

Terms and conditions of subscription

PostNord Stamps

1.0 Description of subscription

PostNord issues new stamps on an ongoing basis, and so to make sure that you have all the latest releases in your collection, you can subscribe for our various stamp products. The different types of stamp products are presented in the overview published online at www.postnord.dk/en/Samler/stamps

When you take out a subscription for stamps at PostNord, you automatically receive the latest stamps as soon as they are issued. A subscription covers new issues, but not reprints.

The subscription is ongoing, which means that it will continue until you terminate it.

You have to be at least 18 years of age to take out a subscription.

1.1 Prices

The prices of the different subscriptions are presented in the price list in effect at any time, published online at <https://www.postnord.dk/en/Samler/stamps>.

1.2 Dispatch

The stamps are sent via standard mail. Postage is included in the price.

If the value of a single subscription delivery exceeds DKK 1,000, the product will be sent by registered mail, which means that the recipient will have to sign for reception.

1.3 Payment

You will receive a delivery note together with the subscription delivery. You will subsequently receive an invoice for the product.

For customers in Denmark, the invoice must be paid within 14 days. For customers outside Denmark, the invoice must be paid within a month.

If you live in Denmark, you can also register with "Betalingsservice" to ensure that payment is made automatically. You can also use payment cards such as Dankort (in Denmark), Mastercard and Visa.

Failure to pay on time will result in a reminder being sent and an additional fee of DKK 100 being charged. If you fail to react to the reminder, PostNord will instigate debt-collection proceedings.

1.4 Personal data

Taking out a subscription for stamps is subject to the "Privacy policy for PostNord's digital channels", which you can read online at: <https://www.postnord.dk/en/privacy-policy>. By taking out a subscription, you consent to PostNord processing personal data in accordance with this policy.

PostNord A/S is the Controller for the processing of the personal data performed in connection with administration of the subscription. The purpose of the processing of personal data is to enable you to set up ongoing subscriptions, order new issues,

receive stamps and make the associated payments.

1.5 Right of withdrawal

You have the right to withdraw from your subscription purchase within 14 days. The right of withdrawal expires 14 days after the day on which you receive your first delivery of stamps. In order to exercise your right of withdrawal, you must inform PostNord Stamps in writing – by letter or email, for example. You will be deemed to have exercised your right of withdrawal if you send your notification message before the expiry of the withdrawal deadline.

You can only exercise your right of withdrawal if you have not yet started to use your subscription; in practice, this means that you must not yet have started to use the stamps.

If you choose to exercise your right of withdrawal, we will refund all payments received from you without undue delay, and in any circumstances no later than 14 days from the date on which we received the items you returned. Under no circumstances will you be obliged to pay fees of any kind as a result of the repayment. You will, however, be required to pay postage for returning the stamps you have received.

1.6 Cancellation of, or changes to, your subscription

You can change or cancel your subscription up to 30 days **before** a new issue. If you make a change on a date closer than this to an issue, the change will only come into effect as from the subsequent issue.

Notification of cancellation must be issued in writing by letter or email to PostNord Stamps.

Failure to pay or refusal to receive a delivery under the subscription is not considered notice of cancellation, and does not release you from your obligation to pay.

If you change your address, it is your responsibility to inform us of this, because we will not be notified automatically. Changes of address must be reported no later than 30 days before they are to come into effect.

1.7 Changes to prices or terms and conditions

PostNord updates the prices of its subscriptions once a year on January 1. The applicable price list at any time is published online at www.postnord.dk/en/Samler/stamps.

PostNord may make other changes on an ongoing basis at one month's notice. Information about such changes will be published in the customer magazine or communicated in another way.

1.8 Complaints

If there are any faults or defects in the delivery you receive, you need to submit a complaint no later than 30 days after reception by contacting our customer service department.

1.9 Venue and governing law

Any disputes arising from the present subscription terms and conditions are subject to Danish law and shall be resolved in the Danish courts.

1.10 Customer service

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