack Home -shipment. The notification includes a suggested delivery date and time. The notification is sent by SMS or e-mail according to the contact information specified in the sender's EDI message. Depending on the area other delivery options may be offered, such as pick-up from terminal/service point or delivery without signature. The recipient can also choose the delivery method in PostNord's mobile application. Flex Change is included free-of-charge in the service.

- PostNord MyPack Home

### Other SMS and e-mail notifications

**Delivery Advice** includes estimated delivery day  
**Delivery Notification** is a pre-advice on the day of delivery

**Delivery Confirmation** is sent when the parcel has been delivered

- PostNord Parcel (Finland, Sweden, Denmark and Norway)

### Driver Notification

The recipient will be telephoned by the driver before delivery.

- PostNord Parcel (Finland, Sweden, Denmark and Norway)
- PostNord MyPack Home (Finland)

### Delivery without POD (proof of delivery)

The shipment is delivered to the destination address even if the recipient is not present to acknowledge receipt. The goods will be left in a secure location. Driver's delivery scan terminates PostNord's liability for the shipment.

- PostNord Parcel (Finland, Sweden, Denmark and Norway)

### Dangerous goods in limited quantities (LQ)

International ADR and IMO regulations control the transportations. The consignor is responsible for the goods being packed and marked in compliance with ADR regulations.

- PostNord Parcel (country list at [www.postnord.fi](http://www.postnord.fi))
- PostNord MyPack Home (country list at [www.postnord.fi](http://www.postnord.fi))
- PostNord MyPack Collect (Finland)

### Before 9

The parcel will be delivered to the recipient before 9 a.m. on weekdays. If the delivery does not take place within the time limit as promised, PostNord will refund the additional fee in accordance with the delivery time guarantee. The service only applies to shipments to business addresses, and it is available in a limited number of locations in Finland. List of zip codes is published at [www.postnord.com](http://www.postnord.com).

- PostNord Parcel (Finland)

### Before 12

The parcel will be delivered to the recipient before 12 a.m. on weekdays. If the delivery does not take place within the time limit as promised, PostNord will refund the additional fee in accordance with the delivery time guarantee. The service only applies to shipments to business addresses, and it is available in a limited number of locations in Finland. List of zip codes is published at [www.postnord.com](http://www.postnord.com).

- PostNord Parcel (Finland)

### Signature Assurance

The consignee cannot choose a delivery without POD. The parcel is only delivered against signature.

- PostNord Parcel (Denmark)

### Tyres

Tyres for motorized vehicles as PostNord Parcel or PostNord MyPack Home can only be transported with this additional service. The tyres must be packed according to PostNord's instruction.

- PostNord Parcel (all destination countries)
- PostNord MyPack Home (all destination countries)

Prices for the additional services are published in PostNord's Extra fee / -service price list applicable from time to time.

## 4 CONTENTS

PostNord does not accept distribution of a PARCEL if the packaging, contents, transport or storage hereof violates any legislation or requires special measures

### 4.1 Dangerous goods

PARCEL may contain only limited quantities (LQ) of dangerous goods if applicable for the specific service, please see section 3. Additional services.

LQ-shipments must be packed according to ADR-regulations.

#### 4.2 Prohibited contents

The following items and substances may not be sent in PARCELS:

- valuable items with a value exceeding 520 EUR per package, such as precious metals, jewels, precious stones, real pearls, furs, carpets, watches, works of art, antiques and admission tickets
- money and comparable means of payment or certificates of value
- human remains, funeral urns, body parts and organs are also prohibited, as are dead or living animals, with the exception of fruit flies, bees, leeches and silkworms
- weapons, weapon parts and ammunition according to Firearms Act
- parcels whose contents, external appearance or shipment are against the law, e.g. illegal narcotics/drugs and counterfeit products
- infectious substances belonging to category A (UN 2814, UN 2900)
- biological specimens belonging to category B (UN 3373) not packed according to ICAO-TI and IATA-DGR packing instructions (PI 650)
- products which, due to their odor or other characteristics, cannot be carried in the same load space as other shipments.

Sending following items and substances require a special agreement with PostNord:

- tobacco, alcoholic beverages and drugs
- replicas of weapons and ammunition
- plants, perishables or goods that need to be chilled or heated to temperatures other than normal transportation conditions
- tyres for motorized vehicles.

Goods transported by air must not contain anything which is in violation of regulations issued by IATA (International Air Transport Association) / ICAO (International Civil Aviation Organization) restriction. The Sender is responsible for that the shipment contents do not infringe these rules and regulations.

#### 4.3 Highest permitted value

PARCELS may not contain items with a value which exceeds EUR 13.000 per parcel.

#### 4.4 Liability

The Customer is responsible for ensuring that the contents of the PARCEL comply with the export and import regulations of the country of departure and destination.

PostNord does not assume any liability for a PARCEL which contains dangerous or prohibited contents in contravention of the provisions set forth in section 4 above, or for goods the value of which exceeds the highest permissible value in accordance with section 4.3.

## 5 EDI

#### 5.1 Electronic pre-notification of PARCELS

PostNord shall be notified in advance for each shipment by one of the following methods:

- by registering as a user of PostNord customer portal and using the Online Shipping Tool to prepare shipments

- by using another PostNord approved transport management system
- by sending a pre alert as a PostNord approved EDI standard file.

Should PostNord not receive the above-mentioned pre alert in time, or should it be inaccurate or incomplete, an additional fee will be charged to the Customer according to PostNord's price list applicable from time to time.

PostNord is under no obligation to transport shipments for which no pre alert has been provided.

#### 5.2 The Customer's undertakings (Paragraphs 5.2 - 5.4 do not apply for customers using Online Shipping Tool)

The Customer undertakes to:

- send PostNord a pre-alert of shipments prior to submitting them to PostNord for transport;
- give accurate information in an agreed file format (e.g. correct destination postal codes, codes for additional services, etc.);
- ensure that the information in the file corresponds to the shipment;
- submit the parcels mentioned in the pre-alerts to PostNord within 60 days of submitting the information.

#### 5.3 Liability and obligations

The parties shall take measures to ensure that:

- EDI transmissions are accurate, complete and secure;
- EDI messages are accurate and complete;
- each application system is available for sending and receiving EDI transmissions at the agreed times.

If the information in a shipping document differs from the information in an EDI message, the information in the EDI message shall apply.

#### 5.4 Engaging agents

The parties are responsible, without restrictions, for agents which they engage in order to send and receive EDI transfers.

## 6 PACKAGING AND MARKING

#### 6.1 Packaging

The packaging must be suited to the content, protect the content well and withstand normal transport handling. In the event of a complaint regarding damage, the original packaging shall be saved.

#### 6.2 Marking

An address label filled in according to PostNord's instructions must be attached to each PARCEL.

#### 6.3 Addressing

The recipient's delivery address must be provided in a correct form and in a manner that can be understood in the destination country. The ISO country code must be entered before the postcode (not for domestic deliveries).

The recipient's delivery address is mandatory. The delivery address refers to a street address, post code and location, not a post office box number. If a PARCEL is addressed to a private person, mobile phone number or e-mail address is also mandatory.

## 7 CUSTOMS CLEARANCE

PARCELS to non-EU countries require, in addition to transport documents, a signed, English commercial invoice in triplicate. A commercial invoice shall include the information of all PARCELS contained in the shipment. A pro forma invoice is only allowed with gifts or samples. In preferential procedures (tariff reduction), the destination country's requirement for original certificates shall be applied,

e.g. EUR.1 or declaration of origin on the commercial invoice.

If the customs clearance includes several PARCELS addressed to different consignees, a joint invoice and/or a shipping list which includes parcel label numbers and delivery addresses shall be used.

For PostNord MyPack Collect to Norway the commercial invoice shall be assigned to a recipient company who is registered as liable for VAT and is also a registered credit Customer of Norwegian Customs.

PostNord shall charge for customs clearances according to the valid Extra fee / -service price list.

The customer is responsible for any additional costs arising from importing goods into a destination country.

Please see [www.postnord.fi](http://www.postnord.fi) for further information on customs clearance procedures.

## 8 PICK-UP / DROP-OFF

#### 8.1 Pick-up/Drop-off

Where the Customer has goods on a daily basis, PostNord and the Customer may enter into agreement regarding fixed collection times. PostNord reserves the right to charge a fee if the agreed or booked pick-up is not canceled within a reasonable period of time.

The Customer can order a pickup from the Nordics or Europe as PostNord Collection Request, for delivery to Customer's own address or a third party. Shipments for which the electronic transport order has been received before 3 pm will be picked up the next working day. The driver will bring the necessary transport documents

For PostNord Return Drop Off the PostNord Customer is responsible for ensuring that a complete shipping label accompanies the shipment item or is sent to the return sender separately. If there is no correct address label, PostNord has no obligation to deal with the shipment item.

For all PARCELS, except for PostNord Return Drop Off, collection at the sender is included. The pickup takes place on street level or on loading platform.

#### 8.2 Capacity Surcharge

During certain periods, e.g. when goods volumes are higher or transport capacity is limited, a Capacity Surcharge will be charged. The time periods and additional fee are shown in PostNord's price list applicable from time to time.

## 9 DELIVERY

#### 9.1 Delivery time and place

**PostNord Parcel** is delivered to the recipient's address provided that the recipient is a company. Shipments addressed to a private person may be delivered to a service point, and an additional fee may be charged according to PostNord's current rate card.

If a PARCEL is delivered to a security-classified area in an airport or port, the sender must have a 'known consignor' status. The shipment must be marked as originating from a known consignor.

**PostNord MyPack Home** is delivered to the recipient's door at the agreed time in accordance with section 3. PostNord.

**PostNord MyPack Collect** is delivered to a PostNord pickup point selected by the sender. Should the selected service point be full, PostNord redirects the parcel to a substitute service point. The recipient can pick up the shipment from PostNord service point after being notified as described in section 3.

**PostNord Return Drop Off** is sent from a service point to recipient's address in Finland.

**9.2 Delivery time**

The standard delivery times of PostNord are available at [www.postnord.fi](http://www.postnord.fi) under "Calculate Delivery time". PARCELS will be delivered without delivery time guarantee.

**9.3 Handing over the shipment**

PARCEL is delivered against receipt. 'Receipt' means that the recipient signs a physical or an electronic note. The receiver does not have to be the declared recipient in person.

From a parcel locker the delivery is performed either with PostNord application or with the PIN code included in the notification, depending on the type of parcel locker.

A PARCEL can also be handed over against a PIN code from a service point. In case a PIN code is unavailable, the PARCEL can be handed over to the recipient / recipient's agent against shipment delivery notification or shipment number after identity verification.

At Norwegian pick-up points, the package is handed over to the person submitting the notification without verification of identity.

The use of a digital key or the correct PIN is considered equal to a signature.

Delivery can be made without receipt in accordance with the Additional service "Delivery without POD (proof of delivery)" if such is available for the service in question, or if the recipient and PostNord have agreed on this in writing.

**9.4 Returns**

Undelivered PARCEL is returned at Customer's expense. The storage time is 7 days , except for undelivered PostNord Parcel and PostNord MyPack Home -parcels from Denmark, which are returned after 14 days.

In order to enable the recipient to return a picked-up shipment the Customer shall provide a Return Drop Off parcel label. PostNord shall not be held liable for customer returns, should the proper return parcel label be missing.

**10 LIABILITY FOR LOSSES AND DAMAGES**

PostNord's liability for lost, damaged or partially delivered shipments is detailed in the General Terms and Conditions.