

TRANSPORTATION SERVICES

POST DANMARK A/S

GENERAL TERMS AND CONDITIONS FOR SPECIAL DELIVERY AND COLLECTION APPLICABLE FROM 1 JANUARY 2017

GENERAL INFORMATION

These General Terms and Conditions apply to Special Delivery, Collection and EXTRA Collection.

Unless otherwise explicitly stated, weekdays are Monday to Friday, excluding public holidays, 5 June (Constitution Day) and 24 December. Transportation Services are only provided on weekdays.

1. SPECIAL DELIVERY

1.1 DEFINITION OF SPECIAL DELIVERY

Special Delivery is provided of the customer's mail within the period of time specified in the customer agreement. Mail accepted for carriage under terms of Special Delivery includes Quickletters and Letters. However, the following special letter products are not included: Registered Letters, Insured letters and Service by Post. Parcels cannot be included. Special Delivery is made to the customer at the address of delivery specified in the customer agreement.

1.2 CONDITIONS

Special Delivery is provided in the period of time between 08:00 and 10:00 hours at the time agreed to in the customer agreement.

Special Delivery outside this time period will be settled as Special Transport

The customer is obliged to make sure that Post Danmark within the specified time period will be able to deliver the mail at the specified address, including that staff will be present who are able to receive the mail or that access will be given to deliver the mail in the place designated by the customer.

Where circumstances of the customer prevent Post Danmark from delivering the mail within 15 minutes after the end time for Special Delivery agreed to in the customer agreement, Post Danmark will be entitled to demand payment for the delay and any extra transport caused by the impossibility to deliver the mail at the agreed time.

Payment for delays will be based on the price per hour according to Post Danmark's current list price for EXTRA Collection. Payment will be charged per half hour as a minimum and then per each time interval of 5 minutes or part thereof.

The mail will be regarded as surrendered to the customer on physical delivery of the mail to the customer or the customer's staff or when it has been delivered in a place designated by the customer.

1.3 SPECIAL TRANSPORT (DELIVERY)

Special Transport (Delivery) should be understood to mean:

1. delivery outside the period of time between 08:00 and 10:00 hours,
2. delivery to islands without a fixed link.

2. COLLECTION

2.1 DEFINITION OF COLLECTION

Collection is provided of the consignments specified in the customer agreement. Collection of these consignments is provided from the address of collection and within the time period specified in the customer agreement.

2.2 CONDITIONS

The customer is obliged to make sure that Post Danmark within the specified time period will be able to collect the agreed consignments at the specified address, including that Post Danmark will receive any keys or access card, if required. The customer is also obliged to make sure that staff will be present who are able to provide the necessary assistance in connection with Collection, including assistance in providing technical equipment and including assistance in loading parcels above 20 kg that are not packed in postal containers.

If the consignments are not ready for Collection within 15 minutes after the start time for Collection agreed to in the customer agreement, Post Danmark will be entitled to demand payment for the delay and any EXTRA Collection caused by the failure to have the consignments ready for Collection at the agreed time.

Payment for delays and EXTRA Collection will be based on the price per hour according to Post Danmark's current list price for EXTRA Collection. Payment will be charged per half hour as a minimum and then per each time interval of 5 minutes or part thereof.

Quickletters and Letters must be clearly separated.

Registered Letters and Insured Letters may be handed over for carriage in connection with Collection on condition that the customer has provided the letters with a barcode number. Letters handed over for carriage in respect of which the customer requests a receipt for the handover for carriage must be accompanied by a certificate of posting form or be listed on a special receipt list.

Letters not fulfilling the aforementioned requirements will be treated as ordinary letters.

A consignment will be regarded as surrendered to Post Danmark on physical handover of the consignment to Post Danmark at the address of collection.

2.3 SPECIAL TRANSPORT (COLLECTION)

Special Transport (Collection) should be understood to mean:

1. collection outside the period of time between 14:00 and 18:00 hours,
2. collection from islands without a fixed link, and
3. collection where the customer's volume of consignments fills more than 4 transport units.

3. COLLECTION FROM BOX

3.1 DEFINITION OF COLLECTION FROM BOX

Where Collection from Box has been agreed to in the customer agreement, the customer's consignments will be collected from a box that Post Danmark has lent to the customer.

Subject to the modifications below, the terms for Collection shall apply correspondingly to Collection from Box.

3.2 TIMESLOT FOR COLLECTION FROM BOX

Collection from the box occurs in an extended timeslot of minimum 2 hours at the address of delivery specified in the customer agreement.

3.3 PROVISION AND INSTALLATION OF BOX

The terms specified in the customer agreement shall apply to the provision of a box which must be returned to Post Danmark without delay in case of termination of the agreement on Collection from Box.

The box must be installed in an easily accessible outdoor place at the address of collection specified in the customer agreement. Collection from Box will not be provided from a box installed in non-compliance with the aforementioned requirement for accessibility.

3.4 USE

The customer is responsible for keeping the box locked by a padlock or a similar safety device.

Access to open the box must be provided to the Customer and Post Danmark only.

The box must solely be used for Post Danmark's provision of Collection from Box.

Insured Letters are not accepted for Collection from Box, but must be posted at a post office.

Registered Letters are accepted for Collection from Box on condition that the customer has provided the letters with a barcode number. Letters handed over for carriage in respect of which the customer requests a receipt for the handover for carriage must be accompanied by a certificate of posting form or be listed on a special receipt list.

Letters not fulfilling the aforementioned requirements will be treated as ordinary letters.

A consignment will be regarded as surrendered to Post Danmark when Collection from Box in respect of the consignment has been provided by Post Danmark.

The requirement set out in the second clause of subparagraph 3.2 for staff presence in connection with Collection shall not apply to Collection from Box.

TRANSPORTATION SERVICES

POST DANMARK A/S

GENERAL TERMS AND CONDITIONS FOR SPECIAL DELIVERY AND COLLECTION APPLICABLE FROM 1 JANUARY 2017

Due to the box installation in an outdoor location, the customer must take the necessary precautions to ensure that consignments placed in the box are protected against bad weather conditions. Post Danmark accepts no liability for damage to consignments caused thereby.

4. COLLECTION OF TRAILER OR TOWED VEHICLE

If specified in the customer agreement that consignments must be collected by means of a trailer or a towed vehicle as provided and collected, Collection in respect of such consignments will further be subject to the following provisions:

Post Danmark will provide an empty trailer or a towed vehicle to the customer at the address of collection specified in the customer agreement. At the same time, the company will collect a trailer or a towed vehicle filled with consignments to be collected under the customer agreement. This will be done as specified in the customer agreement.

The customer undertakes to load and pack the trailer or towed vehicle with postal containers, tray carriers, cages, loose yellow trays or pallets containing consignments that are to be collected. The customer is obliged to indemnify Post Danmark for any loss that Post Danmark or any third party might incur as a result of the manner in which the customer has loaded or packed the trailer or towed vehicle.

The consignments will not be regarded as surrendered to Post Danmark until the time of commencement of transport of the trailer or towed vehicle by Post Danmark or by a third party in charge of collecting the consignments on behalf of Post Danmark. The customer must keep the trailer or towed vehicle locked and ensure in relation to the driver that the trailer or towed vehicle is unlocked, opened and locked again in connection with Collection.

5. EXTRA COLLECTION

5.1 DEFINITION OF EXTRA COLLECTION

EXTRA Collection should be understood to mean collection which may be ordered by customers with a customer agreement as well as by customers without a customer agreement. The agreement on EXTRA Collection is thus subject to the present General Terms and Conditions and shall in other respects be governed by Danish law, except for the part dealing with private international law.

5.2 CONDITIONS

Orders for EXTRA Collection can be placed on <http://www.postnord.dk/transportbestilling>.

Only customers who have entered into a customer agreement on Collection can place orders for EXTRA Collection online. Customers without a customer agreement on Collection must have entered into a credit agreement

with Post Danmark and can only place orders for EXTRA Collection by telephone.

Online orders for EXTRA Collection must have been received by Post Danmark no later than at 16:00 hours the weekday before the EXTRA Collection in question.

Post Danmark reserves the right to omit execution of an order for EXTRA Collection.

6. PAYMENT

Special delivery and collection is paid in advance on an annual basis, unless a special agreement of monthly payment has been entered. Post Danmark sends an invoice at the beginning of February (annual payment) or the beginning of each month (monthly payment) for services in the following year/month. Payment date is the 14th of the month, the invoice has been received.

7. DANGEROUS GOODS

Dangerous goods are defined as consignments that must be marked by a UN number according to the ADR Convention. Post Danmark will not carry dangerous goods unless notification of collection comprising dangerous goods has been given either by specification of such collection in the customer agreement or by use of the telephone number stated in the customer agreement for this purpose.

8. PACKAGING

Unless otherwise agreed, the customer undertakes to pack the consignments in postal containers, tray carriers, cages, loose yellow trays or on pallets. The consignments must have been split up in accordance with the instructions of Post Danmark.

Pallets to Norway must comply with the international requirements for treatment of unprocessed wood for packaging production.

Each pallet must be properly wrapped by means of shrink wrapping or similar, unless otherwise agreed.

Regarding dimensions and weight of postal containers and light goods, please refer to the General Terms and Conditions for the respective consignment types.

The customer must ensure appropriate packing of postal containers, tray carriers, cages, loose yellow trays or pallets, including that the contents are securely tied or fastened together, and make sure that the contents – if required – are packed in such a manner as to be sufficiently protected to withstand normal carriage as well as to prevent the consignments or their contents from causing damage or injury to other consignments, Post Danmark or any third party.

Post Danmark is not obliged to check the packaging or how postal containers, tray carriers, cages, loose yellow trays or pallets

are packed. If, in connection with the collection, Post Danmark finds out that the consignments are not packed or wrapped in an appropriate manner, the company will be entitled to omit collection of the consignments.

Post Danmark undertakes to lend equipment (postal containers, tray carriers, cages, loose yellow trays or pallets) to the customer free of charge. At the time of collection, such equipment will be delivered to the customer at the address of collection stated in the customer agreement. Equipment lent to the customer for carriage of consignments by Post Danmark may only be used for this purpose and must be returned to Post Danmark without delay in case of termination of the agreement on Collection. If Post Danmark has agreed to keep a record of pallets credited/debited, respectively the customer and Post Danmark must immediately on termination of the agreement on Collection settle any pallet debt in relation to the other party.

In connection with collection, Post Danmark will as a normal rule provide equipment equivalent to the amount of equipment collected, but with due consideration to the number of consignments for collection on the following day of collection according to the notice given by the customer.

9. DELIVERY OF EXTRA EQUIPMENT

Post Danmark undertakes to lend and deliver extra equipment (postal containers, tray carriers, cages, loose yellow trays or pallets) only if an order for the equipment has been received by the company no later than at 16:00 hours the weekday (excluding Saturdays) before the requested delivery of the equipment. The equipment will be delivered to the customer at the address of collection specified in the customer agreement.

The delivery of extra equipment in pursuance of this subparagraph is subject to the conclusion of a standard customer agreement on Collection. Where no agreement has been concluded on Collection, payment will be charged for delivery of the equipment.

10. COMPENSATION

In connection with Special Delivery of consignments, Post Danmark accepts liability for such consignments until they have been surrendered to the customer.

In connection with Collection, cf. paragraphs 2–4, and EXTRA Collection, cf. paragraph 5, of consignments, Post Danmark accepts liability for such consignments from the time at which they are regarded as surrendered to Post Danmark.

In connection with Special Delivery, Collection and EXTRA Collection, Post Danmark's liability for claims for compensation is solely regulated by the provisions of compensation that apply to the carriage of the type of

TRANSPORTATION SERVICES

POST DANMARK A/S

GENERAL TERMS AND CONDITIONS FOR SPECIAL DELIVERY AND COLLECTION APPLICABLE FROM 1 JANUARY 2017

consignment in question in accordance with Post Danmark's General Terms and Conditions.

The liability for claims for compensation in respect of, for example, a domestic letter that is lost or delayed etc. owing to circumstances of Post Danmark in connection with Special Delivery or Collection of the letter will thus be regulated by the General Terms and Conditions for Domestic Letters.

Accordingly, the only relevance of the agreement on Special Delivery, Collection or EXTRA Collection in relation to Post Danmark's liability for claims for compensation is that the consignments will be regarded as surrendered to the customer or surrendered to Post Danmark at the times specified in subparagraphs 2.2, 3.2 and 4.4 as well as in paragraph 5.

If, however, Collection or Special Delivery is delayed by more than 15 minutes in relation to the end of the time period specified in the customer agreement owing to circumstances of Post Danmark, Post Danmark will, upon request, reimburse to the customer an amount (not subject to VAT) of DKK 200. Post Danmark accepts no liability for any delay in cases of force majeure, as described in detail in the customer agreement.

No reimbursement will be made as a result of delay in the period of time between 15 and 31 December where delays must be expected of Special Delivery and Collection in relation to the time period specified in the customer agreement.

Any claim for reimbursement as a result of delay occurred in relation to Special Delivery or Collection must be made in writing by the customer within 21 days after the relevant Special Delivery or Collection has been provided. Any claim made against Post Danmark beyond the stated time limit will be forfeited.

The period of limitation for a claim against Post Danmark as a result of delay occurred in relation to Special Delivery or Collection is 1 year from the date on which the consignment is surrendered to the customer or Post Danmark. For a definition of the meaning with surrendered to the customer or Post Danmark, reference is made to subparagraphs 1.2, 2.2 and 3.4 as well as to paragraph 4. The institution of proceedings or a written agreement on suspension of the period of limitation will suspend the period of limitation.
