

PostNord Oy (Finland)

SPECIAL TERMS AND CONDITIONS FOR GOODS

General information

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

- PostNord Pallet
- PostNord Groupage

(in the following named "GOODS").

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

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

1 DIMENSIONS AND WEIGHT

1.1 PostNord Pallet

PostNord Pallet service covers the following pallet types: EUR pallet, half pallet, quarter pallet or special pallet.

Maximum measurements and weights for pallets:

EUR-pallet

Length/width: 120 x 80 cm
 Height: 220 cm Finland, Sweden, Denmark, Norway
 180 cm Poland
 200 cm other destinations
 Weight: 740 kg Poland
 1000 kg other destinations

Half pallet

Length/width: 80 x 60 cm
 Height: 150 cm
 Weight: 500 kg

Quarter pallet

Length/width: 60 x 40 cm
 Height: 120 cm
 Weight: 200 kg

Special pallet (not available to Poland)

Length/width: 120 x 100 cm Estonia, Latvia, Lithuania
 120 x 120 cm other destinations
 Height: 220 cm Finland, Sweden, Denmark, Norway
 200 cm other destinations
 Weight: 1000 kg

1.2 PostNord Groupage

Maximum dimensions of an item:

Length: 6 m if weight is max 35 kg
 2.99 m if weight is over 35 kg
 Width: 2.4 m
 Height: 2.2 m

Maximum weight of an item: 1000 kg
 Maximum volume of an item:
 Finland 3.00 m³
 Other destinations 2.86 m³

Maximum weight of an export shipment: 2500 kg
 Maximum volume of an export shipment: 7.14 m³

1.3 Shipments not complying with the terms and conditions

PostNord is not obliged to distribute GOODS that do not comply with the abovementioned 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.

2 PRICING

2.1 Basis for invoicing

The price for PostNord Pallet service is based on number of and types of pallets.

For PostNord Groupage, the weight and volume will be used as base for invoicing in accordance with section 2.2 – 2.5 below.

2.2 Chargeable weight

The chargeable weight is based on the actual weight of the shipment, including packaging and loading fittings, or volumetric weight, whichever is higher. Volumetric weight is calculated using one of the calculating principles given below.

Chargeable weight for PostNord Groupage is based on the sum of highest values (gross weight, cubic metre, loading metre) of each item included in a shipment.

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

2.3 Cubic metre (m³)

The cubic weight is calculated as 333 kg/m³ in transports within Finland, and as 350 kg/m³ in export.

2.4 Loading metre (ldm)

A shipment that contain dangerous goods (LQ or ADR) or due to the nature of the object or the packaging, cannot be loaded together with other goods or do not allow maximum use to be made of the loading space will be calculated at a weight of 1850 kg per loading metre within Finland and 2000 kg per loading metre in export.

2.5 Pallet space

If the height of a pallet exceeds 1,2 m, or loading on top of it is not possible:

- a half pallet (0,8 x 0,6 m) = 0,2 ldm
- an EUR-pallet (1,2 x 0,8 m) = 0,4 ldm
- a FIN-pallet (1,2 x 1,0 m) = 0,5 ldm

3 ADDITIONAL SERVICES

Following additional services can be connected to GOODS:

Driver notification

Driver telephones the recipient prior to delivery.

- PostNord Pallet (excluding transports to Baltic states and Poland)
- PostNord Groupage

Dangerous goods (ADR)

The shipment may include dangerous goods, excluding substances belonging to ADR class 1 and class 7, or substances which belong to class 4.1 and 5.2, or secondary risk class 1. The sender is responsible for packing and marking the goods, and provides the documents required by ADR regulations. This additional service is not available for deliveries to and from islands.

- PostNord Groupage

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 regulations.

- PostNord Pallet (Finland, Sweden, Denmark and Norway)
- PostNord Groupage

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. Delivery scan shall substitute for the POD. Receipt will be requested, should the recipient be available.

- PostNord Pallet (excluding transports to Baltic states and Poland)
- PostNord Groupage

Recipient freight

PostNord invoices the recipient for the freight. Both the sender and the recipient must be invoiced customers to Post Nord.

- PostNord Groupage (Finland)

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 shipment if the packaging, contents, transport or storage hereof violates any legislation or requires special measures.

4.1 Dangerous goods

GOODS containing hazardous substances will be dealt with via the additional service Dangerous goods in limited quantities (LQ) or Dangerous goods (ADR), if applicable for the specific service, please see section 3. Additional services.

4.2 Prohibited contents

The following items and substances may not be sent as GOODS:

- 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
- shipments 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.

4.3 Liability

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

PostNord does not assume any liability for a shipment which contains dangerous or prohibited contents in contravention of the provisions set forth in section 4 above.

5 EDI

5.1 Electronic advance notification of shipments

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 aforementioned prealert, 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 shipments mentioned in the pre alerts to PostNord within 60 days of submitting the information.

5.3 Responsibilities and obligations

The parties shall take measures to ensure that:

- the EDI transfers are correct, complete and secure
- the EDI messages are correct and complete
- the appropriate application systems are available for sending and receiving EDI transfers at the agreed times.

In the event that the information on the transport documents differs from the information in the 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 suitable for the contents, must protect the contents properly and must withstand normal handling during transportation.

Goods which, because of their size or shape, cannot be moved without equipment and packages weighing more than 35 kg must be loaded and secured for transport on pallets which can be handled by the driver using a pallet truck.

The pallets will be classed as part of the transportation packaging, for which the Customer is responsible. Replacement/ exchanges of pallets are not part of the service.

6.2 Marking

Each shipment item shall be affixed with completed addressed label in accordance with PostNord's specification.

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, postcode and location, not a post office box number. If GOODS are addressed to a private person, mobile phone number or e-mail address is also mandatory.

7 CUSTOMS CLEARANCE

GOODS 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 items 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.

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

If the customs clearance includes several shipment items addressed to different consignees, a joint invoice and/or a shipping list which includes item ID's and delivery addresses shall be used.

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 for further information on customs clearance procedures.

8 PICK-UP

The service includes pickup of the goods. The pickup takes place on street level or on loading platform. Should the customer send goods daily, PostNord and the customer can agree on a fixed pickup schedule.

9 LOADING AND UNLOADING

Loading and unloading of GOODS will be carried out by the driver. The sender and the recipient shall provide any assistance and equipment required in loading and unloading. If special lashing equipment other than straps is required, such equipment shall be provided by the customer.

The service requires access to a loading and unloading site with free height of 4.5 m and where up to a maximum of 25.25 m long vehicle can be parked.

10 DELIVERY

10.1 Delivery location

GOODS are delivered to the given address, either to street level or to loading platform. The delivery point shall be on a drivable public road. 'Drivable road' refers to a road with no restrictions on axle weight.

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

In case the recipient is a private individual, the goods are delivered to street level or the edge of a plot. For shipments addressed to a private person, an additional fee may be charged according to PostNord's current rate card.

10.2 Delivery attempts

The service includes one delivery attempt. Should the recipient not be available during the delivery attempt, or if the goods cannot be delivered due to a locked gate, door code not known to PostNord, or a road not fit for driving, or if goods delivered to a security-classified area are missing the 'known consignor' marking, the recipient is notified that the goods can be picked up from the nearest depot. Alternatively, the Customer can book a new delivery from PostNord's terminal to the receiver.

10.3 Delivery time

The standard delivery times of PostNord are available at www.postnord.fi under 'Calculate delivery time'. GOODS are delivered without delivery time guarantee.

10.4 Proof of delivery

GOODS are only 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.

10.5 Returns

Return shipments to the customer or to a destination detailed by the customer are not included in the service. Should the goods not be received, or the recipient is not available despite notifications, a return freight will be charged to the customer. The customer must issue new address labels for the returns.

11 LIABILITY FOR LOSSES AND DAMAGES

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