

P.O. BOX RENTAL SERVICE

POST DANMARK A/S

GENERAL TERMS AND CONDITIONS FOR P.O. BOX RENTAL SERVICE APPLICABLE FROM 1 JANUARY 2017

GENERAL INFORMATION

These General Terms and Conditions apply to P.O. box rental service, which is furthermore subject to Post Danmark's General Terms and Conditions for the individual products.

Post Danmark may change these General Terms and Conditions by making the changed versions available on Post Danmark's website at least one month before their coming into force. The customer is responsible for being informed of the current General Terms and Conditions, which can be viewed on Post Danmark's website www.postnord.dk or be ordered from Post Danmark Customer Service.

In the following, working days are Monday to Friday, excluding public holidays and 5 June (Constitution Day), 24 December as well as intermediate days approved by the Danish Transport and Construction Agency. Intermediate days are single working days falling between Sundays and public holidays as well as official non-working days.

1 P.O. BOX RENTAL SERVICE

1.1 DEFINITION

The P.O. box rental service is a service on subscription enabling customers to receive their mail in a rented P.O. box forming part of a P.O. box facility.

The P.O. box rental service shall not discharge P.O. box holders who are owners of residential and non-residential buildings, detached and semi-detached houses with one or more households etc. from installing a letter box by the property line.

1.2 SUBSCRIPTION

Customers renting a P.O. box must have entered into a written agreement with Post Danmark on this option.

For selected P.O. box facilities – as defined at any time by Post Danmark on its website – customers are given the option to combine the following three types of mail according to their own choice:

- All standard mail (ordinary letter-post items including maxi letters, magazine mail, daily newspapers, unaddressed mail and local weeklies)
- Items requiring contact for delivery to take place* (registered and insured letters, express letters and parcels, services by post as well as registered and insured parcels)
- Parcels* (ordinary parcels)

* A message about the delivery of an item will be placed in the P.O. box. Delivery of an item can take place from the distribution centre until 09:00 hours, after which, if delivery has failed to take place, a notice will be issued informing the recipient that the item can be collected from the nearest post office/post shop or other postal service outlet.

For other P.O. box facilities, delivery can only take place of standard mail (ordinary letter-post items including maxi letters, magazine

mail, daily newspapers, unaddressed mail and local weeklies).

1.3 DELIVERY

Post Danmark cannot deliver mail to a P.O. box unless the correct address is stated by the customer when concluding the agreement on renting a P.O. box. A maximum of five addresses can be linked to a P.O. box.

Mail addressed to a P.O. box holder's household or staff will also be put into the P.O. box for collection if bearing the private address or business address of the P.O. box holder.

For the delivery of unaddressed mail to a P.O. box, delivery will take place of the category of unaddressed mail relating to the address which is relocated to the P.O. box.

Mail sorted for delivery to a P.O. box or for which a notice has been issued informing the recipient that the mail can be collected will be regarded as delivered to the recipient. However, senders may make use of their right of disposal until the time of collection of the mail or notice.

Mail is delivered to a P.O. box Monday to Friday. As a basic rule, mail in a P.O. box forming part of a selected P.O. box facility, cf. Post Danmark's website, will be available for collection by 08:00 hours, while mail in a P.O. box not forming part of a selected P.O. box facility will be available for collection by 09:00 hours, unless otherwise separately stated in the agreement. The aforementioned times are only applicable to mail sent to a P.O. box address.

Delivery to a P.O. box must be expected at a later time of mail sent to P.O. boxes forming part of P.O. box facilities that are located on islands without a fixed link or installed at local cooperation partners in respect of whom Post Danmark has no influence on their opening hours.

Opening hours of P.O. box premises are shown on the individual P.O. box facility locations.

The mail should be looked through when collected, and the P.O. box holder is requested to immediately return any wrongly delivered mail.

1.4 PRICE

The price charged for renting a P.O. box is an annual rental, which depends on the types of mail requested for delivery to the P.O. box.

The annual rental is collected up front on an annual basis via an invoice forwarded separately, and the payment period is 12 months as a minimum. The terms of payment are commencement date of subscription plus 15 days.

Post Danmark may make an annual adjustment of the P.O. box rental. Adjustments to a price will be applicable in the subsequent rental period. A list of current prices can be found on www.postnord.dk. In addition, the post offices have price lists available and provide information about current prices.

1.5 TERMINATION ETC.

The agreement will continue as a continuing subscription, and the customer will be invoiced up front on an annual basis until the agreement is terminated by either party in writing.

The customer may terminate the agreement at 1 month's notice.

Post Danmark may terminate the agreement at 3 months' notice.

If the agreement is terminated, payment will only be charged for the period of use. In that case, repayment will be made for the remaining period.

Failure to pay for P.O. box rental and keys will be deemed to be a material breach and cause the agreement to be terminated without notice.

On termination of the agreement, the customer must return all the keys provided. Otherwise, the customer accepts being charged the cost of replacing the lock of the P.O. box in question.

If the keys are lost or damaged, the customer is liable to pay the cost of procuring spare keys or replacing the lock of the P.O. box in question. In addition to the cost, the customer will be charged an administrative fee, the amount of which is stated in the price list on Post Danmark's website (www.postnord.dk). The customer will be invoiced separately for keys and the fee.

Ordering of extra keys must be done via Post Danmark.

1.6 COMPENSATION

Post Danmark is only liable for claims for compensation in pursuance of the terms for liability to pay compensation as specified in Post Danmark's General Terms and Conditions applicable to the carriage of the type of mail in question.

No compensation will be paid by Post Danmark in case of the removal or closing down of a P.O. box facility or where the delivery of mail to a P.O. box facility cannot take place howsoever caused.

1.7 AUTHORISATION

The general rules applicable to the disclosure of addresses also apply to P.O. boxes.

1.8 COMMENCEMENT DATE

Following the ordering of a P.O. box, the customer will receive an agreement for P.O. box rental service, which must be signed by the customer and returned to Post Danmark. The agreement for P.O. box rental service sets out the commencement date of the agreement, which is the date on which the customer's mail is delivered to a P.O. box for the first time. As a normal rule and provided that the customer has returned the agreement within a specified time limit, the commencement date of the agreement for P.O. box rental service is the fourth Monday after ordering of the P.O. box.