

January 15, 2024

Domestic parcel services – delivery services for cash and consumer customers

These Posti Ltd's (business ID: 2344200-4) terms for domestic parcel services for cash and consumer customers are special terms for domestic parcel services, and these Terms are supplemented by Posti's General Delivery Terms for cash and consumer customers.

1. Terms of Posti's parcel services for cash and consumer customers

Posti's domestic parcel services for cash and consumer customers apply to all parcels delivered domestically. Posti delivers the parcel product selected by the sender either to the recipient's delivery point or to a Posti outlet and notifies the recipient of the arrival using the method selected by the sender.

Posti stores parcels for 7 days. The storage period for a parcel is fourteen (14) days if the sender has bought the Extended Storage Time additional service. The parcel's recipient may also extend the parcel storage period by 1–14 days (an additional service subject to a charge).

If the parcel is not picked up or if the size selected for the parcel is too small, the parcel is returned to the sender and the sender must pay for the return transport.

In Finland, the delivery time is 1–3 business days for parcel and 2–3 business days for Small Parcels after Posti has received the parcel for sorting. You can check your parcel's delivery time with Posti's delivery time inquiry. Consumers have the right to cancel an order placed with the web service in accordance with the provisions on distance selling in the Consumer Protection Act by informing Posti of it within 14 days of purchasing the delivery service. If the parcel has already been sent, the collected service fee will not be returned.

2. Additional services

2.1. Parcel to the Doorstep

The sender can purchase the Parcel to the Doorstep service at the sending stage. Parcels delivered to the doorstep are delivered to the recipient's address. The Customer must check the availability of the services on the Posti website before sending.

To the Door during the Business Day

In the To the Door during the Business Day service, parcels are delivered within the time indicated in the delivery time inquiry. The service includes one delivery attempt. If the attempted delivery fails, an electronic notice of arrival is sent to the recipient and the parcel can be picked up at the Posti outlet referred to in the message sent to the recipient.

To the Door as Agreed

In the To the Door as Agreed service, Posti will electronically contact the recipient to arrange the delivery day and delivery window, selecting these from the service times available for the recipient's address. The service includes one delivery attempt. If the recipient is not present at the agreed time of delivery, an electronic notice of arrival will be sent to the recipient, after which the parcel can be picked up at the Posti outlet referred to in the message left for the recipient. The storage period for parcels awaiting pickup is 7 days. Uncollected items are returned to the sender, and the price of the return transport will be charged to the sender.

Delivery to the Door in the Morning

In the Delivery to the Door in the Morning service, the parcel is delivered to the recipient in the areas specified in the delivery time inquiry on the following weekday by 9 a.m. The service includes a new delivery attempt on the same day by 4 p.m.

2.2. Cash on Delivery

The item is handed over to the recipient against the payment specified by the sender. Posti remits the payment to the account specified by the sender at a bank operating in a SEPA country within 4 weekdays (Mon–Fri) of the payment. Posti shall not be responsible for the time taken for the bank transfer between banks. The Customer shall be responsible for the complete, accurate and SEPA-compliant indication of the account number and reference data on the COD assignment. The sender shall be charged for any investigation work resulting from erroneous or deficient account or reference information, subject to the price defined under Charges for other work.

The maximum amount of COD is EUR 2,000. Information is not disclosed through payments. Posti shall have the right to charge the COD amount back from the sender if the COD was paid using a credit card and the company that issued the credit card cancels or charges back the payment in accordance with its own terms and conditions, for example, due to a claim made by the buyer with regard to the transaction.

If the cash on delivery amount is paid late due to a reason attributable to Posti, the maximum compensation paid by Posti for the error in the service shall be the value of the service. This does not affect the consumer's statutory rights. Cash on Delivery cannot be combined with the Parcel to the Doorstep additional service.

2.3. Fragile

Parcels including the Fragile additional service are not machine-handled, but the sender must nevertheless pack the item carefully using padding appropriate for its content. The parcel should be robust enough to withstand loading into a transport vehicle with other parcels. The parcel must be marked with Posti's "helposti särkyvää (fragile)" label. Posti shall not be bound by other possible "fragile" markings on factory packages.

2.4. Pickup order

The sender can order a pickup service from Posti, where Posti will pick up parcels packed and paid for in advance from the sender's front door. The service includes one pickup attempt. Posti has the right to charge a surcharge pursuant to its price list for any unsuccessful pickup attempts or changes to scheduled pickup times and locations.

2.5. Extended Storage Time

With the Extended Storage Time additional service, the sender can extend the storage period by 7 days at the sending stage. The recipient may extend the storage time of items by 1–14 days. The minimum extension time is 24 hours.

2.6. Handing over items to Posti for transportation – mailing location

Items can be handed over to Posti for transportation by dropping them off at a Posti outlet or a Posti Parcel Locker, or Posti can pick up prepaid items from the customer (additional service subject to a charge). At different Posti outlets, the range of services may be limited.

2.7. Home Delivery

The recipient can buy the To the Door as Agreed service for the parcel in accordance with the service terms above in section 2.1. The Cash on Delivery service cannot be combined with home deliveries.

Update the delivery method to home delivery

The recipient can change the delivery method to home delivery before the processing of the item begins in OmaPosti. Payment for the delivery method update will be charged at the time of placing the order.

If the sender does not hand over the parcel to Posti within 21 days of ordering, the service fee will be refunded to the recipient. The refund will be made using the same payment method that was used when the service was ordered.

2.8. Additional services for large items

The delivery times of additional home delivery services differ from the delivery times of the postal parcel and the Small Parcel.

The Carry In and Yard Unloading additional services are offered via Posti's electronic additional service inquiry, while the Transport to Recycling and Product Package Removal additional services are offered in conjunction with the delivery time inquiry. The payment for additional services takes place at the time of ordering in OmaPosti. The additional services for large items are only offered in connection with the additional service or delivery time inquiries for incoming items and they cannot be retrospectively provided.

2.8.1 Carry In for large items

For an additional fee, the home delivery of a large item purchased through the online store can be upgraded to a carry in for a maximum weight of up to 85 kg. The item is carried inside to an easily accessible location indicated by the recipient. In conjunction with home delivery and carry in, the customer is asked to appropriately protect the floor and wall surfaces on the carrying route. When carrying in, drivers are also required to wear protective shoes indoors. The driver is unable to provide carrying assistance with yard-delivered items.

2.8.2 Product Package Removal for large items

Only available for services including Carry In, the Product Package Removal additional service includes the removal of packaging as well as the disposal and appropriate recycling of the packaging materials.

2.8.3 Transport to Recycling for large items

The Transport to Recycling additional service is in conjunction with home delivered items. For each new product, the customer can order recycling for one product of the same size. The product must be ready for transport, free to pick up, and disconnected from all fastenings. The pickup location must be easily accessible. The customer is asked to appropriately protect the floor and wall surfaces on the carrying route. When carrying in or out, drivers are also required to wear protective shoes indoors. The driver is unable to provide carrying assistance with yard-delivered items.

2.8.4 Yard Unloading for large items

The Carry In service already ordered for an item can be changed free of charge to an “unload on the yard in the vicinity of the vehicle” service, if the delivery window for an ordered Carry In service is inconvenient and if the customer can arrange for the goods to be carried in themselves. The driver is unable to provide carrying assistance with yard-delivered items.

2.9. Handing Over without Signature

The item is delivered to the address specified in the transport document without the signature of the recipient. The recipient authorizes the Posti driver to register the handover event and to sign for it using their own name without the recipient being present. After the handover has been registered, Posti shall not be liable for any loss of, decrease in or damage to the item or for complaints or liability for damages resulting from these.

3. Compensation for loss or damage

Proven loss of or damage to items is compensated based on the loss or damage caused, the maximum always corresponding to that defined in the Act on Road Transport Contracts, i.e. EUR 20 per kg.

Direct damage resulting from delayed delivery of an item is compensated in accordance with the Act on Road Transport Contracts (cannot exceed the transportation charge).

4. Validity of the terms

These terms and conditions shall enter into force on January 15, 2024, and they shall remain in force until further notice. These terms and conditions replace the terms and conditions that took effect on January 1, 2023.