

Separately agreed additional services and service fees 1 Nov 2024 (VAT 0 %)

Additional services must be ordered in advance in connection with the transport order.

Additional services and service fees are always charged to the freight payer.

Additional services marked with an asterisk (*) may also be available when they are necessary to deliver the shipment even if they have not been ordered in advance.

A fuel surcharge in force at any given time is added to prices marked (fs).

1. Separately agreed additional services



1.1 Temperature-controlled transportations (fs)



Transportation in heated load space: the temperature of the load space is kept above 0 Celsius. An additional charge of 15% applies to heated load space transportation from 1 October to 30 April. For refrigerated and deep-freeze transportation, please contact us.

1.2 Transportation of dangerous goods (fs)



We charge 20% extra for the transportation of hazardous substances. Only Class 1.4S of Explosives (LK1) is transported, other Class 1 substances only as separate shipments, ordered by telephone and at prices agreed on a case-by-case basis. The delivery times of separate shipments may deviate from the normal delivery times. Class 7 (radioactive substances) cannot be transported. The sender is responsible for ensuring that the substance or article submitted for transport as well as its packaging and markings comply with the decree and the regulations pursuant to the decree and for ensuring that the name of the goods is correctly entered in the waybill and electronic order message. For correcting transport of dangerous goods markings on behalf of the sender, we charge €10.50 per corrected information.

1.3 Advicing *



A call fee of €4.90 applies when we have to check the delivery time, delivery address, etc., for the customer (e.g. an entry made when ordering). The delivery is made, at the latest, on the following delivery date from the notification, unless agreed otherwise. A text message fee of €4.90 applies when we provide shipment or delivery information on the customer's request before or after the delivery.

1.4 Receipt or reception in the terminal *



To cover terminal expenses, we charge €4.90 per tonne per shipment for shipments which the customer takes to or collects from the terminal. The minimum charge is €4.90 per shipment. Possible additional call or advising fee will be charged. If a forklift service is necessary for loading or unloading, an additional €15.00 / starting 15 minutes applies.

1.5 Loading and unloading of large batches (> 3,000 kg) on a tail lift * (fs)



If the loading or unloading conditions or the sender or recipient of the shipment require that a tail lift is used, we charge an additional delivery or pickup fee of €29.60 per tonne; minimum charge €88.80 per shipment. The fee is calculated for the whole shipment on the basis of the freight weight in addition to normal charges.

1.6 Crane service * (fs)



Pickups and deliveries made using the crane equipment are charged at €49,80 per starting half an hour, minimum charge one hour. Separate agreement is required in areas outside the immediate vicinity of a terminal. The fee is added to other normal charges. If delivering the shipment is not possible without crane equipment, the payer of freight is liable to pay for it even if they had not ordered the additional service.

1.7 Additional work related to unloading and pickups



For single-person loading and unloading operations done inside, outside, or to a different floor, the fee is €49.00/half-hour period or part thereof. For deliveries in the evening or outside working hours, we charge an additional fee of €49.00 per every half-hour period or part thereof. For single-person loading and unloading operations done inside, outside, or to a different floor, the maximum number of parcels per shipment is 20, the maximum weight per parcel is 35 kg and the actual weight of the shipment is a maximum of 450 kg and the freight weight 1000 kg. In addition, the longest side of a single parcel must not exceed 2.4 m, the volume 0.3 m³ and the length + circumference of the parcel must not exceed 3.3 m.

If an extra man is required for carrying, the fee is €76.70/half-hour period or part thereof (fs). The price includes the vehicle, driver and extra man, and it is calculated from the duration of the entire driving and carrying output. In this case, the maximum number of parcels per shipment is 20, the maximum weight per parcel is 70 kg and the actual weight of the shipment is a maximum of 1000 kg and the freight weight is 2500 kg. In addition, the longest side of a single parcel must not exceed 4.0 m, the volume 0.6 m³ and the length + circumference of one parcel must not exceed 4.9 m. Kaukokiito will agree on the time of delivery separately with the receiving customer and the service is only valid for specified postal code areas.

The unloading inside carried out by one and two persons is also subject to the following additional conditions:

The shipment is carried over the threshold at the ground level. If the shipment is taken to another floor, an elevator must be available and the parcels must fit in the elevator.

Carrying is done to one defined place, such as a floor or a room. The service does not include carrying to the floors inside the dwelling, or the delivery of parcels to several rooms, apartments or other premises. The protection of the premises is the responsibility of the recipient and the access route must be unobstructed.

1.8 Scheduled deliveries and pickups or delayed deliveries * (fs)



An additional delivery fee of €51.70 will be charged when the shipment contains a request for a delivery or pickup deviating from the valid schedule book or a request for a delivery or pickup by a specified time or a delivery is requested as a delivery that is delayed from the normal delivery schedule. Precise delivery or pickup at a specified time must always be agreed separately, since a marking in the waybill or in the order is not sufficient.

1.9 Deliveries and pickups for private individuals * (fs)



An additional fee is charged for delivery and pickup from a private individual:

up to	49	kg	€9.70
	50 – 499	kg	€28.80
	500 – 999	kg	€37.80
	1000 – 2999	kg	€56.70
	3000 –	kg	€18.90 per tonne

The surcharge does not include other possible service fees, such as advising fee, clearing-up fee, tail lift unloading fee, carrying up stairs or into apartment, extra man, etc.

Delivering or picking up Kaukokiito Parcel to or from a private address costs € 15,00 per shipment, and it includes advising with a text message or by calling and carrying goods inside. Delivery during normal working hours. The delivery is made, at the latest, on the following delivery date from the notification, unless agreed otherwise.

An additional service that is not ordered, but is necessary for carrying out the assignment, is charged according to the price list.

2. Service fees

2.1 Distances and ferry localities (fs)

Freighting distances are based on the distance chart included in Kaukokiito's Schedule Book. Due to special conditions in Lapland, the Åland islands and the island municipalities, the freighting distances in these areas are determined separately for each transportation line. In the Åland islands, an additional 8.5% is added to the net freight for ferry charges. In Suomenlinna ferry traffic, the vehicle ferry fee will be charged in addition to freight, min. €138,50 per shipment. In transports to Iniö and Hiittinen/Rosala an extra fee of €72.80 per starting hour is applied, beginning from the ferry harbour on the mainland.

2.2 Transshipment fee (fs)

A transshipment fee is charged in the places listed in the Schedule Book. The amount of the fee depends on the weight of the shipment (see the Price List).

2.3 Surcharge for long goods (fs)

2,51 – 3,99 m	€23.60
4,00 – 5,99 m	€47.20
6,00 – 9,99 m	€70.80
10,0 – m	€118.00

For individual shipments whose actual weight is under 40 kg, the surcharge is not applied.

The delivery time for long goods is +1 day, unless otherwise agreed.

The sender should pack all round and long bars, pipes or rolls weighing over 40 kg such that they do not unintentionally roll during loading, transport and unloading in order to prevent occupational accidents ([further information](#)). A man hour charge of €20.80 per starting half hour plus the material costs are charged if we have to repack the shipment.

2.4 Clearing-up and alteration fee

A clearing-up fee of €10.50 applies when an incorrect customer number, incomplete markings on the waybill, order, parcel, etc., or an incorrect or missing delivery address on the shipment result in extra work for us to be able to carry out the assignment or prepare an invoice.

A clearing-up fee is also charged for an electronically made transport order when there is a message error and the shipment is not physically transported, but it is necessary to delete the shipment information.

2.5 Transit documents

A service fee of €20.00 / shipment is charged for attaching documents related to the T1 transit procedure to the shipment.

2.6 Measuring or weighing the shipment

A fee of €10.50 per shipment will be charged for measuring or weighing if the volume or weight details are missing from the order or if a check shows that the details in the order deviate by a minimum of 15% from the actual details.



2.7 Handling fee for offline orders

For offline orders we charge €6.50 per shipment. This applies to orders placed through telephone, fax, email, etc.

2.8 Waybill and address label

We charge €6.50 for drawing up a waybill and €5.00 for an address label.

2.9 Transport of undeclared goods and customs clearance fee

An administration fee of €25.00 will be charged for transporting undeclared goods due to special processing and documentation. In Åland, a customs clearance fee of €35.00 per shipment will be charged for undeclared shipments to the payer of freight.

2.10 Loading, unloading and waiting time

The basic freight includes the following loading and unloading times, incl. waiting time, if any:

1,00 – 4,99	tonnes	15 min
5,00 – 9,99	tonnes	30 min
10,00 – 19,99	tonnes	45 min
20,00 –	tonnes	60 min

If the loading or unloading takes longer, we will charge an additional fee of €42.50 per every half-hour period or part thereof. If the transport order has not been cancelled well in advance, we will charge €84.90 per driving hour or part thereof **(fs)**.

2.11 Fees for storage in terminal or terminal area

1 day	from the day of notice	free of charge
2 – 5 days	from the day of notice	€0.53 per 100 kg per day
6 – 15 days	from the day of notice	€0.80 per 100 kg per day for the entire storage period
16 – days	from the day of notice	€1.26 per 100 kg per day for the entire storage period
Minimum charge		€20.40 per shipment

2.12 Products that require special handling (fs)

We charge a handling fee of €29.50 per shipment for products that require special handling.

Products that require special handling are goods that are in excess of 2,5 metres in length or shipments heavier than 2,5 tonnes.

For individual shipments whose actual weight is under 40 kg, the surcharge is not applied. The fee does not include the surcharge for long goods

2.13 Man hours

The man hour charge is €20.80 / starting half hour.

2.14 Deliveries to and pickups from shopping centres, pedestrian streets and the Messukeskus Helsinki, Expo and Convention Centre (fs)

If the goods are delivered to or picked up from inside shop premises or the shopping centre's intralogistics are fee-based, the costs will be charged as stated below. The same service fee is applied if driving to the pedestrian street is obstructed or prohibited and the delivery or pickup takes place inside the shop premises. The service fee is also charged for the deliveries to and pickups from the Messukeskus Helsinki, Expo and Convention Centre

– 30	kg	€8.00
31 – 740	kg	€15.90
741 – 2220	kg	€31.90
2221 –	kg	€47.80

2.15 Cable ferry surcharge (fs)

We charge a cable ferry surcharge of €74,10 per cable ferry crossing for transportation requiring the use of a cable ferry.

2.16 Useless pickup or delivery (fs)

– 49	kg	€9.50
50 – 99	kg	€18.90
100 – 499	kg	€25.20
500 – 999	kg	€31.50
1000 – 1999	kg	€44.10
2000 – 4999	kg	€63.00
5000 –	kg	€12.60 per tonne



3. Other additional services

3.1 Pallet fee

1,0 x 1,2 m (labeled)	€11.00 / pcs
1,0 x 1,2 m (unlabeled)	€8.00 / pcs
0,8 x 1,2 m (labeled)	€9.00 / pcs
0,8 x 1,2 m (unlabeled)	€7.00 / pcs

In practice, a labeled pallet refers to a FIN- or EUR-pallet, and an unlabeled pallet refers to a disposable pallet.

3.2 Special project transportation

The price of transportation is agreed on a per case basis, if the dimensions or weight of the goods to be transported exceed the dimensions of the load space or the vehicle's permissible maximum weight.

3.3 Payment term and payment request

The payment term is 8 days net, the interest on overdue payments is as specified in the Finnish Interest Act. The payment request fee (for overdue payments) is €12.00.

Any complaints regarding the invoice must be made within eight (8) days of the date on the invoice. Transferring the due date of the invoice for a reason indicated by the customer €10.50 per invoice.

3.4 Corrections and re-invoicing

An additional €19.00 per invoice will be charged for preparing a new invoice that is required to rectify incorrect or insufficient waybill or order information. The sender is always responsible for the accuracy of the information included in the order information and, ultimately, also for the settlement of freight and service fees. A refund fee of €8.00 will be charged for an unwarranted payment as compensation for the clearing-up work and refunding the payment.

3.5 Invoicing fee and paper invoices

If the total sum (excl. VAT) of the invoice is less than €500, an additional invoicing fee of €12.50 will be added to the invoice.

A fee of €6.50 per invoice will be charged for paper invoices.

3.6 Attachments to the invoice

If the customer requests to have the shipment documents sent to them as an attachment to the invoice or separately afterwards, we charge €3.20 per document. The minimum charge is €15.20. This also applies to shipping information conveyed by telephone, fax or data transfer.

3.7 Reporting

Reports sent directly from the system by email are delivered for no extra fee. The fee for reports that need editing or separate compiling is EUR 15/report. The fee for reports made in the customer's own template, etc., is EUR 20.80/starting 30 minutes.