

Pakettipiste's General Transport Conditions for Clients

Lehtipiste Oy's ('Pakettipiste') transport of parcels is subject to the Road Haulage Contracts Act and these General Transport Conditions which detail the rights, liabilities and obligations of the sender, the transport operator and the recipient.

1 Scope of application

These Pakettipiste's General Transport Conditions are applied in conjunction with current stipulations in the Road Haulage Contracts Act to all transport of goods for reward which the sender commissions to Pakettipiste for transport in accordance with these Transport Conditions ('Transport Service') within Finland ('Domestic Transport Service') or from a location outside Finland to Finland or from Finland to a location outside Finland ('International Transport').

'Client' refers to a legal entity which has entered into a contractual relationship with Pakettipiste for the use of the Transport Services and which commissions a transport assignment to Pakettipiste.

In addition to these Transport Conditions, any currently valid Service Descriptions and Product Conditions for individual transport services subject to the Transport Service are applied to the Transport Service. All currently valid Service Descriptions and Product Conditions are available on Pakettipiste's website.

If there are conflicting provisions in different sections of a full contract, the conditions are applied in the following order, unless otherwise specified in an individual condition:

- 1) Client's client-specific contract
- 2) General Transport Conditions
- 3) Transport Service-specific Product Conditions
- 4) Transport Service-specific Service Description

2 Transport Service agreement

Commissioning the Transport Service requires an agreement between the Client and Pakettipiste. The Client is obligated to use the Transport Service in accordance with the agreement, these General Conditions and all currently valid Product Conditions and Service Descriptions. A security deposit for billing the Transport Services and possibly required from the Client is determined based on the stipulations in the contract and Pakettipiste's instructions. The Client receives credentials to Pakettipiste's shipping system.

The Client is obligated to store the credentials in a secure place. The Client is liable for all actions taken in the system with their credentials. The Client is obligated to notify Pakettipiste without delay in case the credentials are obtained by a third party, misused or lost.

3 Client's responsibilities

The Client shall provide their up-to-date information, such as the business name and form of business, business ID, address, contact person for matters related to operations and billing and their billing information. The Client shall notify of any changes to the provided information without undue delay. The Client is liable for any equipment, software, telecommunications and data communications required by the Transport Service to transmit the Client's messages and other information, as well as any related costs and operation thereof. The Client shall

ensure that the selected Transport Service is suitable for transporting the shipment, taking into account e.g. size, content and delivery method. When selecting the Transport Service, the Client is obligated to consider the requirements of current legislation, including any legislative requirements for the transport of dangerous goods. The Client is liable for providing any information needed to carry out the Transport Service (such as address and contact information) in accordance with Pakettipiste's instructions and for the accuracy of such information. Pakettipiste is not responsible for carrying out the Transport Service if the information is erroneous, incomplete or unprovided.

Regardless of their role, the Client shall ensure that the sender and the recipient act in accordance with these conditions and the Road Haulage Contracts Act. The Client is responsible for ensuring that any return shipments also comply with these conditions and Pakettipiste's other instructions.

Return shipments must always be agreed upon separately with Pakettipiste.

4 Handing over a shipment to Pakettipiste

A shipment refers to one parcel or a maximum of ten parcels specified in the transport document, sent at the same time by one sender from one location to one recipient in one location ('Goods').

The different ways in which a shipment may be delivered or handed over to Pakettipiste are described in the Product Conditions and Service Descriptions. A shipment is considered handed over to Pakettipiste and received by Pakettipiste when Pakettipiste takes possession of it, approves it and records it in Pakettipiste's system.

5 Transport documents and electronic delivery information

The Client shall insert a Pakettipiste-approved package label on each parcel. In addition, electronic delivery information shall be provided for each parcel. The package label and the electronic message must be in a format approved by Pakettipiste and include clear and sufficient entries, with the Client taking responsibility for their accuracy. Address information must be provided in an official format without any additions, as instructed by Pakettipiste.

If a Pakettipiste representative supplements the delivery information based on information provided by the Client as the shipment is handed over to Pakettipiste, the Client is obligated to verify the accuracy of the information. If Pakettipiste is requested to save the delivery information or print out a package label, this additional service is subject to a fee. Pakettipiste is not liable for delivery of a shipment that has been sent with erroneous, incomplete or illegible contact information.

Transport documents of international shipments shall adhere to the Road Haulage Contracts Act and Pakettipiste's separate instructions. The Client is responsible for any formalities related to international shipments, such as customs clearances, value added taxes, other obligations under public law and creating export and import documents.

Any delivery time commitments specified in the Service Description only apply to shipments that have been sent in accordance with Pakettipiste's shipping instructions. Pakettipiste is entitled to amend information on the package label or the shipping message if the information is deemed incomplete or erroneous. The amendments and any related investigations are subject to a reasonable fee charged from the Client.

The Client is liable for any expenses and damages incurred to Pakettipiste or any other actor due to inaccuracies and/or omissions in information or instructions provided by the sender. Shipments may always be returned to the Client at their expense if the transport document entries are incomplete or inaccurate. If Pakettipiste has a justifiable reason to doubt the accuracy of the transport document, Pakettipiste is entitled to leave the shipment undelivered and return it to the Client at their expense or to hand the shipment over to rescue services, the police or other authorities where necessary. If there are omissions, errors or conflicts in the information submitted electronically compared to information entered in the package label attached to the parcels, Pakettipiste reserves the right to use the information it considers correct and bill the Client accordingly. Pakettipiste is always entitled to charge actual costs incurred.

6 Packing

The Client is responsible for packing the contents securely to withstand loading with other parcels, automated sorting, and standard strains related to transport, unloading and handling without any loss or damages to the contents. Parcels must be delivered to Pakettipiste in dedicated transport units or otherwise as instructed by Pakettipiste, or, for pickup, collected in a Pakettipiste transport unit. Parcels may not be attached to each other. Packing instructions are available on Pakettipiste's website.

Pakettipiste is not obligated to transport unpacked shipments. Pakettipiste may refuse to handle a parcel if it will presumably break or damage other parcels, persons or transport equipment due to its properties or inadequate packaging. If Pakettipiste refuses a Transport Service assignment due to the content of the shipment or inadequate packaging, the sender is not entitled to claim compensation from Pakettipiste.

The Client is liable for any damages that the inadequate packaging or labelling may cause to Pakettipiste, its partners, persons, other property or other parcels or transport equipment. Such damages may include but not be limited to expenses related to cleanup of sorting lines and transport equipment due to a broken shipment. If a parcel is not able to withstand normal rigours of transport and Pakettipiste has to repair the parcel during transport in order to deliver it, it is entitled to charge the Client for any related costs. Pakettipiste is not liable for damages to unpacked or inadequately packed shipments.

7 Parcels requiring separate handling

Parcels may require separate handling due to their contents or size. The sender must use appropriate caution and warning labels for parcels that require separate handling. Pakettipiste is not bound by any information provided in factory labels.

Parcels are classified to require separate handling only if a separate handling fee has been paid or the shipment fee has been determined under the condition of volume measurement. The separate handling fee does not make Pakettipiste liable for damages and does not release the sender from liability.

8 Content limitations and dangerous goods

Pakettipiste does not transport illegal or clearly dangerous items or substances. Pakettipiste transports shipments as a dry load with a temperature equivalent of outdoor temperature. Unless otherwise agreed, Pakettipiste does not transport content that requires temperature control or other special transport conditions, such as animals, plants, foodstuffs or other perishable content.

Pakettipiste accepts dangerous goods only in limited quantity (LQ shipments) in accordance with relevant legislation and the limitations and practices outlined in its separate instructions. The instructions are available on Pakettipiste's website. Packing and labelling the LQ shipments must comply with current legislation regarding the transport of dangerous goods and Pakettipiste's instructions, which the Client confirms to have read. In addition, any LQ shipment information must be provided in the electronically submitted shipment message in accordance with Pakettipiste's instructions. If Pakettipiste has not received a notification of dangerous goods, Pakettipiste is entitled to act in accordance with §15 of the Road Haulage Contracts Act, i.e. destroy the goods or render them harmless, if necessary, on behalf of and under the liability of the sender. The sender is also liable for any expenses and damages due to such transport.

9 Pakettipiste's obligation of inspection

Pakettipiste has an obligation of inspection which is limited to a visual check of the condition and volume of the shipment. If there are visible flaws or damages in the parcel, a reservation is entered on the waybill and in the IT system. The sender is informed of the reasons for the reservation and Pakettipiste is consequently released of any liability for the damages so identified. Pakettipiste's obligation of inspection does not require Pakettipiste to inspect whether the parcel comes with necessary handling or warning labels. These are the responsibility of the sender.

10 Changes to delivery information

The Client may request changes, in writing, to the information of a parcel that is underway and in Pakettipiste's possession until such time when the recipient requires the shipment to be handed over to them. Any changes are subject to a fee in accordance with a current price list. If a Client has been given access to a dedicated interface where shipment information may be changed, the Client can make changes on their own accord provided that they comply with Pakettipiste's instructions. Changes may delay the transport. When a change is confirmed, Pakettipiste's liability for the delivery time of the original shipment ends. The Client is responsible for any costs and other damages the change may incur for the recipient. Depending on the applicable Product Conditions and Service Descriptions, the recipient may have the right to make changes to a shipment's information by updating its delivery or contact information, for instance.

11 Parcel delivery and any obstacles thereof

If possible, Pakettipiste shall inform the recipient of a shipment's arrival, assuming no other arrangements have been made with the recipient. The shipment is handed over to the recipient specified in the transport document or to an authorised agent for an acknowledgement of receipt. The identity of the recipient and any power of attorney shall be checked upon delivery. The power of attorney remains with Pakettipiste and is appended to the waybill. Before delivery, the recipient must pay all the fees indicated in the transport document and any notification and storage expenses. Credit customers' fees are submitted for invoicing.



If the recipient cannot be reached within 14 days of the parcel arriving to its destination or if the recipient refuses to accept the parcel, the sender is, depending on the selected service option, contacted for further instructions and/or their parcel is returned. The return is made under the sender's liability and at their cost to a Pakettipiste location, depending on the selected service option. The sender is always ultimately liable for the expenses.

12 Parcel storage and return

Storage and return services are determined by the selected service option. Some options include free storage for four business days, excluding the day of notification. After the free storage period, Pakettipiste charges storage fees in accordance with its price list. Unless otherwise agreed, an unclaimed parcel is returned to sender after 14 days. Any expenses are charged to the original sender. Pakettipiste charges the original sender for all costs accrued from transport, storage and use of additional services.

Some service options include free parcel storage for 14 days, excluding the day of notification, after which they are returned to the Pakettipiste terminal specified in the selected service option. Any accrued costs are charged to the original sender. The sender is always ultimately liable for the expenses.

13 Delivery time

Delivery time is contingent on the selected service option. Saturdays, Sundays, May Day, Independence Day or other official holidays are not calculated towards the delivery time.

14 Right to hold and right of lien

Pakettipiste is entitled to hold the shipment as surety for its transport assignment and for any storage-related receivables, regardless of right of ownership. Pakettipiste also holds the right of lien for any goods of the same sender under its control as a surety for all receivables related to the Transport Service.

15 Pakettipiste's liabilities

Pakettipiste's liability and liability for damages is determined in accordance with the Road Haulage Contracts Act. As specified in the Road Haulage Contracts Act, Pakettipiste is liable for any missing shipments, loss and damages incurred between the time the shipment was received and the time it was delivered and for any damages incurred due to a late delivery if the damage is due to an issue Pakettipiste is liable for or due to a defect in the Transport Service.

Pakettipiste is not liable for any missing shipments, loss, damages or delays of delivery, if it is able to substantiate that the damage has occurred due to an error or negligence by the sender or the recipient, adherence to instructions provided by the sender or the recipient, quality defect in the goods, the packaging, or circumstances Pakettipiste has been unable to avoid and consequences thereof it has been unable to prevent (including interruptions and communication disruptions to data networks, information systems or data connections caused by technical faults, disruptions, maintenance or installation work or similar reason, and any delay, change or loss of information caused by the aforementioned reasons).

Additionally, Pakettipiste is not liable for the stipulations in this section if the damage to the shipment is due to a special danger related to the shipment which may be caused, for instance, the lack of or defective condition of packing in the case of goods which, by their nature, are prone to wastage or damage when not packed or when not properly packed, as stipulated in §29 of the Road Haulage Contracts Act. Pakettipiste is not liable for any damages due to temperature

changes or condensation with regard to parcels or their content when the transported products require temperature control equipment, such as frozen food, perishable foods, live animals and plants, etc.

Under no circumstances is Pakettipiste liable for any consequential or indirect damages, such as loss of income or profit, unrealised returns, loss of interest or other similar financial damages. This limitation of liability is applied to all Pakettipiste's liabilities towards the Client or a third party.

16 Force majeure

Neither party is liable for any actions that violate the agreement or these Transport Conditions if said action is a result of circumstances beyond the control of the party, and which, or the consequences of which, the party has not been able to avoid by taking reasonable measures. Force majeure events include, among others, strikes, lockouts and other industrial actions, accidents, fires, measures taken by authorities, exceptional weather conditions and other similar conditions that are difficult to forecast. A party must notify the other party of a force majeure without undue delay.

17 Missing parcels

If a parcel is not handed over within 14 days of the expiry of the agreed handover date in domestic transport or within 30 days in international transport, the party entitled to demand parcel handover may demand compensation as if the parcel were missing.

18 Compensation for lost, damaged or delayed parcels

Any compensation is subject to the Road Haulage Contracts Act and these conditions as follows:

- a) If a parcel is lost or irrevocably damaged, Pakettipiste shall pay compensation in accordance with current market value, however, within the maximum liability as stipulated in the Road Haulage Contracts Act which for domestic transports is limited to 20 euros and in international transports to 8.33 Special Drawing Rights (SDR) per kilogramme of gross weight of the lost or damaged goods, as defined by the International Monetary Fund. In addition, Pakettipiste shall pay compensation for any shipment fees it has charged in relation to the shipment.
- b) In case of loss or partial damage to a parcel, Pakettipiste shall pay compensation in accordance with current market value, however, within the maximum liability permitted under the Road Haulage Contracts Act for the lost or damaged parts of the parcel. In addition, any transport fees related to the parcel charged by Pakettipiste are compensated for the corresponding losses or damages.
- c) Pakettipiste is liable to compensate any damages proven to have been caused by delay of parcel delivery, not exceeding, however, the sum of the freight rate charged by Pakettipiste.

Pakettipiste is not only liable for damages that have incurred to the parcel.

If Pakettipiste compensates the goods for their full value, ownership of the goods is similarly transferred to Pakettipiste.

19 Claims

If the loss or damage to the goods is outwardly evident, the recipient must file a claim to Pakettipiste upon parcel delivery. If the loss or damage is not outwardly evident, the claim must be made in writing within seven days of reception of shipment, excluding the handover day, any holiday, May Day or Independence Day. If the recipient is a consumer as stipulated in the Consumer Protection Act, a warning shall be provided within a reasonable period (14 days) upon parcel reception. Compensation for delay of delivery shall be paid only if Pakettipiste has received a written warning within 21 days of the date the shipment was available for pickup by the recipient. If no warning is given, rights of action are lost.

20 Expiration

Any claims related to a transport must be filed within a year. This time period starts

- 1) on the delivery day of the parcel, in case of losses or damages in the shipment or if delivery was delayed,
- 2) within 30 days of the delivery time stipulated in section 13 if the parcel has gone missing.

21 Special regulations

Parcels that require a specific transportation vehicle (due to their size, weight etc.) are accepted for transport on a case-by-case basis. If the goods have a foreign language title or the title is otherwise difficult to comprehend, the address label must include a description of parcel content.

If Pakettipiste picks up the goods from the sender's facilities or transports the goods to the recipient's facilities, the regulations stipulated above are applied to these transportations as well. Any claims for compensation must be submitted in writing either to the location the parcel was shipped from or the location it was received at, electronically on Pakettipiste's website, or in writing to Pakettipiste. Any goods stored at Pakettipiste's locations are subject to separate storage conditions for goods.

22 Transfer of agreement

The Client is not entitled to transfer the Transport Service agreement without an advance written consent provided by Pakettipiste. As a prerequisite to the agreement transfer, Pakettipiste is entitled to require a security deposit where necessary. Pakettipiste is entitled to transfer the Transport Service agreement by submitting a written advance notification to the Client.

23 Non-disclosure

Both parties agree to refrain from disclosing any confidential information received from the other party, such as agreement-specific pricing information, volume estimates or information regarding customers of the other party, to any third parties, and to solely use the confidential information for purposes specified in the Transport Service agreement. However, the parties have the right to disclose confidential information for the purposes specified in the Transport Service agreement or these Transport Conditions within their group or to their subcontractors, provided that the party in question ensures that the recipient of the information is duly committed to processing the information confidentially as stipulated in section 23.

The non-disclosure obligation is not applied to a party when the information (i) is public or becomes public without the receiving party contributing to it by their action or negligence; (ii) is proven to be in the legal possession of the receiving party before the disclosure, provided that the receiving party has not received the information from another party directly or indirectly; (iii) is proven to be independently developed by the receiving party; or (iv) must be disclosed based on legislation or an order of the authorities obligating the receiving party, in which case, however, the receiving party shall notify the other party of the disclosure, the grounds for it and the content thereof, provided that such notification is legally allowed. The non-disclosure obligation remains in force for one (1) year upon the expiration of the Transport Service agreement.

24 Processing of personal data

Pakettipiste has the right to file shipment information and sender and recipient name, address, phone number and banking information and the signee's name to its transport and tracking information system. Pakettipiste is the data controller for personal data related to the use of the Transport Service and processes the personal data in accordance with data privacy legislation. The file description is available on Pakettipiste's website.

25 Validity period and amendments

These General Transport Conditions are applied to Transport Services starting April 1, 2025. When these conditions are in effect, all previous contracts and conditions by the parties which refer to the Transport Conditions are deemed to refer to these conditions, unless otherwise agreed in writing. Pakettipiste is entitled to make changes to Transport Service fees, Product Conditions, Service Descriptions and these Transport Conditions by notifying the Client of the changes in writing at least one month before the changes enter into force. All currently valid transport conditions are available on the Pakettipiste website.

26 Governing law and place of jurisdiction

The transport contract and these general conditions shall be governed by the law of Finland. Any disputes arising from this contract or the contractual relationship are primarily settled through negotiation between the parties.

If, despite the negotiations, the parties do not reach a resolution, the parties may take the dispute to be settled in the District Court of Helsinki.