

# Product description · Pakettipiste Pick Up Express

## Purpose of service product

- Shipment during the day to business clients to a designated Pakettipiste parcel point on the next business day from pick-up.

## Parcel weight and dimensions

- A maximum of one parcel per shipment
- Parcel maximum weight: 35 kg
- Parcel minimum weight: 0.1 kg
- Parcel maximum size
  - Box size S length 57 cm + width 40 cm + height 10 cm
  - Box size M length 57 cm + width 40 cm + height 22 cm
  - Box size L length 57 cm + width 40 cm + height 46 cm
  - Box size XL length 57 cm + width 40 cm + height 70 cm
- Parcel minimum size
  - length 10 cm + width 10 cm + height 1 cm

## Pricing

- Parcel shipments: €/shipment + €/kg
  - A maximum of one parcel per shipment, separate shipments for any extra parcels
  - For parcel shipments, pricing is based on measured weight or volume weight (width × length × height × 250 kg), whichever is higher. Minimum chargeable weight 1 kg, chargeable weight rounded up to next kilogram.

## Permitted additional services

- LQ
- Fragile
- Separate handling
- Changes to delivery information, incl. manual creation of transport order

## Service promise

- Delivery on the next business day from the date of Pakettipiste assuming possession of the shipment.
- The recipient receives an SMS and/or an e-mail immediately when the parcel is ready for pick-up.
- If the parcel point is full, the parcel is sent to Matkahuolto's service point.
- Customers have 7 days to pick up the parcel.

**Service area**

- Service area extends to all Pakettipiste parcel points across the country.

**Descriptions of additional services**

- LQ
  - Each parcel in the shipment requires a label indicating 'LQ' shipment
  - LQ shipments require extra careful packing
  - Pakettipiste's safety advisor provides more information where necessary
  - Additional fee €/shipment
- Fragile
  - Each parcel in the shipment requires a label indicating 'Fragile' shipment
  - Fragile shipments require extra careful packing
  - Pakettipiste is not bound by any information provided in factory labels
  - The additional 'Fragile' service does not increase Pakettipiste's liability for damages nor does it release the sender from liability concerning, for instance, adequate packing
  - Additional fee €/shipment
- Separate handling
  - The additional 'Separate handling' service is charged if the parcel in the shipment contains liquids
  - Additional fee +50% per shipment
- Change to delivery information
  - Client-initiated change to delivery information
  - Change to delivery information includes additional 'Manual creation of transport order' service
  - Additional fee €/shipment

**Service limitations**

- Pakettipiste does not transport products classified as dangerous goods.
- Pakettipiste does not transport firearms or parts or supplies thereof, cartridges or dangerous ammunition.
- Pakettipiste does not transport living or dead animals, animal parts or flora.
- Pakettipiste does not transport currency, bonds, jewellery, precious metals, precious metal jewellery, pearls or works of art.
- Pakettipiste does not transport food or other perishable goods unless separately agreed upon with Pakettipiste.