



Domestic Goods Transport Product Terms for Contract Customers

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Itella Corporation

Customer Service

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DOMESTIC GOODS TRANSPORT SERVICES

These product terms apply to the domestic goods transport services provided to the Contract Customers of Itella Corporation and Itella Group companies (hereinafter “Itella”). The product terms specify the general and shipment type specific product terms and features of the domestic goods transport services available to Contract Customers. The general product features apply to all services unless otherwise specified.

The introduction of the services referred to herein must be agreed on separately in the Product Contract for Goods Transport Services or otherwise in writing.

The Customer shall be notified of any changes materially affecting the service at least one month before the changes take effect.

In addition to the product terms, the Contract between the Customer and Itella, as well as Itella’s general Contract Terms for Corporate Customers, shall be applicable unless otherwise provided for in Finland’s Road Transport Agreement Act (345/1979). In addition to the above, the legislation regarding the transport of dangerous goods shall be adhered to.

1. General Product Features

1.1. Use of Itella’s transport units

The use of transport units owned by Itella (rolltainers, cage pallets, and boxes) is restricted only to Itella’s domestic shipments if such use has been agreed on with the customer. The transport units may not be used for domestic freight, foreign transport, transport for other companies, or in the Customer’s in-house operations.

Itella does not operate a pallet exchange system or deliver flat pallets.

The Customer will obtain the number of Itella transport units specified in the Contract for a period of one week free of charge. The Customer can only be provided transport units if the Customer has returned the transport units used previously.

Itella is entitled to monitor and supervise the use of transport units, collect any non-returned transport units, and invoice the charges specified in the Contract. Itella is also entitled to conduct inspections in the Customer’s premises to monitor the use of transport units.

The Customer is responsible for picked-up or delivered transport units and for their use. In case of non-compliance in the use of transport units, Itella is entitled to repossess the units in question. Itella is entitled to collect compensation from the Customer representing the replacement cost of a transport unit

in case of damage, disappearance, or non-compliant use of the transport units.

The Customer must call Itella’s transport order service number and report the number of Itella’s transport units in the Customer’s possession that the Customer no longer requires. Itella will then pick up the unused transport units within the agreed schedule. The Customer is also required to report any transport units for which daily delivery has been agreed but which are not currently required.

1.2. Leaving of items to be transported

“An item” refers to goods or a lot of goods listed in the transport document to be transported from one location and one sender to one location and one recipient at the same time.

Items will be picked up as specified in the Contract or based on a one-time order, or they may be left in a drop-off point specified in the Contract. Transport units may not be left in drop-off points. The desired one-time pick-up should, as a rule, be ordered before 12 noon on the order day. Itella’s transport order service number will take the orders and confirm a pick-up time.

1.3 General restrictions

Itella’s general restrictions to corporate customers (concerning cash, securities, and dangerous substances, for example) and other restrictions in effect are listed in Itella’s general Contract Terms for Corporate Customers in effect at the time.

To check the restrictions applicable in the country of destination, please contact express@itella.com.

1.4 Transport of dangerous goods

When transporting dangerous goods, compliance with the legislation regarding the transport of dangerous goods currently in force is required. **The sender** shall be liable for the correct classification of goods and items as well as for the appropriate packing, labeling, and transport documents. Items containing dangerous goods will also be marked with Itella's VAK (dangerous goods) tape. If any of the above are found to be materially deficient or the shipment leaks, the transport will be interrupted until the deficiency or fault has been corrected. In this case, Itella is not required to maintain the agreed transport service level.

Any dangerous goods and items the Customer intends to have shipped must be inspected by Itella's VAK safety advisor before the transport begins. This inspection helps ensure the items or goods can be transported, and the Customer can be provided with instructions, if necessary.

The Customer should report the UN number of the material or item classified as dangerous in the transport order, its official name supplemented with a technical name if necessary, classification (class and packing group, or if not specified, the classification code) and the quantity of the dangerous goods. This is to ensure the pick-up driver has the necessary ADR license and the safety equipment required by law. The same information must be provided in the format required by law in the actual transport document. The transport documents must be made out in duplicate: one set included in the shipment, and one set to be kept in the driver's cabin throughout the transport.

Itella does not carry any substances classified in transport categories 0 and 1 of the leave limit table or substances classified in category 1 (explosives, excluding 1.4S, which is suitable for transport as domestic freight), 4.2 (Substances liable to spontaneous combustion), or 7 (radioactive materials). This restriction does not apply to courier shipments, which will be agreed on separately.

1.5 Hand-over of items

Items will be delivered to an address marked in the address label or to an Itella service point, as specified in the selected service terms/service level.

Transport units will not be handed over at Itella service points.

Items including delivery to the recipient will be delivered to the recipient's address, provided Itella's vehicle has unobstructed access to it. Otherwise, delivery will be made to the recipient to a location which Itella's vehicle has unobstructed access to.

Deliveries made in transport units will be unloaded on a platform or other suitable place in the immediate vicinity of the delivery vehicle.

Moving the item to another location is an additional service, subject to a charge (see Sections 1.11 and 7.3).

Itella Express Flex deliveries will be made to the recipient's home, under certain restrictions (see Section 3.4).

Pick-up deliveries, except registered letters, will be handed over to the person presenting the notice of arrival or to the person asking for the shipment with its parcel ID.

Items delivered to the recipient's address, except for registered letters, will be handed over to the person who answers the door at the delivery address. Registered letters will only be handed over to persons marked as the recipient or to a person authorized by the recipient.

Items are handed over against signature. If an item is picked up using the delivery ID only without any notice of arrival, Itella will verify the identity of the person picking up the item.

1.6 Time of delivery

A delivery time inquiry (domestic shipments) will show if the selected service level is available. Service Level Agreement and delivery times: <http://www.itella.fi/onlinepalvelut/tyokalutjalaskurit/toimitusaikakysely.html>

Delivery day is usually the business day following the dispatch day. The distance affects the delivery time. For certain areas, the delivery time is two business days; for peripheral areas, it is three business days. The delivery areas for items are specified on a service and postal-code basis. In

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certain postal code areas, the delivery area is limited to population centers.

In domestic freight services, delivery is usually made to the recipient by 4:00 p.m. on the business day following the dispatch day. In delivery zones 4 and 5, the delivery time is two business days after the dispatch day. The delivery zones are specified on a postal-code basis.

The delivery times for Undelivered Shipments and Customer Returns are from 1 to 3 business days. Itella Express Morning shipments are delivered in accordance with Itella Express Business Day service level if the selected service is not available for the locations in question or in the recipient's postal code area.

If the selected additional service is not available for the service selected, items can be delivered in accordance with Itella Express Business Day or Itella Economy service levels.

When dangerous goods are transported, Itella's non-conformity with the ordered service is allowed if necessary to ensure personal or transport safety.

1.7 Transport documents

Transport document refers to the parcel address label (adhesive address labels, manifold address cards and banner address labels), which identifies and directs the shipment and also serves as an invoicing document.

Itella provides adhesive address labels equipped with a corporate identifier free of charge. These are to be used for Itella's services only.

Itella does not provide the Customer with any banner address labels or adhesive address labels without the corporate identifier and will not be responsible for their costs.

The manifold address cards provided by Itella for domestic goods transport services incur a charge and are not returnable.

Items must be equipped with parcel address labels approved by Itella. The Customer is responsible for including in the shipment a properly completed transport document approved by Itella. The transport document/shipment must show a clear and sufficient address and markings indicating any additional service required.

Each item of a shipment must be marked with an address and show the total number of items

included in the shipment. The Customer is responsible for the information recorded in the transport document and for paying the related transport and other fees.

In domestic freight services, a waybill featuring a shipment identifier (waybill number) serves as the transport document. The Customer can print out the waybill when placing an electronic transport order. The sender will produce the waybill in quadruplicate for each shipment.

The sender is responsible for the information recorded in the waybill and for paying the related transport and other fees.

Each item of a freight shipment must be marked with an address and show the total number of items included in the shipment.

Itella is entitled to alter the markings in the address label if they are deficient or conflict with the item. The Customer can order parcel address labels and the shipment materials included in the service features (e.g., product code labels and 'Fragile' stickers) by calling the customer service number tel. +358(0)200 77000, unless otherwise agreed with Itella.

Parcel address labels can only be provided to customers with a valid product agreement for domestic goods transport services. Parcel address labels will only be delivered to addresses specified in the Customer's Contract.

After the termination of the Contract, the domestic transport manifold address cards are no longer usable. If the Customer wishes to use Itella's transport documents after the termination of the Contract, Itella will be entitled to invoice the Customer for the use of these services.

The Customer will order any desired printing work on the parcel address labels from a printing house of its choice and will answer for the costs incurred. For information on printing houses that print on Itella's parcel address labels, please call the customer service number.

Itella's Contract Customer will be given free license to the Prinetti printing software to print out adhesive address labels. After the Contract with Itella is terminated, Itella requires the Customer to discontinue the use of the printing software for Itella's services.

Approval from Itella Transport Services must be obtained before using the adhesive or banner

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address labels printed out with Prinetti printing software. Contact persons will offer more information. The Customer is responsible for ensuring that the parcel ID in a parcel address label is not repeated in identical content within one year from the first use.

Shipments to the Åland Islands will be made using Itella's domestic transport parcel address labels.

Tax-boundary customers shall add the words TULLI or TULL next to the sender or recipient information (depending on which one will prepare the tax declaration) and a tax limit number issued by the Customs authorities. The same entries will be made in the customs documentation.

The home clearance customers will also mark the letter K or H. No customs documents will be required. If the sender or recipient is not a tax –boundary-customer of the Customs, the value added tax will be collected in connection with the handover. The value of the goods must be indicated in the parcel address label in the “Additional information” field or in a separate document such as a pro forma invoice. A parcel address label must also show the sender's signature.

1.8 Pricing and payment

Itella uses an automatic information system to collect invoicing data for each parcel/pallet.

Pricing and invoicing of services are based on information collected by Itella. Itella is entitled to invoice the customer for all the agreed prices and charges, even if the customer had not entered the information required by Itella on the shipments or their address labels, or if the collection of the invoicing information by means of the automatic data system is not possible.

Pricing is based on the number of items and the measured weight or cubic content of the shipment, whichever is bigger. Please note that for parcels, 1 m³= 250kg. Minimum pricing weight is 250 g. The price of a shipment also depends on the additional services used.

In transport units, pricing is based on the number of items, the default freighting weight of the transport unit type, transport and delivery zones, and the additional services used.

Domestic freight price consists of the shipment's freighting weight, pick-up and delivery charges in five zones, and charges for line haul between sorting centers. Pricing is based on the information gathered

by Itella from the waybill and the shipments (1m³ = 333kg). A surcharge will be invoiced for the freight carriage of dangerous goods and temperature-sensitive goods.

A fuel surcharge valid at the time will also be invoiced separately. Itella may change the amount and basis of the fuel surcharge. Customers will be notified of any changes in the basis of surcharge when possible.

The invoicing period is one week, and invoicing is based on the Contract. Customers can order a separate chargeable invoicing report in connection with the invoice either for each invoice or on a continuous basis by calling the invoicing service number tel. +358(0)20 451 7352.

In the Product Contract for Domestic Good Transport Services or order confirmation, the Customer can request an invoice showing a breakdown by info code. The info code of a customer using adhesive, laser, or banner address labels is included in the address label's parcel ID and/or it may be provided in an EDI transport message.

The info code of a customer using manifold address cards is the five-digit code given by the Customer in connection with the address label order, or alternatively at the Customer's request, the info code is generated automatically from the postal code of the address where the labels are delivered. Using either method, the desired info code is affixed to the manifold address cards delivered from Itella's systems, i.e., the info code is not readable in the address label itself.

1.9 Item tracking

Senders can check the shipment registration information at www.itella.fi/lähetystenseuranta or by calling the customer service numbers.

Shipment IDs are registered in Itella's tracking system. The system will show at least two tracking events: receipt at the sorting center and delivery/attempted delivery to the customer.

Shipment information is available in Itella's tracking system on the business day following the delivery day. Deliveries are made on weekdays (Mon-Fri).

1.10 Storage in postal outlets

The storage period for parcel shipments is the week of arrival at the postal outlet plus two full calendar weeks.

Transport unit shipments will be stored for one full calendar week in addition to the week of arrival. Transport unit shipments are stored at the delivery terminal instead of Itella's postal outlets.

VAK/ADR (dangerous goods) shipments will be stored at the delivery terminal for up to one full calendar week.

After the storage period, the shipment will be returned to the sender as an Undelivered Shipment, Parcel, or as an Undelivered Shipment, Transport Unit. The delivery time is the same as it is for Itella Express Business Day deliveries. The original payer shall pay the transport fee of the shipment to be returned and potential additional service fees (for special handling).

Different retention periods from those referred to above can be arranged, subject to agreement with the sender.

1.11 Redelivery

Redelivery refers to forwarding the shipment to the recipient to another domestic address.

If the recipient has a valid change of address with Itella, the shipment will be forwarded free of charge to the Itella postal outlet of the recipient's new address, in accordance with the service level purchased.

The Itella Express Flex service does not include redelivery based on a change of address.

When a shipment is redelivered at the recipient's request, it will be delivered to the Itella postal outlet of the recipient's choice in accordance with the Itella Economy service level. The recipient will pay the transport fee and any additional service fees (for special handling).

Redelivery at the recipient's request will only be made once for the same item.

1.12 Return to sender

If the recipient has not registered a change of address, the address in the shipment is incorrect or

insufficient, the recipient refuses to accept the shipment, or the recipient fails to pick up the shipment within the retention period, the shipment will be returned as an Undelivered Shipment, Parcel, or as an Undelivered Shipment, Transport Unit.

The original payer or customer shall pay the transport fee of the shipment to be returned and any additional service fees (for special handling). If the shipment cannot be forwarded to the recipient or returned to the sender, it will be routed to the undelivered shipment investigation process.

If the sender and recipient have expressly refused to accept the shipment, Itella Corporation will be entitled to destroy the shipment.

If the item cannot be delivered to the recipient and the sender has failed to provide instructions within a reasonable time, or the instructions could not be reasonably followed, Itella will be entitled to sell the goods in a manner that secures the justified benefit. Similarly, Itella will be entitled to sell the goods if the sender refuses to accept the shipment, or the shipment could not for other reasons be returned to the sender.

If selling is not possible or practical, Itella will be entitled to destroy the goods. Itella may sell or destroy the goods without waiting for the sender's instructions if the goods are perishable or if the shipment storage costs are not reasonably proportionate to the value of the goods.

The sender of the shipment should, when possible, be notified in advance of the sale or destroying of the goods.

1.13 Customer service

Itella's online service at www.itella.fi is open 24 hours a day for item tracking and delivery time inquiries.

Itella's Customer Service

Businesses

Tel. +358(0)200 77000 (local network charge/mobile phone charge)

Weekdays 8:00 a.m. – 6:00 p.m.

Transport orders

Online via RahtiPrin et at:

<https://ohjelmat.posti.fi/kuljetustilaus>

Tel. +358(0)200 92000 (local network charge/mobile phone charge)

Weekdays 8:00 a.m. – 6:00 p.m.

By email at:
kuljetustilaus@itella.com

Consumers

Tel. +358(0)200 71000 (local network charge/mobile phone charge)
Weekdays 8:00 a.m. – 8:00 p.m., Saturdays 9:00 a.m. – 2:00 p.m.

1.14 Customer feedback, complaints, and compensation for damages

The recipient of the item must inspect it and file complaints of any externally visible damages immediately upon receipt. Complaints regarding damages other than externally visible ones must be filed in writing within seven days of the receipt of the shipment. A complaint regarding a delay in the delivery must be filed in writing within 21 days from the delivery of the item to the recipient in accordance with the product terms. If the item was not delivered as agreed, a written complaint must be filed not later than three months from the shipment date.

The Customer is responsible for providing instructions to the recipient of the shipment to take the actions referred to above. A consumer’s statutory rights are specified in Finland’s Road Transport Agreement Act.

These terms and conditions do not affect the consumer’s statutory rights.

Customer feedback may be given on our website, by telephone, or by using the customer feedback forms available at Posti and postal agency outlets. Feedback may also be given by e-mail. The e-mail address for business customers is asiakaspalvelu@itella.com. Complaints cannot be filed over the telephone.

Written customer feedback can also be sent to:
Itella Corporation
Customer Feedback Center
P.O. BOX 1755
FIN-70101 KUOPIO

According to the Road Transport Agreement Act, compensation for damages must be sought no later than one year

- 1) from the date of delivery when part of the goods are missing or damaged or if delivery was delayed;
- 2) within thirty days from the agreed delivery date when the goods are missing, or, within sixty days

from the date on which the freight carrier took the goods into transport if no specific delivery date was agreed; and

- 3) in other cases, within three months from the date on which the transport agreement was signed.

Instructions on how to seek damages are available at Itella Customer Service or at Itella’s website.

Unless otherwise specified in these terms and conditions, Itella’s liability for damages is determined according to Finland’s Road Transport Agreement Act. Itella has no liability for direct or indirect damages such as income or profit losses, unearned profits, interest losses, or other similar financial damages.

The maximum amount of damages payable for a damaged, missing, or reduced shipment is limited to the maximum compensation specified in Finland’s Road Transport Agreement Act. The maximum amount of damages payable for delayed shipment is, according to Finland’s Road Transport Agreement Act, limited to the amount of transport charge (freight) for the delayed shipment.

The maximum damages payable for each type of shipment and valid at the given time are shown on Itella’s website.

For installation services (Section 5.6), Itella’s liability is further limited in all cases to the purchase price (value added tax excluded) of the goods to be installed.

2. Domestic Goods Transport Services

2.1. The weights, measurements, and dimensions of parcel deliveries

- Minimum size: 25cm x 15cm x 3.5cm
- Minimum weight: 250g
- Maximum size: 120cm x 60cm x 60cm (0.43m³)
- Maximum size for Itella Express City and Express Morning deliveries is 180cm x 80cm x 60cm.
- Maximum weight: 35kg/item

An item requires special handling when any of its dimensions exceed the maximum size of 120cm x 60cm x 60cm.

	Maximum measurements of an item requiring special handling
Itella Express Business Day	300cm x 80cm x 60cm

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and Express Flex parcel	
Itella Economy	180cm x 80cm x 60cm

If the item exceeds these maximum measurements, Itella is entitled to charge a price corresponding to the costs.

Maximum measurements for **shipments dropped off at Itella's postal outlets** are 180cm x 80cm x 60cm with no excess permitted.

2.2 Pick-up and delivery service

Items will be picked up and/or delivered according to the agreed schedule. Items must be available for pick-up immediately when the agreed pick-up time begins.

The delivery service includes delivery of addressed shipments to the Customer at the agreed time and place, unless otherwise stated in these product terms.

The Customer has a duty to ensure that a person authorized to sign for the Customer's shipments, including registered mail or other valuable deliveries, is present at the point of receipt at the agreed time. Registered shipments must be addressed to the company. Registered shipments addressed to private persons will not be delivered in the pick-up and delivery service.

The pick-up service includes picking up and forwarding the Customer's shipments in accordance with the terms of the chosen Itella service.

If the shipment is not available for pick-up at the agreed place, in the agreed manner or at the agreed time for reasons attributable to the Customer, Itella is entitled to charge a fee as shown in the price list for the waiting time or for making an unnecessary trip. The Customer must ensure the shipment is available for pick-up at the agreed place.

No exceptions to Itella's service-specific terms can be made in pick-up and delivery services.

If the shipment volumes change materially from the volumes estimated at the time the Contract was signed, the Customer is required to notify Itella's contact person of such changes.

The contact persons will make separate arrangements concerning the transport of large shipment lots, additional deliveries of transport units and service charges. Itella is entitled to invoice the Customer a surcharge for material and/or separately agreed changes.

The service may be interrupted at the Customer's request without termination for a maximum period of two months. A written notice of interruption must be submitted to Itella's customer service at least one week before the planned start of the interruption at asiakaspalvelu@itella.com.

If the interruption period is one to two months, the Customer will not be charged a monthly pick-up delivery service fee. Shorter interruptions have no impact on the monthly fees.

The invoicing period is one month, and invoicing is based on the Contract. The service price is based on the number of items to be transported, the time spent on providing the service, and on the transport distance.

Empty transport units will be delivered to the Customer with the pick-up and delivery service. Irregular quantities of transport units are to be ordered separately, and they will be delivered with the pick-up and delivery service on the next business day following the order placement. Delivery of transport units on the ordering day, or separately delivered, carries a fee.

Orders for empty units can be made by e-mail to kuljetustilaus@itella.com or by calling tel. +358(0)200 92000.

2.3 Separate pick-up and delivery

Shipments will be picked up and delivered as specified in the order. When placing an order, the Customer will provide a customer number, a delivery and/or pick-up address as well as the number of shipment items and other shipment information. Shipments must be available for pick-up immediately when the agreed pick-up time begins.

The contact persons will make separate arrangements concerning the transport of large shipment lots, additional deliveries of transport units, and service charges. Prices quoted in the price list will apply to the service based on the number of shipment items to be transported. The contact persons will make separate arrangements concerning the transport of large shipment lots and for additional deliveries of transport units. In these cases, the service price is based on the number of shipments to be transported, the time spent on providing the service, and on the transport distance.

If the item is not available for pick-up at the agreed place, in the agreed manner, or at the agreed time for reasons attributable to the Customer, Itella is

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entitled to charge a fee as shown in the price list for the waiting time or for making an unnecessary trip. The Customer must ensure the item is available for pick-up at the agreed place.

2.4 Itella Express Morning Parcel

Itella Express Morning shipments collected from the sender by 5:00 p.m. will be delivered to the recipient the next business day by 9:00 a.m. in the areas and between locations specified in the Delivery time inquiry.

Deliveries are made on weekdays (Mon-Fri).

The service includes a new delivery attempt on the same day by 5:00 p.m. if the recipient cannot be reached the first time. If the second delivery attempt fails, a notice of arrival will be left for the recipient. Parcels can be collected at the Itella postal outlet. A redelivery subject to a charge can be ordered for the item.

Delivery time commitment: If Itella fails to deliver the shipment in accordance with these product terms, the Customer will be refunded the delivery charge against a complaint unless otherwise provided for in Itella's general Contract terms.

Additional services: Saturday Delivery, Payer Other than the Sender (EDI compulsory), Special Handling (only for fragile items).

Saturday delivery is available in the areas and between locations specified in the Delivery time inquiry.

2.5 Itella Express Business Day Parcel

Domestic Itella Express Business Day parcels collected from the sender by 5:00 p.m. will be delivered to the recipient the next business day in the areas and between locations specified in the Delivery time inquiry.

Deliveries are made on weekdays (Mon-Fri). The service includes one delivery attempt.

If the delivery attempt fails, a notice of arrival will be left for the recipient. The item can be collected at the Itella postal outlet. A redelivery subject to a charge can be ordered for the item.

Additional services: COD, Payer Other than the Sender (EDI compulsory), Special Handling (only in Finland).

2.6 Itella Economy Parcel

Itella Economy parcels will be collected from the sender at the agreed time by 5:00 p.m., or alternatively, the sender can drop off the parcels to Itella's postal outlet by the latest drop-off time announced by the outlet. If the Customer has a pick-up and delivery service agreement, the pick-up time will be determined accordingly.

The shipment will be delivered to the postal outlet specified by Itella on the basis of the address shown in the address label within 1-3 days from dispatch. Delivery time inquiry shows the delivery times for specific routes.

A notice of arrival will be delivered to the recipient electronically after shelving, or during the next delivery round. Items are handed over during the postal outlet's opening hours.

If the recipient can provide the parcel ID, the item may be picked up from the outlet on the day of arrival after 4:00 p.m. against signature.

Additional services: COD, Payer Other than the Sender (EDI compulsory), Special Handling, Storing the Recipient's Name Information, Registration.

2.7 Itella Express Flex Parcel

Itella Express Flex parcels are collected from the sender by 5:00 p.m. or at another time agreed separately and transported to Itella's receiving terminal in the areas and between locations specified in the service are register within one to two business days from the dispatch date. The receiving terminal will contact the recipient on the shipment's arrival date and will arrange the delivery time. If the delivery attempt fails, a contact request message will be left for the recipient.

Itella Express Flex parcels are delivered to the recipient's apartment, in the immediate vicinity of the front door. Home delivery must be feasible for one person using a manual hydraulic truck, and the premises must be freely accessible without any obstructions. Otherwise the shipment will be unloaded at a location indicated by the recipient, in the immediate vicinity of Itella's vehicle.

The delivery time is determined on the basis of an area-specific Delivery time matrix.

Deliveries are made on weekdays (Mon-Fri). In major cities, deliveries can be made on weekdays until 9:00 p.m. In other areas, deliveries will be made by

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2:00 p.m. Location-specific delivery dates and times are shown in the service area register by postal code. The service includes one delivery attempt.

If the delivery attempt fails, a call request will be left for the recipient. A redelivery subject to a charge can be ordered for the item, or alternatively, the recipient may request pick-up at Itella's postal outlet. Transport units cannot be requested for pick-up at Itella's postal outlet.

This service is available in continental Finland in locations with uninterrupted road connections.

Additional services: COD, Payer Other than the Sender (EDI compulsory), Special Handling.

2.8 Itella Express Point

Itella Express Point is a service available in separately specified areas and between specific locations. An Itella Express Point shipment is delivered to the postal outlet specified by Itella on the basis of the address shown in the address label for pick-up on the dispatch date by 4:00 p.m. or the next business day by 9:00 a.m., or at the latest by the postal outlet's opening time. The Delivery time inquiry indicates the routes and delivery times, and the outlet query shows the opening hours. Shipments will be collected from the Customer according to a separately agreed schedule. Itella Express Point shipments must be clearly marked and placed separately from other shipments. If the Customer's contract price does not include shipment pick-up, a separate fee will be invoiced for the pick-up.

This service requires the use of an EDI message and electronic notice of arrival. The notice of arrival will be delivered to the recipient on the date of arrival by text message or e-mail only. The EDI message must show the recipient's mobile phone number or e-mail address.

Additional services: COD, Payer Other than the Sender, Storing the Recipient's Name Information, Registration.

2.9 Itella Express City

Same-day delivery service. The service is available in the areas specified in the Delivery time inquiry.

Deliveries are made on weekdays (Mon-Fri). The service includes one delivery attempt.

If the delivery attempt fails, a notice of arrival will be left for the recipient. Parcels can be collected at the Itella postal outlet. Delivery subject to a charge can be ordered for transport units.

This service requires an EDI message dispatch. The weight of the item must be indicated in the EDI message. If the weight is not indicated, the shipment will be invoiced on the basis of the product's average weight.

Additional services: Payer Other than the Sender, Special Handling (for content).

2.10 Courier Service

The Customer can order a car and a driver for his use. This service is intended for local deliveries.

When placing the order, the Customer will specify the customer number, the quality of the goods to be transported or the size of the vehicle required, pick-up and delivery addresses, and whether an assistant is required. Orders are placed by calling Itella's transport order number. Shipments for which an order is placed on a business day between 8:00 a.m. and 1:00 p.m. will be collected within two hours from the call in the areas specified in the service area register.

Pricing is based on the time spent providing the service and, if applicable, the use of an assistant. A minimum charge for 30 minutes will be invoiced for the service.

2.11 Portfoliopost 9 and 14

Pricing consists of the monthly charge based on the agreed number of portfolios. Itella will provide the Customer with a portfolio and the address label that serves as a transport document. Orders should be placed with the sales contact person. The maximum weight of the portfolio is 5kg and its dimensions are 37.5cm x 43.5cm x 11.5cm.

Mail sent by Portfoliopost 9 will be delivered to the recipient the next business day by 9:00 a.m. Mail sent by Portfoliopost 14 will be delivered to the recipient the next business day by 2:00 p.m. Deliveries are made on weekdays (Mon-Fri). The Portfoliopost 9 service includes a second delivery attempt on the same day by 2:00 p.m. if the recipient cannot be reached the first time.

No additional services can be linked to this service.

2.12 Transport of dangerous goods VAK/ADR

Dangerous goods transport (VAK/ADR) items collected from the sender by 4:00 p.m. will be delivered to the recipient (by road) the next business day by 2:00 p.m. in the areas and between locations specified in the Delivery time inquiry.

If the delivery attempt fails, a notice of arrival will be left for the recipient. Arrangements can be made to pick up the item from the Itella service point specified in the notice of arrival. VAK/ADR shipments will be taken to a transport terminal for storage. A delivery subject to a charge can be ordered for the item.

Service restrictions:

- Solid matter: Maximum weight 30kg/package inside
- Liquid substances: Maximum 30 l/package inside

Please see Section 1.4. Transport of dangerous goods.

Additional services: COD, Multiple Parcel Shipment, Payer Other than the Sender, Special Handling, Storing the Recipient's Name Information and a Copy of Recipient's Signature.

2.13 Undelivered shipments, parcel

The original sender shall pay the transport fee of the item (parcel) and any additional service fees (for special handling). This product is a return process for returning non-deliverable parcel shipments.

An item will be returned to the sender address shown in the address label if:

- the shipment is not collected within the storage period,
- a valid change of address has not been registered,
- the address on the item is incorrect/insufficient, or
- the recipient refuses to accept the delivery.

Items will be returned to the original sender within one to three business days (Mon-Fri).

2.14 Customer returns, parcel

Items will be returned to the recipient within one to three business days (Mon-Fri).

Customer return parcels can be sent at Posti or postal agency outlets, with the exception of

shipments priced as transport units, which will be collected against an order in specified areas (chargeable additional service). Itella is not responsible for handling as parcels any items placed in a letter box or delivered through the pick-up service.

If the actual weight of a shipment to be returned is 2kg or less, it may be handled under the terms and conditions of a customer return letter, unless the Contract specifies all customer return shipments as parcels. A customer return letter cannot be tracked in Itella's network or verified retroactively.

The Customer specified in the Contract will be invoiced for the service.

A customer return address label pre-printed by the sender can be used as the address label in a customer return parcel, or the original Itella address label, or the customer return manifold address label available at Posti or postal agency outlets. Itella is only answerable for the service to its customer who bought the service, not the sender.

Additional services: Special Handling.

3. Domestic Goods Transport Unit Transport Services

3.1. The weights, measurements, and dimensions of transport unit deliveries

Items that exceed the maximum weight of measurements specified for parcels will be transported in a transport unit. The transport unit will be transported to a location where Itella's vehicle has clear access. Transport unit shipments will be unloaded on a platform or other suitable place in the immediate vicinity of the vehicle handling the transport. (Transfer of items to a location other than the one specified on the address label is a chargeable service.)

Transport units used are rolltainers and pallets. The table below indicates the weights, measurements, and dimensions of the transport units:

Rolltainer shipments are only available in Finland.

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	Rolltainer	Shop platform	EUR pallet	FIN pallet	Flex pallet
Maximum gross weight kg Business Day, City and Morning	250	370	1,000	1,000	Not available
Maximum gross weight kg Express Flex	250	370	500	1000	1000
Max. measurements cm	Length 81 Width 63 Height from ground 210	Length 80 Width 60 Height from ground 210	Length 120 Width 80 Height from ground 210	Length 120 Width 100 Height from ground 210	Length 200 Width 80 Height from ground 210
Volume m ³	0.94	0.94	1.87	2.34	3.12
Excess of measurement by max. 50% cm	Length 110 (open side) Width 63	Length 120 Width 90	Length 180 Width 120	Length 180 Width 150	Length 300 Width 120
Default freight weight kg	420	370	740	925	1 850

- If the shipment exceeds the pallet edges, the unit price charged for the shipment is multiplied by 1.5.
- If the measurements exceed the pallet dimension by more than 50%, the shipment will be invoiced as two shipments or according to actual dimensions.
- With the 1.5-multiplied unit price, the shipment can cross the rolltainer's open side by 30 cm.
- Height from ground may not be exceeded.

If the rolltainer weight exceeds 250kg, Itella will be entitled to divide the shipment into several rolltainers or other transport units. The resulting shipment will be priced according to the actual units.

These measurements are acceptable for transport units to be received if they can be handled in the same way as normal-sized rolltainers and pallets. Units must be manageable with a manual hydraulic truck and a forklift. The unit's centre of gravity must be such that it permits safe handling.

A complete Itella-approved address label must be affixed to the transport unit. Each shipment item in the transport unit must be marked with the sender's and recipient's name and address. Use of a 'Transport Unit' tape is recommended.

See also the section on the hand-over of items.

3.2. Itella Express Morning transport unit

Itella Express Morning shipments collected from the sender by 5:00 p.m. will be delivered to the recipient the next business day by 9:00 a.m. in the areas and between locations specified in the Delivery time inquiry.

Deliveries are made on weekdays (Mon-Fri).

The service includes a new delivery attempt on the same day by 5:00 p.m. if the recipient cannot be reached the first time. If the second delivery attempt fails, a call-back request card will be left for the recipient. A redelivery subject to a charge can be ordered for the item by calling the number shown in the call-back request card.

Delivery time commitment: If Itella fails to deliver the shipment in accordance with these product terms, the Customer will be refunded the delivery charge against a complaint unless otherwise provided for in Itella's general Contract Terms.

Additional services: Payer Other than the Sender (EDI compulsory).

3.3. Itella Express Business Day transport unit

Domestic Itella Express Business Day transport units collected from the sender by 5:00 p.m. will be delivered to the recipient the next business day (road transport) in the areas and between locations specified in the Delivery time inquiry.

Deliveries are made on weekdays (Mon-Fri). The service includes one delivery attempt.

If the delivery attempt fails, a call-back request card will be left for the recipient in domestic deliveries. A redelivery can be ordered for the item by calling the number shown in the call-back request card.

Additional services: COD, Payer Other than the Sender (EDI compulsory).

3.4. Itella Express Flex transport unit

Itella Express Flex transport units are collected from the sender by 5:00 p.m. or at another time agreed separately and transported to Itella's receiving terminal in the areas and between locations specified in the Delivery time inquiry within one to two business days from the dispatch date. The receiving terminal will contact the recipient on the shipment's arrival date and will arrange the delivery

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time. If the delivery attempt fails, a contact request message will be sent to the recipient.

If the Customer has a Pick-up and Delivery Service Contract, the pick-up time will be determined according to the Contract. The delivery time is determined on the basis of an area-specific Delivery time inquiry.

Deliveries are made on weekdays (Mon-Fri). In major cities, deliveries can be made on weekdays until 9:00 p.m. In other areas, deliveries will be made by 2:00 p.m. Location-specific delivery dates and times are shown in the Delivery time inquiry by postal code. The service includes one delivery attempt.

The service includes delivery to the recipient's apartment, in the immediate vicinity of the front door. The principles and restrictions applicable are as follows:

- The destination must provide unobstructed access.
- The maximum weight of an individual item in a transport unit is 120kg in order to be home delivered. Items weighing more than 120kg will be unloaded at a location indicated by the recipient, in the immediate vicinity of Itella's vehicle.
- The recipient is responsible for arranging adequate protective coverage on the floors.

If the delivery attempt fails, a call-back request card will be left for the recipient. A redelivery subject to a charge can be ordered for the item. Transport units cannot be requested for pick-up at Itella's postal outlets.

This service is available in continental Finland in locations with uninterrupted road connections.

Additional services: COD, Payer Other than the Sender (EDI compulsory), Installation, Unpacking, Delivery to Recycling.

3.5. VAK/ADR (Dangerous Goods) Transport Unit

VAK/ADR transport unit shipments collected from the sender by 5:00 p.m. will be delivered to the recipient the next business day in the areas specified in the Delivery time inquiry.

Deliveries are made on weekdays (Mon-Fri). The service includes one delivery attempt.

If the delivery attempt fails, a call-back request card will be left for the recipient. A redelivery can be ordered for the shipment by calling the number shown in the call-back request card.

Service restrictions:

- Solid matter max. 30 kg/package inside
- Liquid substances: Maximum 30 l/package inside

Please see Section 1.4. Transport of dangerous goods.

Additional services: Payer Other than the Sender (EDI compulsory).

3.6. Undelivered shipments, transport unit

The original sender shall pay the transport fee of the transport unit shipment to be returned and potential additional service fees (for special handling). This service is a return process for returning non-deliverable transport unit items.

An item will be returned to the sender address shown on the address label if:

- the shipment is not collected within the storage period,
- a valid change of address has not been registered,
- the address on the item is incorrect or insufficient, or
- the recipient refuses to accept the delivery.

Items will be returned to the original sender within one to three business days (Mon-Fri).

3.7. Customer returns, transport unit

The Customer specified in the Contract will be invoiced for the service. Items will be returned to the recipient within one to three business days (Mon-Fri).

Items weighing more than 35kg and priced as a transport unit will be picked up in the areas specified in the Delivery time inquiry based on the order. The pre-printed customer return address label can be used as the address label in a customer return transport unit, or the original Itella address label, or the customer return manifold address card. Itella is only answerable for the service to its Customer who bought the service, not the sender.

4. Domestic Freight

Domestic freight is a transport service for business customers for regular or one-time goods shipment. The lot size of the shipments can range from individual items to partial or full loads, and the waybill is used as the transport document.

Items will be picked up on the basis of an agreement or a one-time order. The one-time pick-up should be ordered before 12 noon on the order day.

4.1. Freight principles

Volume weight: 333kg/m³ (cubic weight)
The cubic content used as the freight principle is the shipment's (length) x (width) x (height), rounded up to cubic meters with single-decimal accuracy. This will be used when the actual weight of the shipment is less than 333kg/m³. Other goods can be loaded on the shipment, or the shipment can be loaded on other goods.

Platform meter weight: 1,850kg
This weight will be used when the shipment fills the entire cargo space width and no other goods can be loaded below, on top, or in the sides of the shipment.

FIN pallet weight: 925 kg/pallet
This weight is used when the actual weight of a shipment loaded on a 1 x 1.2m pallet is lower than 925kg and no other goods can be loaded on top of it.

EUR pallet weight: 740kg/pallet
This weight is used when the actual weight of a shipment loaded on a 0.8 x 1.2m pallet 2.40 high is lower than 740kg and no other goods can be loaded on top of it.

Shop platform weight: 370kg/pallet (shop platform)
This weight is used when the weight of a shipment loaded on a 0.8m x 0.6m pallet or the actual total weight of two shop stacked pallets is less than 370kg.

Empty pallets and other reusable packages
Single FIN pallets and similar 60kg, EUR pallets and similar 50kg, shop pallets and similar 20kg, others according to cubic content. More than one item: according to volume.

Long items and bundles
To be agreed separately with the Customer on a case-by-case basis. Reference values:
4.0 – 5.9m: 1.5 x actual weight, but at least 250kg

6.0 – 7.9m: 2.0 x actual weight, but at least 500kg
8.0 – 9.9m: 2.5 x actual weight, but at least 750kg
More than 10m: 4.0 x actual weight, but at least 1,000kg

4.2. Stacking

The items in the shipment may be stacked to a 2.4m height depending on their weight, shape, and durability.

- If the shipment consists of a single item, it should be suitable for stacking.
- The height of one item or pallet may not exceed 1.20m.
- The item must be even, compact, and in good condition.
- The weight of the item may not be more than half of the freight weight of the corresponding pallet place.
- Stackable goods must withstand mechanical handling. If the item cannot be stacked, this must be clearly indicated on the package.
- Goods classified as dangerous may not be stacked.

4.3. Substances and goods classified as dangerous

Service restrictions:

- Solid matter: Maximum 200kg/package inside
- Liquid substances: Maximum 200l/package inside

Please see Section 1.4. Transport of dangerous goods.

4.4. Specification of shipments

The sender is required to pack the shipment in a mechanically handled load carrier if the weight of an individual item exceeds 35kg. If the shipment consists of more than 10 items, each must be specified for a load carrier. The items specified in the freight data for a single load carrier and clearly bundled together are regarded as one item. Under industrial safety legislation, items weighing more than 1,000kg must be marked with the total weight.

5. Additional services

A maximum of four (4) additional services can be linked to each product in the shipment. If an additional service has been selected for a product that is not available for the product in question, Itella will be entitled to disregard the request.

Additional services will be marked for each item and on each address label.

5.1. COD

Itella forwards the cash-on-delivery amount to the bank account specified by the sender within 2 to 4 business days from delivery.

The sender is responsible for marking the sum, the account, and reference data. If the account information is insufficient, Itella will not be held responsible for any delays in payment or other damages incurred.

Notifications are not forwarded with payments. The renewed address label and manifold address label to be launched to the market on June 1, 2010, contains a field for the BIC code.

The maximum COD amount is EUR 8,400.

In transactions between private persons, the recipient may at the sender's consent check the content of the shipment before payment. In this case, the service in question must be Postal Parcel. Only shipments picked up at Posti outlets and service points can be checked. The Additional Information field on the address label must be marked "Recipient may check the content before payment" and the recipient must mention this when picking up the shipment. If the recipient refuses to accept the shipment after having checked it, it will be returned at the sender's expense.

In contract services, the 'Changes to a dispatched shipment's information' service allows the contents of the shipment to be checked.

A complete Itella-approved address label will be affixed to each item of the shipment lot (requires EDI information). These address labels should be identical, except for the delivery ID. The total cash-on-delivery sum must be indicated on the address label of each parcel in the shipment lot. When a manifold address card is used, the Cash-on-Delivery service is not available as a lot-specific additional service.

5.2. Payer other than the sender

The Customer can mark the address label with additional service no. 3 'Payer Other than the Sender' and indicate the payer's logistics code in the item's address label in the space reserved. The same information must also be shown in the EDI message sent to Itella concerning the item.

The payer information shown in the message and other invoicing data will be forwarded to Itella's invoicing through the transactions management

system. The payer must have a valid Product Contract for Itella's goods transport services.

5.3. Special handling

A shipment requiring special handling will not be handled mechanically. The shipment may require special handling due to its content or its size. Special handling does not carry a separate charge in connection with transport unit deliveries.

5.3.1. An item requiring special handling due to its contents

A fragile shipment must be marked with Itella-approved "Fragile" labels. The Fragile markings shown in factory packages are not binding to Itella. An item will only be handled as fragile if the fragile shipment surcharge has been paid.

A parcel requiring special handling must always be properly packed as required by the content, and it must be able to withstand transport loading with other parcels. The additional 'Content requires special handling' service does not increase Itella's liability for damages in case the item is damaged. Special handling is an additional service for items that require special handling due to their content.

5.4. Registration

A registered item is only handed over to the recipient or a person authorized by the recipient. Upon delivery,

- the recipient's identity and any power of attorney are verified, and
- the recipient's name, social security number, and information on the document proving identity are recorded in the system.

5.5. Saturday delivery

A parcel sent on Friday is delivered to the recipient on ordinary Saturdays by 2:00 p.m. in the areas and between locations specified in the Delivery time inquiry. If the delivery attempt fails, a second attempt will be made the next business day by 9:00 a.m. The recipient's telephone number must be indicated in the shipment's address label. Any additional services must be mentioned in the address label and the shipment itself.

5.6. Installation

Installation service is intended for large home-delivered domestic appliances, home electronic equipment, and computers. It is an additional

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service available only with the Itella Express Flex Transport Unit service. Equipment will be fully installed in connection with delivery to the Customer. More detailed service descriptions will be delivered in connection with the introduction of the service. The use of this service requires EDI message dispatch to Itella.

For the installation service, Itella uses subcontractors who have all the necessary insurance, such as installation work insurance.

The installation service always includes the removal of the old equipment for appropriate recycling. The installation service is available in restricted geographic areas in major cities. The availability of the additional service is specified by destination postal code.

The service is available on weekdays from 9:00 a.m. to 9:00 p.m. in accordance with the Itella Express Flex transport unit operating principles.

Installation types

- Equipment installation
- 2nd Equipment installation
- 3rd Equipment installation
- Major equipment installation
- Computer installation
- Wall mounting a TV (an additional service for Equipment installation and Major equipment installation)
- Carrying assistance (Additional services for Equipment installation)

Services are delivered to end-customers at the agreed time and in accordance with the current service descriptions. If the installation is found or assumed to be faulty, the end-customer must notify Itella immediately in order to have the fault corrected.

Itella's subcontractor must be able to inspect and, when necessary, correct the fault.

If the installation features a fault for which Itella is responsible, it will be corrected as soon as possible at Itella's or the subcontractor's expense. If the fault is not attributable to the installation performed by Itella, the orderer will be charged for an unnecessary call.

Itella will not assume responsibility for any faults attributable to the Customer, the end Customer's negligence, or use of the domestic appliance or furniture against instructions, insufficient maintenance, or any repairs or alterations the

Customer has made or has ordered to be made. Similarly, Itella will not assume responsibility for faults resulting from regular wear and tear, or for defects in wearing parts.

5.7. Unpacking

The shipment is unpacked in connection with the delivery, and the packing waste is removed. This additional service is only available with the Itella Express Flex Transport Unit service.

5.8. Transport to recycling

Transport to recycling is a service intended for forwarding electronic scrap or discarded furniture to the appropriate disposal or recycling facility.

In connection with the delivery, Itella will remove the consumer's old equipment or furniture and forward them for appropriate recycling or disposal. For one new piece of equipment or furniture, the Customer can have one corresponding product recycled.

The principles and restrictions are as follows:

- The equipment must be free for delivery, disconnected, unhooked, and uncoupled
- The weight of an individual item must correspond to the replacement item
- Unobstructed access to the pick-up location must be offered.
- The recipient is responsible for arranging adequate protective coverage on the floors.

This additional service is only available with the Itella Express Flex Transport Unit service.

The service price includes the forwarding of items for recycling and, for furniture, the disposal fee.

6. Value-Added Transport Services

Value-added transport services include Value-Added Transport, Parcel and Value-Added Transport, Transport Unit, and the additional services to be linked to these: Delivery to Specific Location and Shelving.

As a rule, shipments are delivered to the Customer during the next business day (the delivery time agreed with the receiving Customer affects the Service Level Agreement).

The service includes one delivery attempt. If this fails, Itella will contact the Customer who placed the

order. A new delivery attempt carries a charge. If the delivery attempt fails, the shipment will be returned to the sender, and the original payer will be invoiced the returned shipment transport charge and any additional service fees.

Pick-up and delivery on weekdays (Mon-Fri). If an additional service has been selected for a product that is not available for the product in question, Itella will be entitled to disregard the request.

6.1. Shelving service

The content of the shelving service will be agreed separately with each Customer.

The shelving service special additional service is used when a shipment needs to be delivered to a specific location in the receiving Customer's premises, unpacked, and the contents need to be placed in a shelf or similar place. The shelving service also includes the removal or packing waste and, by agreement, the placement of an additional order. There are no general work instructions for the shelving service. Individual instructions will be prepared for each customer. The work instructions will be prepared when Itella's representative visits the Customer location together with the Customer's representative. At least two weeks must be reserved for starting new shelving points to allow Itella to reserve the resources, visit the location, and train the necessary personnel.

6.2. Delivery to specific location

This service includes the delivery of the shipment to a specific location, floor, office, etc.

- The transport unit will be delivered to a location with unobstructed access (N.B.: door widths and access to elevators).

Itella has no stair creepers or similar special equipment, and only one person makes the delivery. The service includes an advance call to the recipient to arrange a more detailed delivery location (note the limited field in the address label) and delivery time (a two-hour window), and to obtain any instructions regarding access control or similar.

By agreement, the service can also include unpacking and removal or packing waste. This should be indicated in the address label.

The service includes unloading the shipment from the transport unit.

- Items weighing less than 35kg are unloaded from the transport unit and delivered to the specified location. Items weighing 35kg to

85kg are moved using an assistive device (manual hydraulic truck) to a location to which the device has unobstructed access. Items weighing more than 85kg are unloaded by removing them from the transport unit and placing them in the immediate vicinity of the unit.

7. 'Other Work' Services

7.1. Storing the recipient's name information

The recipient's name is stored in the item tracking system when delivery is recorded. The name of the person who signed for the item can be checked at www.itella.fi or by calling the customer service number and quoting the shipment ID on the address label.

7.2. Copy of recipient's signature

Based on the customer order, Itella will deliver a copy of the address label showing the signature of the recipient or a person authorized to sign on his/her behalf by e-mail or as a 1st-class letter to the address shown in the address label.

7.3. Changes to the information of a dispatched item

The sender may request changes in writing to the information of a dispatched shipment as long as the shipment is in Itella's possession. The request for change carries a fee.

The sender can request:

- The amount of cash-on-delivery to be changed, removed, or added.
- A change in the item's terms of delivery (= to remove/add personal delivery)
- An immediate return of the item
- A change in the recipient's name and/or address
- A change in the account number
- An extension to the storage period by no more than 14 calendar days (only for parcels, not available for letters or for outgoing international shipments)
- Delivery to the recipient of an item to be collected at a postal outlet (only for domestic shipments)

7.4. Terminal work

The various tasks to be carried out at Itella terminals will be agreed on with the Customer. Tasks performed include:

- Overtagging for Itella's address labels
- Repacking
- Container unloading
- Reloading of items to transport units
- And other similar tasks

7.5. Surcharge for address labels produced by Itella

A surcharge will be invoiced for a Contract Customer's shipment item if the transport document used is

- An address label produced by Itella, or
- If the transport item has been overtagged to comply with Itella's production process.

A surcharge will not be invoiced to consumer customers or for undelivered shipments.

7.6. Changing the information on a shipment item or surcharge for manual information compilation

Contract Customers will be invoiced a surcharge:

- For manual information compilation if an EDI message delivery has been agreed with the Customer, but this option is not available when processing the shipment item due to reasons attributable to the Customer.
- If the information on the shipment item has to be manually changed, e.g., to generate a new shipment colli ID or to change the invoicing information.

7.7. Charge for other work

This charging basis is applicable in the following situations:

- Investigation related to a COD shipment. (Here, COD investigation involves investigation on domestic COD (deposits). A separate inquiry will be made if a COD shipment goes missing.)
- Other investigation as agreed.
- Unnecessary or delayed (by more than 3 months) investigation.
- Other extra work.
- Unnecessary pick-up or delivery attempt made on the basis of an order.

- Other extra work performed in connection with transport/delivery, such as carrying the shipment in at the recipient's request when the schedule permits.
- Extra waiting time in connection with pick-up or delivery.

8. Electronic data transfer in Itella's goods transport services

Electronic data transfer concerns the delivery of the customer's shipment data to Itella, e.g., the delivery of a transport message or similar.

Separate arrangements should be made regarding electronic data transfer. Unless otherwise agreed, Itella's general Contractual Terms and Conditions will apply to electronic data transfer.

Electronic data transfer will be enabled by creating an EDI connection between the Customer's and Itella's systems.

The Customer can also enable electronic data transfer by registering as a user of the printing program (Prinetti) user interface offered by Itella.

The EDI information must be delivered to Itella not earlier than two (2) weeks before the pick-up and not later than before the commencement of a pick-up delivery. Delivery of transport information to Itella under these terms and conditions is without charge.

Other services related to electronic data transfer will be subject to a charge indicated in Itella's price list, based on actual use.

8.1. Mobile phone number and electronic contact information in the EDI message

The Customer must provide Itella with the information agreed for the service, as well as the recipient's mobile phone number and any other information required to perform the service in the format specified in the service description.

The sender will be responsible for ensuring the sender is entitled to gather and use the recipients' contact information for dispatching electronic notices of arrival.

When gathering contact information, the Customer must duly inform the recipients from whom contact information is requested of the meaning and consequence of the contact information gathering

and use. The Customer must inform the recipient of the opportunity to refuse to receive text messages.

Furthermore, the Customer must inform the recipients of the content of the service as agreed.

The Customer is responsible for ensuring the accuracy of the information provided to Itella (such as mobile phone numbers). The service is performed in accordance with the information provided to Itella. Itella will not check for accuracy or correct the provided information. Similarly, Itella will not store or maintain a register of mobile phone numbers or other information provided by the Customer.

8.2. Services based on electronic data transfer

8.2.1. Advance notification of incoming item

This service is only available if the Customer and Itella have separately agreed on the service and electronic data transfer.

The recipient of the item will be delivered an advance notification of an incoming item by text message. The advance notification will indicate the sender of the item, colli ID, and the COD amount, if applicable. It will also show the time and date on which the item is available for pickup as well as the Itella postal outlet where the item can be picked up, or the recipient's address to which the item is delivered.

The sender is responsible for providing Itella with the correct mobile phone number and for ensuring text messages may be sent to the recipient's number. The sender is also responsible for informing the recipient of his/her obligation to pay for the international costs of receiving messages abroad.

The advance notification cannot be linked to the Itella Express Flex service. The advance notification and additional service 'Payer Other than the Sender' and/or 'Transport Unit' cannot be used at the same time. The advance notification is not available for shipments sent to the Åland Islands or to major customer postal codes.

8.2.2. Notice of arrival

This service is only available if the Customer and Itella have separately agreed on it and on electronic data transfer.

The notice will be delivered to the recipient either as a physical letter or an e-letter to NetPosti, as requested by the recipient. Delivery to NetPosti requires the recipient's registration as a NetPosti user and that the 'Receiving notices of arrival as e-letter' service has been activated.

The notice of arrival indicates the sender of the shipment, parcel ID, and any additional services (COD, Registration).

The notice of arrival also shows the address and opening hours of the Itella postal outlet. The recipient will not be sent the notice of arrival part of the address label possibly affixed to the shipment.

The notice of arrival is only available for Itella Economy service. The notice is not available for shipments sent to the Åland Islands or to major customer postal codes.

8.2.3. Second notice of arrival

This service is only available if the Customer and Itella have separately agreed on the service and on electronic data transfer.

If the recipient fails to pick up the shipment from Itella's postal outlet within 9 days of arrival, a second notice will be delivered to the recipient either as a text message, physical letter, or an e-letter to NetPosti, as requested by the recipient.

The second notice of arrival delivered as a letter indicates the sender of the shipment, parcel ID and any additional services (COD, Registration) and the final storage date. The notice of arrival also shows the address and opening hours of the Itella postal outlet.

The second notice of arrival delivered as a text message indicates the sender of the shipment, parcel ID, and the COD amount, if applicable, the final storage date, and the pickup outlet.

The sender is responsible for providing Itella with the correct mobile phone number and for ensuring text messages may be sent to the recipient's number. The sender is also responsible for informing the recipient of his/her obligation to pay for the international costs of receiving messages abroad.

