

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, roll container or special pallet.

Maximum measurements and weights for pallets:

Quarter pallet

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

Half pallet

Length/width: 80 x 60 cm
Height: 150 cm
Weight: 400 kg

Roll container

Length/width: 80 x 70 cm
Height: 180 cm
Weight: 420 kg

EUR-pallet

Length/width: 120 x 80 cm
Height: 200 cm (180 cm in Poland)
Weight: 740 kg

Special pallet (not available to Poland)

Length/width: 120 x 100 cm Estonia, Latvia, Lithuania
120 x 120 cm other destinations
Height: 200 cm
Weight: 740 kg

1.2 PostNord Groupage

Service is available in Finland, Sweden, Denmark and Norway.

Item without transport platform

Minimum weight: 150 g
Minimum dimensions: 15 cm x 10 cm x 1,5 cm
Maximum weight: 35 kg (shipments over 20 kg to Sweden with additional service "Heavy")
Maximum dimensions: Length 299 cm
Length + circumference 400 cm

Item + transport platform

Maximum dimensions of an item:

Length: 299 cm
Width: 150 cm
Height: 200 cm
Maximum weight of an item: 740 kg
Maximum volume of an item: 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.

If the floor dimensions of the pallet exceed the maximum size of the given pallet type, PostNord has the right to invoice the shipment according to the next larger pallet type or alternatively according to the pallet meter principle. Invoicing takes place according to the higher debit weight.

In case of private receiver, additional Home delivery surcharge will be added according to extra fees and services price list.

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 contains 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 quarter pallet (0,6 x 0,4) = 0,1 ldm
- a half pallet (0,8 x 0,6 m) = 0,2 ldm
- a roll container (0,8 x 0,7) = 0,23 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

Overloading can only be accepted if the following conditions are met:

- Height and manageability: the height of the package or pallet must not exceed 1.20 metres and it must be mechanically manageable.
- Weight: the weight of the package must not exceed half the weight of the corresponding pallet load.
- Suitability: The individual package must be suitable for loading both on top and underneath.
- Stackability: The packages in a consignment can be stacked safely to a height of 2.4 metres. This requires that the packages are flat, durable and in good condition.

Goods classified as dangerous goods cannot be loaded on top.

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 (Nordic countries)

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.

UN-code, Category, Name of the substance and Weight in kilograms are needed in ADR and EDI.

ADR shipments require a separate contract with PostNord.

- PostNord Groupage (Nordic countries)

Dangerous goods in limited quantities (LQ)

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

UN-code, Category, Name of the substance and Weight in kilograms are needed in ADR and EDI.

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

Heavy

For Swedish export parcels weighing more than 20 kg but not more than 35 kg, the additional service Heavy must be added to the electronic pre-notification. In addition, a sticker indicating a heavy shipment must be affixed to at least three sides of the package.

In Sweden, PostNord Groupage parcels weighing over 20 kg are delivered to street level/property boundary. Without the required additional service and parcel markings, the parcel will be subject to an additional charge in accordance with the additional service price list.

- PostNord Groupage (Sweden)

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's responsibility for the shipment ends when the driver scans the shipment delivered.

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

Recipient freight

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

- PostNord Groupage (Finland)

Prices for the additional services are published in PostNord's extra fees and services price list applicable from time to time. The price list can be found on our website postnord.fi.

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
- live plants and soil
- 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
- 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 requires a special agreement with PostNord:

- infectious substances belonging to category A (UN 2814, UN 2900)
- tobacco, alcoholic beverages and drugs
- replicas of weapons and ammunition
- 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 ELECTRONIC ADVANCE NOTIFICATION

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
- PostNord API is available to receive electronic pre-notification

Should PostNord not receive the aforementioned pre-alert, 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 has 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 PostNord API interface is available for receiving data.

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 its contents, protect the contents well and withstand the usual handling related to transport. Packages that, due to their size or shape, cannot be moved without assistance, as well as packages weighing more than 30 kg, must be loaded and secured for transport on pallets that the driver can handle with a pallet truck.

The pallets and roller cages are classified as part of the transportation packaging, for which the Customer is responsible. The service does not include the return of pallets or roller cages.

The customer must pack the goods to be transported in such a way that it can withstand the usual stresses that occur during compaction of the cargo space, terminal handling, mechanical sorting and transportation, as well as tying and/or support in the cargo space.

Products must not reach over the edges of the transportation unit.

If PostNord discovers defects, it has the right, but not the obligation, to take measures to improve the protection, packaging or tying of the goods on behalf of, at the responsibility and expense of, the Customer.

The customer must ensure that the shipment, intact or broken, does not cause damage to PostNord's staff, facilities or equipment, or to other shipments.

If the transport packaging is used as sales packaging and has a sales value, the Sender/Customer is responsible for the adequate protection of such packaging during transport.

More information on packaging can be found on our website: postnord.fi.

6.2 Marking

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

Groupage parcels weighing over 20 kg to be delivered to Sweden must be marked as heavy

shipments and the additional service Heavy shipment must be selected in the EDI message.

If the package requires separate handling (e.g. breakable, no top loading), attention stickers telling about separate handling must be affixed to at least two sides of the package.

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 commercial invoice in English in triplicate. A commercial invoice shall include the information of all items contained in the shipment. When sending to Norway, the commercial invoice must be sent electronically. A proforma 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.

When shipping to Norway using PostNord Service Point, PostNord Parcel Locker, PostNord Parcel and PostNord Home services, the commercial invoice must be addressed to a recipient company that is registered for VAT and as a credit customer with Norwegian Customs. Customs data and the commercial invoice must include details of all parcels in the shipment, as well as seller and buyer contact information, phone number, EORI number, item description, quantity, product code, weight, and country of origin. The commercial invoice must be addressed to the importer who agrees to pay VAT, custom duties, and other import charges.

PostNord charges customs clearance fees according to the current extra fee / service price list. PostNord Service Point, PostNord Parcel Locker, PostNord Parcel and PostNord Home services include export customs clearance for up to 5 items.

If the EDI data for customs declaration is incorrect or incomplete, an additional fee may be charged for creating or completing the EDI customs declaration, or the shipment may be returned to the sender.

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.

Split Shipment (Norway)

In connection with the Split Shipment additional service, PARCELS addressed to multiple different recipients can be customs cleared as a single consolidated consignment when shipped to Norway. All PARCELS included in the consignment must be marked in accordance with the Split Shipment additional service requirements, and the consolidated invoice or packing list must contain the required

information for all PARCELS, including identifiers and delivery addresses. After customs clearance, PostNord will divide the consolidated consignment and deliver the PARCELS to the recipients in accordance with the general service terms.

The sender is responsible for ensuring compliance with Norwegian customs requirements, including that the invoice recipient/importer is registered as a VAT-liable entity in Norway or that the sender provides the necessary security for customs duties. In addition, the sender must provide complete and accurate customs documentation as well as an electronic pre-advance for each PARCELS. Split Shipment consignments must be loaded and packed in accordance with PostNord's instructions, and the sender is liable for any additional costs arising from incorrect or incomplete markings.

8 PICK-UP

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

The loading or unloading location and the road leading there must be in such condition that they can withstand the weight of the delivery truck and the unloading of the load. The road must be in good condition regardless of the weather, e.g. sanded and plowed in the winter, and the loading or unloading area must have barrier-free access. PostNord is not responsible for possible damages caused by improper condition of the road or loading or unloading location.

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 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.