

GENERAL TERMS AND CONDITIONS FOR PARCELS

POST DANMARK A/S

GENERAL TERMS AND CONDITIONS APPLICABLE AS FROM 1 JANUARY 2017

GENERAL INFORMATION

The General Terms and Conditions for PARCELS apply to the following parcel products:

- MyPack Collect
- MyPack Home
- PostNord Customer Return Pickup
- PostNord Customer Return Drop Off
- PostNord Parcels
- Postal Parcels
- Insured items

(In the following named 'PARCEL(S))

In addition to these General Terms and Conditions, the Nordic Association of Freight Forwarders' General Conditions of 2015 ('NSAB 2015') apply to PARCELS and any related service to the extent to which NSAB 2015 has not been derogated from in the Customer Agreement or these General Terms and Conditions.

In addition, the rules in the Individual Authorisation granted to Post Danmark A/S on 30 May 2016 apply to certain parcel products.

It should, in particular, be noted that any claims against Post Danmark will become time-barred after one year (NSAB 2015, Clause 28) and that the right of retention and lien (NSAB 2015, Clause 14) comprises both current and previous claims. Claims for delivery of PARCELS etc. must be honoured regardless of the terms of delivery in the contract (NSAB 2015, Clause 11).

Product-specific requirements are stipulated in Product Facts for the individual parcel product, including the countries to which the individual parcel product may be sent.

The General Terms and Conditions apply to PARCELS which are handed in for delivery as from 1 January 2017 and onwards.

In the following, weekdays are Monday to Friday, excluding public holidays as well as 5 June (Constitution Day) and 24 December and bridging days approved by the Danish Transport and Construction Agency (*Trafik- og Byggestyrelsen*) unless otherwise expressly stated. Bridging days are single weekdays that fall between Sundays and public holidays as well as official non-working days.

MyPack Collect and MyPack Home only comprise PARCELS sent from a business sender to a private individual. PostNord Parcels only comprise PARCELS sent from a business sender to a business recipient. A business sender or a business recipient is a sender or recipient which is not a private individual. A private individual is a natural person, primarily acting in a non-work-related capacity.

Post Danmark may change the sender's indication that the consignment is a PostNord Parcel if it follows from Post Danmark's records that the recipient is a private individual. In such case, Post Danmark will regard the PARCEL as a MyPack Home. In such case, it will be covered by Post Danmark's Product Facts for MyPack and the prices for MyPack stipulated in the Customer Agreement. In addition, the PARCEL will be invoiced as a MyPack Home.

It is a condition for sending PARCELS as MyPack Collect, MyPack Home and PostNord Parcel that the sender has entered into a Customer Agreement on this with Post Danmark.

1 SERVICE AND QUALITY

The service requirement for domestic PARCELS is next-day delivery as a minimum on weekdays between all towns and cities, except to the island of Bornholm, where an extra weekday must be expected. For PARCELS covered by Post Danmark's universal service obligation in accordance with the Individual Authorisation granted to Post Danmark A/S, the requirement is that 93% of the PARCELS must be distributed in accordance with the service requirement.

Post Danmark distributes PARCELS anywhere in Denmark once a day on all weekdays to the address indicated by the sender on the PARCEL.

However, daily distribution is not performed in case of:

- particularly remote or inaccessible places located in rural areas,
- island communities not connected to the mainland via regular ferry or boat service, or
- special circumstances.

In special cases, where circumstances at the recipient's location render distribution difficult, or where distribution is associated with physical or mental risk, Post Danmark is entitled to refrain from distribution of PARCELS, for example due to untethered snappish dogs at the address, lack of snow clearance/gravelling, spiteful or otherwise offensive/threatening behaviour.

For safety-at-work considerations, PARCELS are only delivered on construction sites if there is an on-site hut or other office facilities at the entrance to the building site.

The delivery time for PARCELS for international destinations, the Faroe Islands and Greenland can be found at post-nord.dk.

PARCELS for destinations in Greenland to which there is no shipping service within one month after the PARCEL has been handed in for delivery are forwarded by air. In such cases, the sender will be charged a surcharge.

2 JOINT PRODUCT REQUIREMENTS

2.1 PHYSICAL DIMENSIONS AND WEIGHT

The minimum and maximum dimensions of PARCELS as well as the weight limit are stated in the Product Facts for the individual parcel product.

PARCELS weighing more than 20 kg must be labelled with an adhesive barcode label with the words 'Heavy parcel' on all sides of the PARCEL.

If, by error, a PARCEL is handed in that exceeds the weight limit or the maximum dimensions for the specific parcel product, Post Danmark may choose to regard the consignment in question as Groupage. In such case, the consignment will be subject to Post Danmark's General Terms and Conditions for Groupage

For contract customers, the consignment will be invoiced as Groupage, and, for cash products, a postage invoice will be issued.

In such case, delivery of the consignment may be delayed.

2.2 CONTENTS

Post Danmark does not accept distribution of PARCELS if the design or contents of the PARCEL or transport or storage hereof violates the existing legislation or requires special measures (such as frozen goods and perishables), safety issues or permissions or licences.

However, a PARCEL may contain packaged non-perishable (non-refrigeration requiring) foods.

The market value of the contents of a PARCEL cannot exceed an amount corresponding to DKK 100,000.

PARCELS containing money, travellers cheques, credit cards, bearer securities, precious metals, including platinum, gold and silver, precious stones, jewellery, pearls, furs, carpets, works of art, gift vouchers or tickets as well as other valuable items must not have a value exceeding an amount equal to EUR 520. If the contents exceed a value of EUR 520, the PARCEL must be sent as insured items.

Special rules apply to the contents of insured items, see Product Facts for Insured Items.

In addition, a PARCEL must not have the following contents:

- Dangerous contents, unless the sender has entered into a written agreement with Post Danmark on transport of dangerous goods (ADR). Dangerous goods mean all substances or materials, the physical or chemical properties of which may present a hazard to people, animals, the environment (for example production equipment and other items) or means of transport. Dangerous goods include all articles designated as dangerous goods at any given time in accordance with the 'UN Recommendations on the Transport of Dangerous Goods. Model Regulations' (UN Model Regulations). Post Danmark has prepared the brochure 'Hazardous Substances with Post Danmark', which can be found at postnord.dk.
- Lithium cells or lithium batteries which are not installed in equipment are categorised as dangerous goods and must therefore not be sent as a PARCEL. Lithium batteries or lithium cells which are installed in equipment may, however, be sent as a PARCEL if special packaging and labelling rules are observed. Further information can be obtained from Post Danmark, including information about the countries of destination that do not allow PARCELS containing lithium batteries and lithium cells installed in equipment to be sent. A PARCEL may contain a maximum of either four lithium cells installed in equipment or two lithium batteries installed in equipment. The content of lithium metal or lithium alloy in cells must not exceed 1 g per cell, and for cells with lithium ions, the maximum is 20 Wh per cell. The content of lithium metal or lithium alloy in batteries must not exceed 2 g of lithium per battery, and for batteries with lithium ions, the maximum is 100 Wh per battery. Lithium cells or lithium batteries installed in

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equipment that have been identified by the manufacturer as being defective for safety reasons, or that have been damaged or have the potential of producing dangerous heat, fire or short circuiting must not be sent as a PARCEL.

- On certain conditions, dangerous contents in limited quantities may be sent as a PARCEL, without a written agreement on transport of dangerous goods (ADR) having been entered into, see Product Facts for Dangerous Contents in Limited Quantities.
- Weapons/soft guns of any kind and active/inactive ammunition or explosive elements.
- Cigarettes and other tobacco products or illegal intoxicants.
- Counterfeit and pirated articles.
- Objects which due to their nature or packaging may expose postal employees to danger or which may contaminate or damage other consignments, items or postal systems.
- Live animals, except for, for example, bees, predatory mites and other animals that are not vertebrate animals and do not require special care during transport. The sender is responsible for ensuring that the consignment is not in violation of the Danish Animal Welfare Act (*Dyreværnsloven*) with related regulation.

A PARCEL that is found to contain dangerous goods or prohibited items will be returned to the sender against payment of a fee or be handed over to the proper authorities.

2.3 EDI, LABELS AND BARCODES

PARCELS that are to be sent with Post Danmark must be in compliance with the rules on address labels and barcodes applicable at any given time.

The parcel barcode is used for sorting and recognition of the paying sender. The sender is liable to Post Danmark for any abuse of the sender's parcel barcodes, regardless of who has committed the abuse. This also applies to parcel barcodes which the sender himself prints out and uses when using parcel delivery systems provided by Post Danmark or a parcel delivery system developed by the sender himself or by a third party.

Address labels and barcode stickers must be placed on the largest surface of the PARCEL. String, tape or the like must not be placed over the barcode, and the barcode must not be bent around the corners of the PARCEL. If packaging is reused, the old barcodes must be removed.

For PARCELS covered by a Customer Agreement, it is a condition that the sender places electronic data interchange (EDI) transport orders for all consignments with Post Danmark using one of the following methods:

- by the Customer registering with and using Pacsoft Online, the basic version of which is made available by Post Danmark free of charge,
- by using another transport management system, or
- by creating and sending own EDI files. In these situations, EDI files must be approved by Post Danmark, see Product Facts for Data Files.

It is not possible solely to state a post office box address as the recipient.

Special rules apply to labels, barcodes and endorsements for insured items and Postal Parcel, see Product Facts for Insured Items and Postal Parcel.

2.4 PACKAGING

The sender must ensure that the packaging used for a PARCEL provides the contents with sufficient protection in connection with repeated pallet and parcel handling, including mechanical sorting, and prevents the PARCEL from causing damage to other items, Post Danmark or any third party. The packaging must be so sturdy and designed in such a way that the contents cannot be reached without leaving visible traces.

Porcelain, glass and similar fragile objects must be packaged in a sturdy box, which has been filled up with a suitable material to protect the contents, for example balls or 'chips' of polystyrene foam. It must be ensured that the objects in a PARCEL cannot rub or bump against each other or against the sides of the packaging during transportation.

Easily condensable liquids and substances must be placed in completely leakage-proof containers. Each container must be placed in a particularly sturdy box containing a protective material which is well-suited to absorbing the liquid in the event of container breakage.

Technical equipment, including computer equipment, electronic data processing equipment and laser equipment and the like, must be sent in a sturdy box and must be packaged with tight-fitting moulded shock-absorbing material such as polystyrene. The packaging must be adapted to the technical equipment in question, so that the technical equipment is sufficiently protected against bumps and cannot move in relation to the packaging or other objects in the same PARCEL during transportation.

Special rules apply to packaging of insured items, see Product Facts for Insured Items.

Post Danmark is not obliged to check the packaging. If, on pick-up or drop-off of the PARCEL, Post Danmark discovers that the PARCEL is not packaged properly, Post Danmark is entitled, at its own discretion, either to refuse the PARCEL or to demand that the sender sign an endorsement stipulating that the PARCEL is sent at the sender's risk.

2.5 CUSTOMS CLEARANCE

The sender is responsible for ensuring that customs documents are filled in correctly.

In connection with exports from Denmark to countries outside the EU, the sender must either himself present a customs declaration or do so through a local representative.

2.5.1 Special conditions for contract customers

The customs information must be sent electronically to some countries outside the EU. If the customs information is not sent electronically to Post Danmark, the sender may be ordered to pay a fee for Post Danmark entering the information on the sender's behalf. The price for this is specified in Post Danmark's price list applicable at any given time at postnord.dk.

As a general rule, customs declaration is payable by the sender, while customs duties and VAT are payable by the recipient. If the recipient defaults on the payment on the due date, the amount may be collected from the sender.

Customs declaration may concern individual PARCELS or be done overall for several PARCELS in one consignment.

In connection with export consignments with total customs clearance to countries outside the EU, the sender must have an agent or other representative who will handle the customs clearance and who can be charged customs duties, VAT and any special duties for all PARCELS in the consignment. The agent/representative must be a VAT-registered legal entity with customs credit in the country of destination.

2.6 DROP-OFF/PICK-UP

PostNord Parcel and MyPack parcels are picked up by Post Danmark in accordance with the Customer Agreement or are dropped off at a post office, designated by Post Danmark.

Postal Parcel must be dropped off at a post office or in a parcel locker terminal. For households in rural areas, pre-stamped Postal Parcel may be dropped off with the postman to the extent to which the postman's means of transportation permits this.

Insured items are dropped off at a post office that receives such items. See the selected post offices at postnord.dk. The items must be dropped off with the sales assistant, who signs and stamps a receipt as proof that the items have been sent as insured items. The signed receipt must be enclosed in connection with any complaints.

Senders of PostNord Customer Return Drop Off must ensure that a receipt is given for drop off to Post Danmark with regard to any complaint.

2.7 RIGHT OF DISPOSAL

For PARCELS to addresses in Denmark and a number of other recipient countries, the sender is entitled to demand that the PARCEL be returned or handed over to another recipient until the PARCEL has been delivered to the recipient stated on the PARCEL.

Post Danmark does not refund the price for a returned PARCEL. If the sender exercises the right of disposal, Post Danmark is entitled to charge a fee, in addition to the price of the return consignment or for redirection to the new address, for forwarding of the request for the changed delivery as well as any non-cancelled duties, charges and fees.

2.8 HAND-OVER

In Denmark, a PARCEL will be handed over against presentation of a receipt, except for:

- hand-over by pick-up at a parcel locker terminal,
- hand-over by Flex Delivery,
- hand-over pursuant to and agreement on Recipient Flex,
- hand-over by FlexChange and
- delivery in the recipient's mailbox.

A PARCEL is handed over, against presentation of a receipt, to the recipient or an

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adult at the address who is authorised to receive consignments, see, however, below. If a recipient company carries on its business activities from the owner's private residence, a PARCEL can also, against presentation of a receipt, be handed over to an adult member of the owner's household.

A PARCEL may, however, be delivered in the recipient's mailbox if the dimensions and weight of the PARCEL make this possible.

A PARCEL is handed over by the PARCEL being left at the recipient address if it has been sent by Flex Delivery, and, in some cases, by Smart Delivery or Recipient Flex.

Recipient Flex is a scheme under which the recipient has entered into an agreement with Post Danmark A/S on the recipient's PARCELS being left at the address without persons at the address being contacted. The recipient is responsible for ensuring that Post Danmark may lawfully leave a PARCEL at the agreed place.

For Recipient Flex, Flex Delivery, delivery in the recipient's mailbox or via parcel locker terminal, Post Danmark's handover scan constitutes documentation for the handover. For further details, see the rules on handover and liability in Product Facts for Flex Delivery, Smart Delivery and Recipient Flex.

Insured items cannot be put in the recipient's mailbox, sent by Flex Delivery or handed over in accordance with an agreement on Recipient Flex or FlexChange.

If a PARCEL cannot be delivered as described above, Post Danmark will notify the recipient in the form of a text message, an email or a letter, and the PARCEL will be placed for pick-up at a post office or in a parcel locker terminal.

The notification must be presented in connection with pick-up at a post office. Notification sent by text message or email is equal to authorisation having been granted to the person in question to pick up the PARCEL. If a PARCEL is handed over via a parcel locker terminal, the handover is done via PIN codes or barcodes provided in the notification.

The time limit for pick-up is 14 days.

If a PARCEL is not picked up during the first three days, the recipient will receive a reminder that the PARCEL is still pending pick-up. In Denmark, this reminder is only sent for PARCELS that have been sent with text message notification or email notification.

The recipient or the person who has been authorised for this can then pick up the PARCEL at the post office or at the parcel locker terminal against presentation of necessary identification within the time limit stated in the notification.

If Post Danmark cannot deliver a PARCEL to the recipient or the time limit stated in any sent notification has expired, the PARCEL will be returned to sender. A PARCEL is returned for the sender's account, however, except for Postal Parcel and Insured Items, where return is included in the parcel price.

An international PARCEL which could not be handed over at the recipient's home address is

placed for pick-up at the premises of Post Danmark's partners in the country in question.

Recipients in Denmark of PARCELS that are covered by the scheme with delivery of mail to the front door may call Post Danmark's Customer Service, before expiry of the period of notice of 14 calendar days for parcel pick-up, and have the PARCEL delivered to their address free of charge.

An undelivered PARCEL is placed for pick-up at the post office or a parcel locker terminal.

2.9 PERMANENT CHANGE OF ADDRESS

If the recipient has moved, the PARCEL will be returned to sender with the information: 'Recipient unknown at the address'. A PARCEL is returned for the sender's account, however, except for Postal Parcel and Insured Items, where return is included in the parcel price.

2.10 UNDELIVERABLE PARCELS

Undeliverable PARCELS are handled by Post Danmark in accordance with the rules in Section 6 of Executive Order no. 727 of 24 June 2011 on Postal Services and Postal Service Providers.

2.11 SECRECY OF THE MAILS AND OPENING OF MAIL

Post Danmark treats any information about the sender's use of postal services as confidential.

Post Danmark may open a PARCEL without a court order, see Section 12(1) of the Danish Postal Services Act (*Postloven*), in cases in which it has not been possible to find the addressee or sender, or in cases in which this may be necessary to establish the extent of or minimise any damage to the PARCEL.

2.12 PERSONAL DATA

Post Danmark processes information received to the extent to which this is necessary to perform the agreement with the sender. Both the sender and the receiver may acquire insight into the personal data that Post Danmark processes about him/her, object to the processing or correct the information by contacting Post Danmark.

2.13 PRICES

The prices for PARCELS in force at any given time are specified in the Customer Agreement, at postnord.dk/find the price and other price lists at postnord.dk, or they can be obtained at the post office.

2.14 DUTY OF DISCLOSURE

Post Danmark has a universal service obligation to deliver PARCELS weighing up to 20 kg, except, however, for PostNord Parcels.

PARCELS covered by the universal service obligation are exempt from VAT.

With regard to price and VAT settlement, the sender is obliged to provide information about whether the individual PARCEL is a PostNord Parcel or a MyPack Collect/Home, which must be done by following Post Danmark's guidelines for the use of packing lists and barcode labels for PostNord Parcel and MyPack Collect/Home respectively. Post Danmark carries out random checks of compliance with these guidelines.

If it subsequently turns out that the sender has erroneously sent PostNord Parcels as MyPack Collect/Home, and, as a result hereof, Post

Danmark has incorrectly not charged VAT, Post Danmark will be entitled subsequently to charge the sender VAT.

Post Danmark will also be entitled to make recourse claims for any claim which the Danish tax authorities may bring against Post Danmark as a result of the error. If the sender has erroneously sent MyPack Collect/Home as PostNord Parcel, and, as a result hereof, Post Danmark has incorrectly charged VAT, Post Danmark will resolve the matter with the sender by issuing a credit note in accordance with the rules of the Danish VAT Act (*Momsloven*). In both cases, Post Danmark will be entitled to claim payment of any price difference between PostNord Parcel and MyPack Collect/Home. Post Danmark is also entitled to charge a fee of DKK 100 in connection with such handling errors.

2.15 COMPENSATION

Post Danmark's liability in damages for PARCELS is governed by NSAB 2015 with the derogations that follow from the Customer Agreement and these General Terms and Conditions as well as the Individual Authorisation granted to Post Danmark A/S.

In accordance with the Individual Authorisation, Post Danmark will pay compensation for PARCELS (excl. PostNord Parcels) sent to international destinations, the Faroe Islands and Greenland, under the rules of the Universal Postal Convention and related provisions. For MyPack parcels to certain countries, however, a higher amount of compensation will be paid than what follows from the Universal Postal Convention, see Sub-Clause 2.15.2.

The basis of liability for domestic PARCELS follows from the rules of NSAB 2015 (Clause 15f), provided that the rules on compensation therein put the sender in a more favourable position than the rules in the Individual Authorisation.

Compensation will only be paid if proper documentation of the claim is provided.

2.15.1 COMPENSATION FOR DELAY

Post Danmark will not pay compensation in case of pick-up delay. Clauses 7, 15 and 19 of NSAB 2015 will consequently not apply to the pick-up of PARCELS unless otherwise separately agreed.

Post Danmark is solely liable for the arrival of domestic PARCELS within a reasonable time (without a time guarantee), see Clause 7(1) of NSAB 2015. Clause 19 B of NSAB 2015 on time guarantees will consequently not apply.

PARCELS that are sent to destinations in Denmark where daily distribution is not made, see Clause 1, will solely be regarded as delayed if the actual time of delivery exceeds the time that could reasonably be expected in the circumstances in question..

In special cases, Post Danmark may require that the sender obtain a written declaration from the recipient that a PARCEL was delayed.

Compensation will only be paid for the sender's documented financial losses, and the compensation cannot exceed an amount corresponding to the delivery price for the delayed PARCEL excl. any surcharge for any

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services. The recipient is not entitled to compensation for delay.

In addition to the grounds for exemption from liability that follow from NSAB 2015, Post Danmark will not grant any compensation for delay in force majeure situations as described in further detail in the Customer Agreement as well as in situations in which delivery of the PARCEL to the recipient has not been possible or has been connected with risk, see Clause 1.

Compensation will never be paid for delay of parcels sent to international destinations, the Faroe Islands and Greenland.

2.15.2 COMPENSATION FOR LOSS AND DAMAGE

Post Danmark will only pay compensation for loss of the PARCEL if it has been scanned by Post Danmark. If the PARCEL has not been scanned by Post Danmark, Post Danmark may, following a specific estimate, pay compensation on the basis of a transport order (EDI) if the conditions in Post Danmark's Product Facts for Data Files have been met.

PARCELS which are sent by Flex Delivery or which have been delivered in the recipient's mailbox or which, according to the recipient's instructions, have been handed over by the PARCELS being left at the recipient's address in accordance with an agreed arrangement on this, Recipient Flex or FlexChange, will be regarded as having been received when the PARCEL has been scanned as handed over by Post Danmark. After such delivery/handover, Post Danmark will consequently not be liable for any loss or deterioration of or damage to the PARCEL.

Handover of a PARCEL to another person than the one to whom Post Danmark is entitled to hand over the PARCEL is equated with loss if the PARCEL is not subsequently received by the right recipient.

Compensation for loss, deterioration or damage is fixed in accordance with the rules laid down in NSAB 2015. However, Post Danmark will pay compensation by up to the following amount:

- For domestic MyPack, Postal Parcel and PostNord Parcel, the compensation cannot exceed DKK 4,800 per PARCEL.
- For MyPack to the Nordic countries, the compensation cannot exceed DKK 4,800 per PARCEL, while the compensation for the rest of the world cannot exceed SDR 40 per PARCEL + SDR 4.50 per kg.
- For Postal Parcel to international destinations, the Faroe Islands and Greenland, the compensation cannot exceed SDR 40 per parcel + SDR 4.50 per kg.
- For PostNord Parcel to international destinations, the Faroe Islands and Greenland, the compensation cannot exceed SDR 8.33 per kg, see Clause 21 of NSAB 2015.
- For Insured Items, the compensation cannot exceed an amount corresponding to the value stated for the item(s).

Post Danmark may demand an auditor's statement as documentation of the sender's claim for compensation.

Payment of compensation for full or partial loss or deterioration may be subject to the recipient signing a solemn declaration that the recipient has not received the PARCEL or the contents hereof.

Compensation is paid to the sender, regardless of whether the recipient may bear the carriage risk. If the PARCEL has been received by the addressee, payment of compensation with discharging effect may, however, also be made to the addressee.

2.16 THE SENDER'S LIABILITY IN DAMAGES

The sender is generally obliged to indemnify Post Danmark for any loss incurred by the Post Danmark Group as a result of the contents or packaging of a PARCEL not being in compliance with the contents and packaging requirements laid down in these General Terms and Conditions, including the requirements in Sub-Clauses 2.2 and 2.4.

In addition, the sender is liable in damages in accordance with the rules of NSAB 2015.

2.17 COMPLAINTS:

Complaints must be filed within the deadlines stated in NSAB 2015. In addition to the NSAB 2015, a complaint must have been filed, in any case, including in the event of total loss, no later than six (6) months after the PARCEL was handed over to Post Danmark. If a complaint is not filed within the deadline, the claim will be forfeited. Complaints must be filed with Post Danmark. Further information about complaints is found at postnord.dk.

Post Danmark registers information about the sender's and the recipient's name and address as well as information about the size and weight of the PARCEL, and scanning in Track & Trace, for use in the handling of any searches for and complaints about the PARCEL.

2.18 PERIOD OF LIMITATION

In accordance with NSAB 2015, claims against Post Danmark will become time-barred after one year.

2.19 COMPLAINTS

Any complaint by a sender or a recipient about Post Danmark's handling of a PARCEL must be submitted to Post Danmark, Customer Service.

The complaint must be submitted within six months after the PARCEL was handed in for delivery. Regarding claims for compensation see the time limits for complaints in Sub-Clause 2.17.

Customer Service undertakes to handle a complaint within one month from receipt hereof, unless special circumstances apply.

Customer Service's decision may be brought before Post Danmark Ankefunktion (Complaints Review Service), Carsten Niebuhrs Gade 4, DK-1577 Copenhagen V. The Complaints Review Service also provides guidance on how to complain.

3 NOTIFICATION

3.1 DEFINITION

Notification is a message to the recipient that a PARCEL is on the way, and/or that the PARCEL has now arrived at a defined pick-up address.

Electronic notifications cannot be linked to physical parcel labels bought at a post office or from the webshop.

Notification may be given in the form of text message notification, email notification or letter notification.

Text message notifications are sent to recipients in the period 06.30-21.30, and email notifications are sent 24 hours a day. Physical letter notifications must be printed and sent when the PARCEL arrives at the post office or the parcel locker terminal. They will therefore take two days to arrive.

Notifications are generated on the basis of scans made by Post Danmark.

For letter notification, the sender of the PARCEL is charged a surcharge, which is stated in Post Danmark's price list in force at any given time.

3.2 THE RECIPIENT'S INFORMATION

The sender of a MyPack parcel or PostNord Parcel must provide information about the recipient's email address and/or mobile phone number.

3.3 TRUSTPILOT

If the sender has chosen email notification, the sender accepts that Post Danmark may also use the recipient's name and email address to send a separate email with an invitation to submit a review of Post Danmark's delivery service. This email will be sent by Trustpilot on Post Danmark's behalf.

3.4 COMPENSATION

Sub-Clause 2.15 is applicable to PARCELS sent with text message notification/email notification/letter notification. However, Post Danmark will not be liable for the contents of the notification, for delay or non-receipt of the notification, regardless of the reason for this. No claim can be brought against Post Danmark for any kind of text message notification/email notification/letter notification.