

PostNord Oy (Finland)

PostNord InNight special terms and conditions

General information

These Special Terms and Conditions apply to PostNord InNight -service.

The service is provided by PostNord Oy (hereafter PostNord), Business ID 1056251-7.

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

1 DIMENSIONS AND WEIGHT

The maximum weight for a single parcel shall be 35 kg and 1000 kg for a pallet. The maximum height of a pallet is 2.0 m. All consignments must be manageable by one person with a pallet truck and a tailgate vehicle.

2 PRICING

2.1 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.

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

2.2 Volumetric weight

The volumetric weight is calculated by multiplying the total volume of the shipment (in cubic metres) by 333 kg.

Goods which cannot be loaded together with other goods, due to the properties of the article or the packaging, or which do not allow for the maximum utilisation of the cargo space: the calculated weight is 1850 kg per loading metre. A loading metre refers to 1 linear metre at the entire width of the cargo space and up to the ceiling of the space.

2.3 Marking the shipment

Each item must be equipped with PostNord approved address label that includes a sort code, unique bar code, and the recipient's name, address, postcode and city.

3 CONTENTS

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

3.1 Hazardous substances

A PostNord InNight shipment may contain Dangerous Goods (ADR). Before starting to send PostNord InNight, the customer must provide PostNord with a list of the substances to be shipped, for inspection and confirmation.

The sender is responsible for ensuring that the shipments are marked according to the regulations in force and documented appropriately. Hazardous substances that do not comply with regulations will be halted at the nearest depot, after which the consignor is requested to provide the necessary information or a separate transport is ordered for the shipment. Any additional costs for the handling and transport of hazardous substances are charged to the customer according to PostNord's current rate card.

Batteries in particular must be:

- secured to avoid the risk of damage, movement or falling over;
- equipped with lifting handles unless stacked e.g. on pallets;
- cleaned of any acid residues on the surfaces;
- secured to prevent short-circuiting.

The delivery times of hazardous materials may vary from the normal timetables.

3.2 Prohibited contents

The following items and substances may not be sent is PostNord InNight:

- 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.

3.3 Liability

The Customer is responsible for ensuring that the contents of the shipment 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 hazardous or prohibited substances or articles in accordance with section 3.2. above.

4 ELECTRONIC PREALERT

4.1 Electronic prealert

PostNord must be informed of each shipment in advance

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

Should PostNord not receive the aforementioned prealert, or should it be inaccurate or incomplete, the customer will be charged an additional fee according to PostNord's current rate card.

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

4.2 Customer's obligations

The customer must:

- send PostNord a prealert 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 prealerts to PostNord within 60 days of submitting the information.

4.3 Responsibilities and obligations

The contracting parties aim to ensure that:

- EDI transfers are accurate, complete and secure;
- EDI messages are accurate and complete;
- appropriate application systems are ready for the sending and receiving of EDI transfers at arranged times.

Should the information on the transport documents differ from the information on the EDI message, the information on the EDI message will be applied.

4.4 Use of a representative

The customer is responsible, without limitation, for the actions of any representatives they may employ in sending or receiving EDI transfers.

5 PACKAGING AND MARKING

5.1 Packaging

The packaging must be suited to the content, protect the content well and withstand normal transport handling.

Goods exceeding a weight of 35 kg must be loaded and secured for transportation on pallets which can be lifted 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.

5.2 Marking

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

5.3 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).

Any changes in the recipient information (name, dealer number, etc.) must be communicated to PostNord before the first delivery. Customer is responsible on any additional costs caused by the missing recipient information.

6 Pickup

In Finland, PostNord can provide the means of transport (e.g. cages) for shipments from the customer's warehouse to PostNord's depot, if separately agreed. The consignor sorts the goods according to the description of service. The consignor must provide the means of transport for shipments abroad. Goods shipped abroad are loaded by the consignor's personnel.

The service includes pickup at the time stated in the description of service. If the customer fails to adhere to the agreed departure times, PostNord does not guarantee stated distribution times. The size of the collection vehicle is based on the average volume. Therefore, the customer must inform the agreed contact person well in advance if they need a larger vehicle or several vehicles due to the larger volume.

7 Deliveries

7.1 Place of delivery

List of receivers including dealer codes has to be attached in the transportation contract. A place of delivery report is drawn up between PostNord and the recipient before the first delivery. The unloading place, unloading routines, security codes and any keys signed out are recorded in the report.

PostNord normally delivers the shipments to a jointly agreed locked space during night time before 07:00 am from Monday to Friday (in some areas also on Saturdays).

7.2 Delivery time

The shipments will be delivered to the customer according to the schedule included in the shipping plan. The schedule reliability requires that the shipments are distributed according to PostNord's plan and the place of delivery report is drawn up on the basis of this plan. The transport schedule of shipments requiring special handling (e.g. hazardous substances) may differ from the usual schedule.

7.3 Delivery

PostNord delivers the goods, according to the agreement, to the place defined in the place of delivery report. All consignments must be manageable by one person with a pallet truck and a tailgate vehicle. The prices are based on standard shipment sizes. If the consignor sends an unusually large quantity of goods, the delivery is carried out the following weekday and additional costs are charged to the customer. The basic price includes one delivery attempt. The recipient is responsible for ensuring that the goods can be unloaded without hindrance in the place appointed by the recipient.

7.4 Proof of delivery

The shipments are acknowledged as delivered by scanning each item contained in the shipment (place of delivery tracking) according to the unique place of delivery label or by requesting a written acknowledgement in the consignment note. Driver's delivery scan terminates PostNord's liability for the shipment.

7.5 Return shipments

The transport of return goods shipments and packaging materials are booked through PostNord's electronic transport booking system. All return goods must be packed, packaging materials bundled and marked using labels approved by PostNord. Return freight of goods or packaging materials is not included in the price unless the agreement states otherwise.

8 Liability

Any clearly visible damages or faults must be immediately notified to PostNord's customer service in writing; or by 12:00 o'clock on the delivery day for night delivery destinations.

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