

PostNord Oy (Finland)

SPECIAL TERMS AND CONDITIONS FOR PARCELS

1 GENERAL INFORMATION

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

- PostNord Parcel
- PostNord Home
- PostNord Service Point
- PostNord Parcel Locker
- PostNord Return
- 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.

2 DIMENSIONS AND WEIGHT

2.1 PostNord Parcel and PostNord Home

Maximum weight:
35 kg (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:
15 cm x 10 cm x 1,5 cm

2.2 PostNord Return

Maximum weight:
30 kg (domestic parcels in Finland)
20 kg (others)

Minimum weight:
150 g

Maximum measurements in Finland:
length 175 cm
length + girth 300 cm

Maximum measurements to 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:
15 cm x 10 cm x 1,5 cm

2.3 PostNord Service Point and

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

Business ID 1056251-7

Maximum measurements to other European countries:
length 100 cm
length + girth 250 cm

Minimum measurements:
15 cm x 10 cm x 1,5 cm

2.4 PostNord Parcel Locker

Maximum weight:
20 kg (domestic parcels in Finland)
10 kg (other Nordics)

Minimum weight:
150 g

Maximum measurements to Finland, Sweden, Denmark and Norway:
60 cm x 42 cm x 49 cm

Minimum measurements:
15 cm x 10 cm x 1,5 cm

2.5 PostNord Collection Request

Maximum weight:
31,5 kg

Minimum weight:
150 g

Maximum measurements:
length 175 cm
length + girth 300 cm

Minimum measurements:
15 cm x 10 cm x 1,5 cm

2.6 Surcharges

The relevant charge can be found in current Extra fees and services price list.

2.6.1 PostNord Parcel Locker, Service Point, Home, Parcel and Return

For parcels with a length exceeding 1.2 m and/or with two sides greater than 0.6 m a charge (Special handling) can be applied.

If the maximum weight, maximum length, or maximum length + circumference of selected service is exceeded, a fee will be charged (Oversize).

If the parcel is longer than 2.2 m or length + circumference 3.6 m and/or weighs more than 35 kg, a fee may be charged (Oversize Return) and the parcel will be returned to the sender.

The Oversize fee cannot be charged for the same parcel in cases where the Oversize Return is charged. For the same parcel, both the Oversize and Special handling fee may be charged.

2.7 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.

3 PRICES

3.1 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.

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

- PostNord Parcel

3.2 Volume weight

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

4 CONTENT

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 12. 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
- live plants and soil
- 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
- 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:

- 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.

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 AND LABELLING

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 via a PostNord approved API interface.

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
- PostNord API is available to receive electronic pre-notification

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

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.

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

6.2 Marking

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

When sending parcels over 10 kg to or from Germany, there must be an indication of a heavy parcel in the address label.

When sending parcels over 20kg to Sweden there needs to be labels indicating of a heavy parcel and add-on Heavy needs to be in the EDI.

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 commercial invoice in English in triplicate. When shipping to Norway, the commercial invoice must be sent electronically. The commercial invoice for Norway must include details of all packages in the shipment. 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.

When shipping to Norway using PostNord Service Point, PostNord Parcel Locker, PostNord Business 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 packages 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 Business and PostNord Home services includes 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 PACKAGES 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-notice for each PARCEL. 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 SHIPPING

8.1 Drop off to a Service Point or Parcel Locker

When dropping the parcel off to a Service Point or Parcel locker, it is the customer's responsibility to ensure that a correct address label is attached to the parcel. If there is no correct address label, PostNord has no obligation to handle the shipment item.

Parcels can be sent from all PostNord Service Points and Parcel Lockers.

- PostNord Home
- PostNord Service Point
- PostNord Parcel Locker
- PostNord Return

8.2 Pick-up from customer address

Customer can order an Ad-hoc pick-up, where PostNord does a one-time pick-up. Where the Customer has goods on a regular basis, PostNord and the Customer may enter into agreement regarding fixed collection times. According to the customer agreement, PostNord reserves the right to charge a fee in certain cases such as a separate pick-up fee or if the agreed or booked pick-up is not canceled within a reasonable period of time.

It is the customer's responsibility to ensure that a correct address label is attached to the parcel.

In case the number of parcels needing to be picked up is large, the customer is responsible for packing the parcel on a transport unit and secure it with packing film.

It is the customer's responsibility to ensure that the road leading to the loading end and the loading site are in such a condition that they can withstand the weight of the delivery truck and the loading of the load. The road must be in good condition regardless of the weather, e.g. sanded and plowed in winter, and there must be unobstructed access to the unloading site. Pick-up takes place from street level or

from the loading dock. The pick-up takes place on street level or on loading platform.

PostNord is not responsible for any damage caused by the condition of the road or unloading site that does not comply with the conditions.

8.3 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

It is the responsibility of the customer to make sure that the road to loading/unloading place is good enough order for the driver to access regardless of weather conditions. Postnord is not responsible for possible damages if the condition of the road or loading/unloading place is not according to these terms and conditions.

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.

The service includes three delivery attempts, after which the package will be returned to the sender.

- PostNord Parcel (Finland)

PostNord Parcel in other Nordic countries (Sweden, Norway, Denmark) normally includes one delivery attempt. If the shipment cannot be delivered, it will be sent to a pickup point. In cases where the recipient does not have access to a service point, three delivery attempts will be made.

For deliveries to countries outside the Nordic region, the local distributor in the destination country has the right to decide whether to offer more than one delivery attempt.

PostNord Home is delivered to the recipient's door or mailbox as unattended at the notified time in accordance. The recipient can change the delivery option according to section 11 (Flex Change).

The service includes one delivery attempt. If that is not successful, the parcel will be delivered to a PostNord pick-up point depending on selected additional services.

PostNord Service Point, PostNord Parcel Locker is delivered to a selected PostNord pick-up point. If a delivery to the selected pick-up point is not possible, PostNord redirects the parcel to a substitute pick-up point. The recipient can pick up the shipment from PostNord pick-up point after being notified as described in section 12.

PostNord Return is a service from a private sender to a business recipient. It 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 under "Calculate Delivery time". PARCELS will be delivered without delivery time guarantee.

9.3 Handing over the shipment

POSTNORD 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.

- PostNord Parcel

POSTNORD HOME is delivered to recipient door or mailbox. After the delivery the driver takes a picture of the parcel as a delivery confirmation. The recipient is not required to be present to receive the parcel. The picture is shared with the sender and recipient. If parcel is delivered to mailbox, a picture is not shared.

After the delivery, a delivery confirmation is sent to recipient.

- PostNord Home

From a parcel locker the delivery is performed either with PostNord mobile 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.

- PostNord Service Point (Finland, Sweden, Norway)
- PostNord Parcel Locker (Finland)

At Norwegian pick-up points, the parcel is handed over to the person submitting a PIN-code sent via notification and 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 after 7 days storage time.

If PARCEL is delivered to service point or parcel locker, it is returned to sender after retention time.

You can check the current retention times at postnord.fi/en/retention-time/.

In order to enable the recipient to return a delivered shipment the Customer shall provide a PostNord Return parcel label. PostNord shall not be held liable for customer returns, should the proper return parcel label be missing. The recipient is responsible for dropping the parcel off to a service point or parcel locker.

The sender of the return must make sure that all other address labels are covered

In case the parcel is returned by dropping it off to a PostNord parcel locker, the sender of the return parcel is responsible for making sure that the door of the parcel locker is closed properly.

10 NOTIFICATION

Notification by SMS / e-mail

Notification for a PostNord Service Point and Parcel Locker -parcel is sent either by SMS or e-mail, depending on the practice of the destination country. In case the receiver has downloaded PostNord mobile application, the notification will be sent to the application instead of SMS. These notifications are included free-of-charge in the service. 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 pick-up point, and it contains information about the last possible pick-up day.

- PostNord Service Point (Finland)
- PostNord Parcel Locker (Finland)

11 LIABILITY

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

12 ADDITIONAL SERVICES

Following additional services can be connected to a PARCEL:

Flex Change

PostNord sends a notification to the recipient prior to the delivery of PostNord 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 and selected additional services, 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 Home

Other SMS and e-mail notifications

Delivery Advice includes estimated delivery day
Delivery Notification is a pre-notice 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 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. 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.

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

See the country list at www.postnord.fi

- PostNord Parcel
- PostNord Home
- PostNord Service Point (Finland)
- PostNord Parcel Locker (Finland)
- PostNord Return

Heavy

For export parcels to Sweden weighing more than 20 kg but maximum of 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 Home parcels weighing more than 20 kg are delivered at street level/at the border of the plot.

- PostNord Parcel (Sweden)
- PostNord Home (Sweden)

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.

Signature Assurance

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

This additional Service prevents the recipient to select delivery without POD in Flex Change.

- PostNord Parcel (Denmark)
- PostNord Home

Not to outdoor parcel locker

This parcel specific additional service must be selected for products that are sensitive to temperature fluctuations.

The additional service prevents the parcel to end up to an outdoor parcel locker in any situation.

- PostNord Service Point (Finland)
- PostNord Parcel Locker (Finland)

Not to parcel locker

This parcel specific additional service must be selected for products that should not be delivered to a parcel locker in any case.

- PostNord Home
- PostNord Service Point
- PostNord Parcel Locker

Tyres

Tyres for motorized vehicles with PostNord Parcel or PostNord 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 Home (all destination countries)

Print Label

With this additional service, the customer can provide an ALQ-code to return sender.

The return sender can send the return by writing the code and their name on the parcel.

The return label is printed by PostNord and attached to the parcel.

Customer can create the ALQ-code in Return portal, with API or in TA-system.

- PostNord Return

Attended

The recipient is required to be present to receive the parcel.

The recipient can choose unattended delivery and delivery to a service point in Flex Change -service.

- PostNord Home

Return to sender

Parcel has one delivery attempt. In case the attempt is failed, the parcel is returned to sender.

The recipient is prevented from choosing another delivery option.

- PostNord Home

ID check

The recipient needs to present identification to receive the parcel.

- PostNord Home (PostNord Sweden and Norway)
- PostNord Service Point (PostNord Sweden and Norway)
- PostNord Parcel Locker (PostNord Sweden and Norway)