

## Special Terms and Conditions

# Domestic Letters

### General information

These Special Terms and Conditions apply to the carriage of Domestic Letters (Breve Inland) and have been prepared in conformity with the provisions stipulated in Act No. 1536 of 21 December 2010 as amended (the Postal Services Act) and associated provisions.

In this context, "Domestic Letters" are defined as letters (Letters and Quickletters etc) handed over to Post Danmark (hereinafter called "PostNord") for carriage to recipients in Denmark (excluding the Faroe Islands and Greenland).

These Special Terms and Conditions are applicable to items handed over for carriage as from and including 1 January 2022.

In the absence of any express statement to the contrary, the expression "working days" is, in the following sections, taken to mean Monday to Friday, excluding public holidays, 5 June (Constitution Day) and 24 December, as well as intermediate days approved by the Danish Transport, Construction and Housing Authority. "Intermediate days" are single working days falling between Sundays and public holidays, as well as official non-working days.

No items will be collected and/or distributed on 31 December 2022.

### 1.0 Letters

#### 1.1 Requirements on standard of service and quality

Pursuant to Individual license issued by the Danish Transport, Construction and Housing Authority, the service standard for ordinary Domestic Letters (Letter (Brevet)) is delivery within 5 weekdays of hand-over to PostNord for carriage. However, see paragraph 9 (Exemption of Letters), where the recipient may decide to have Letters delivered one day later than prescribed by the service standard.

The quality of service requirement implies that 93 per cent of the Letters must be carried in accordance with the service standard.

PostNord has the stated aim of achieving 95 per cent quality fulfillment.

#### 1.2 Physical dimensions and weight

All Letters must comply with the following dimensions:

- Minimum: 14 x 9 cm. In roll or bar form: length 10 cm and length + 2 x diameter/height = 17 cm.
- Maximum: length 60 cm and length + width + height = 90 cm. In roll or bar form: length 90 cm and length + 2 x diameter/height = 104 cm.

Letters may weigh a maximum of 2 kg, including packaging.

The maximum standard format is 23 x 17 x 0.5 cm, with a maximum weight of 50 g.

The maximum large letter format is 33 x 23 x 1 cm, with a maximum weight of 250 g.

The maxi-letter/oversize format is any format bigger than the large letter format.

#### 1.3 Contents

PostNord will not accept Letters for carriage if their format, contents, carriage or storage are in contravention of any regulation, or if they require special arrangements (e.g. refrigerated articles and perishables), safety measures or permits.

Also, Letters must not contain:

- cash, travelers' checks, bearer securities, precious metals such as platinum, gold and silver, precious stones, or any other valuable articles. Subject to certain limits on the insured value, such contents may, however, be sent as Registered Letters (Rekommanderet Brev) – cf. paragraph 10 – or Insured items; see the Special Terms and Conditions for Insured items. In this context, "Bearer securities" is taken to mean debt instruments, shares, checks which are not crossed, bills of exchange, safe custody receipts and other documents that represent a monetary value and which entitle the holder of the document to transfer it, to receive payment according to it, and to claim movable property released or services provided under its terms.
- Dangerous goods. In this context "Dangerous goods" is taken to mean all substances or materials whose physical or chemical properties may constitute a hazard to persons, animals, the environment (production equipment and other consignments, for instance), or means of transport. Dangerous goods include all articles currently designated dangerous goods according to the UN "Recommendations on Transport of Dangerous Goods. Model Regulations". PostNord has prepared a list entitled "Dangerous goods that must not be sent via PostNord", which is published online at [www.postnord.dk](http://www.postnord.dk).
- Knives that require a permit to purchase, possess, carry or use, weapons, weapon parts, soft guns, etc. as well as copies of these and live/blank ammunition or explosive components.
- Live animals of any kind.
- Counterfeit goods and fakes.

Letters that are found to contain dangerous goods or prohibited articles will be returned to the sender against payment of a fee or will be handed over to the proper authority.

#### 1.4 Packaging and sender statement

Senders are responsible for packaging Letters properly, or ensuring that they can be forwarded properly without packaging, so as to make sure that the contents are sufficiently protected during normal processing and mechanical sorting, as well as to prevent Letters from causing damage or harm to other consignments, PostNord or a third party.

Porcelain, glass and similar fragile objects must be packaged extra solidly with material that is suitable for protecting the contents.

Highly fluid and readily condensable liquids and substances must be placed in completely leak-proof containers. The individual container must be packed and placed in particular solid packaging containing a protective material which can absorb the liquid in the event of a rupture of the container.

Letters should also feature the sender's name and address to allow them to be returned in the event that they cannot be delivered to the designated recipient.

For Letters franked with PP, Franking Service, postage machine or via Online Porto Business, the sender's name and address must be clearly stated on each individual letter. A logo is not sufficient. Undeliverable Letters without sufficient sender information will normally not be returned but will generally be stored for collection at PostNord for two months, after which they will be destroyed.

#### 1.5 Handover

Letters may be handed over for carriage in the following ways:

- in any of the mailboxes installed by PostNord.
- at the post office,
- at a mail center or business drop off location,
- For households in rural areas, prepaid letters may also be handed to the mail carrier, although without the option to buy supplementary services.

PostNord does not issue receipts for Letters handed in.

Letters franked PP (Postage Paid) may be regarded as posted on the following day where insufficient posting details are provided or where handover conditions have not been fulfilled. The sender will be charged the cost of splitting up a consignment if appropriate.

#### 1.6 Right of disposal

Until delivery has been made or notification of attempted delivery has been issued to the recipient stated on the Letter, senders are entitled to request Letters returned or delivered to another recipient. However, PostNord cannot guarantee that the Letter can be stopped if it has been transferred to another mail carrier. PostNord does not reimburse postage on returned Letters. Where senders choose to exercise their right of disposal, PostNord may charge a fee for sending the request concerning the altered conditions.

#### 1.7 Delivery

PostNord delivers Letters throughout Denmark on weekdays to the address stated on the Letter – although see below and in subparagraph 1.8.

Delivery may be limited in the following cases:

- particularly remote or inaccessible locations in rural areas, or

- island communities without regular ferry or boat services. For additional information, refer to the Individual license from the Danish Transport, Construction and Housing Authority.

In special cases where delivery is hampered by circumstances at the recipient, or where delivery involves a physical or mental risk, PostNord may decide to decline to deliver Letters – for instance because of vicious dogs that are not tethered at the delivery address, failure to grit/clear snow, harassing or otherwise offensive/threatening behavior.

In the absence of any agreement to the contrary in respect of, for instance, recipients residing in barracks, hotels, hospitals, rest homes, student hostels or similar, PostNord undertakes to deliver Letters to the recipient's mailbox/slot or to a clustered mailbox unit at the address stated on the Letter.

At large institutions and companies, Letters are delivered to a single location at the main address in the absence of any specific agreement to the contrary.

PostNord may decline to deliver Letters to recipients who fail to comply with the provisions stipulated for the installation of mailboxes, clustered mailbox units or slots, or whose name is not shown on/near the mailbox, clustered mailbox unit or slot. The same applies if the recipient has failed to provide access to the clustered mailbox unit or if the recipient's mailbox is completely full.

Letters which PostNord declines to deliver will normally be returned to the sender. However, PostNord may decide to attempt to redeliver the Letter, to deliver the Letter to an adult person at the address or retain the Letter for collection from a post office.

In the case of Letters that are delivered in return for a receipt or which, owing to their size, cannot be delivered to the recipient's mailbox/slot or to a clustered mailbox unit, PostNord will attempt delivery to the recipient in person, cf. subparagraph 1.7.1. If this is not possible PostNord will attempt to deliver the Letter to an adult member of the recipient's household or to a member of the recipient's staff at the address. If delivery cannot be made to any such person, PostNord will as far as possible leave a notification card at the delivery address. The recipient, or a person empowered to do so, may subsequently collect the Letter at the local post office within the deadline stated on the card on presenting the requisite identification. The usual deadline for collection is 14 days.

If PostNord is unable to deliver the Letter to the recipient and the deadline stated on the notification card has expired, the Letter will be returned to the sender.

#### 1.7.1 "Modtagerflex" (Unattended Delivery) and "Flexlevering" (Flex Delivery)

Letters which, on request from the recipient, are delivered by leaving them in a designated place at the recipient's address under the terms of the services named "Modtagerflex" (Unattended Delivery) or "Flexlevering" (Flex Delivery); see Paragraph 6. In such cases, Letters will be deemed to have been received when left at the address. Upon such delivery, PostNord accepts no further liability for any loss of or damage to the Letter in question. For additional information, see paragraph 6 (Flex Delivery) and the Special Terms and Conditions for "Modtagerflex".

### 1.8 Change of address

Upon notification of change of address to PostNord, Letters are forwarded to the new address free of charge within a specified period, normally six months.

PostNord may also inform senders of the new address where a separate agreement has been made to that effect with the sender(s) in question.

Information on change of address will, however, never be disclosed to senders where the recipient has explicitly instructed PostNord to keep the address secret.

### 1.9 Undeliverable letters

Letters which cannot be delivered to the recipient or returned to the sender are dealt with by PostNord in accordance with the rules set out in Section 12 of the Danish Postal Service Act and associated provisions.

### 1.10 Confidentiality and opening mail

PostNord treats any information concerning the sender's use of postal services as confidential.

Pursuant to Consolidation Act No. 646 of 2 June 2017 as amended, on the Civil Registration System, an obligation can, however, be imposed on PostNord to provide such information to municipal councils for use in the investigation of a person's residential circumstances.

Where it has not been possible to find the intended recipient or the sender, Letters handed over for carriage can be opened by PostNord without judicial authorization in conformity with Section 12 of the Danish Postal Services Act and associated provisions.

Letters can likewise be opened without judicial authorization where the objective is to determine the extent of any damage to the Letter.

### 1.11 Franking

Letters must be franked with postage stamps, postage labels, franking marks, postage codes, PP (Postage Paid) impressions, or as prepaid reply items.

"PP impressions" (PP-påtryk) are available for download from [www.postnord.dk](http://www.postnord.dk). The rules regarding the placement of "PP impressions" on letters are published online at [www.postnord.dk](http://www.postnord.dk) and in the fact sheet pertaining to this franking method.

### 1.12 Processing of personal data

PostNord will act as data controller when processing personal data in the provision of the service, as PostNord decides the purposes and means of the processing.

PostNord will process the personal data to provide the service, to develop and test PostNord's IT systems, to compile anonymized statistics and to offer additional services that are naturally connected to the deliver the service. PostNord will process personal data related to the Customer (if the Customer is a private person) and to recipients of the letters, and/or to the Customer's employees or customers (if the Customer is a legal entity), such as name, address, telephone number and email address.

For more information on PostNord's processing of personal data and of the rights of the data subjects whose personal data is processed, see our privacy policy at; [www.postnord.dk/personlige-oplysninger](http://www.postnord.dk/personlige-oplysninger).

If the Customer is a legal entity, the Customer is responsible for informing its employees and/or customers of PostNord's processing of personal data.

Data controller for the processing of personal data is PostNord A/S, Hedegaardsvej 88, 2300 København.

### 1.13 Price

The list prices applicable at any time are published online at [www.postnord.dk](http://www.postnord.dk). They can also be viewed

at post offices, which provide information about all current prices.

The price of sending letters is determined by its weight. Letters franked by PP (Postage Paid) impression or as Prepaid Reply are, however, priced according to both weight and size. See the fact sheets concerning these franking methods.

Letters that are not franked or franked with insufficient postage will in principal be carried as requested by the sender. For this service, PostNord is entitled to bill the sender for the deficient postage, as well as to charge an administrative fee. The size of the fee charged is stated in the tables of prices available from post offices and online at [www.postnord.dk](http://www.postnord.dk). On suspicion of conscious or repeated failure to pay full postage, PostNord may decline to perform distribution until full postage and the administrative fee have been paid.

Items that exceed the maximum size and/or weight limits for Letters will be treated and priced as postal parcels. If PostNord does not know the identity of the sender, the recipient may take delivery of such items against payment of the administrative fee and the deficient postage.

### 1.14 Payment

In the absence of any written agreement granting credit, payment must be made in cash when the Letter is handed over for carriage.

### 1.15 Compensation

PostNord's liability for claims for compensation in respect of Domestic Letters is regulated by Individual license issued by the Danish Transport, Construction and Housing Authority.

PostNord will pay no compensation of any kind, nor offer any form of discount, for delay, loss – including delivery to a wrong address – damage to or loss in whole or in part of the contents, etc. of Letters.

### 1.16 Sender's compensation liability

The sender is obliged to indemnify PostNord against any loss incurred by PostNord as a result of non-compliance with the requirements regarding contents and packaging of a Letter that are stated in the present Special Terms and Conditions. These include the requirements in subparagraphs 1.3 and 1.4, in subparagraph 7.1 for Flex Delivery Letters, as well as in subparagraph 10.1 for Registered Letters. In other respects, the sender assumes liability for compensation in accordance with the general rules of Danish law.

### 1.17 Complaints

Any complaint by senders or recipients about PostNord's carriage of a Letter must be submitted to PostNord Customer Service.

The complaint must be submitted within six months of the Letter having been handed over for carriage. Insofar as claims for compensation for Registered Letters are concerned, refer to the special deadlines for submitting complaints specified in subparagraph 10.7.

PostNord undertakes to handle complaints within one month of receipt, in the absence of any special circumstances.

The decision of the Customer Service department may be appealed to the PostNord Complaints Review Service:

Hedegaardsvej 88  
DK-2300 Copenhagen S

The Complaints Review Service also provides guidance on the complaint procedure.

## 2.0 Quickletters

Quickletter is a day-to-day service for letters handed over to PostNord in accordance to 2.2. Quickletters are not part of the Universal Service Obligations given by law. Postnord delivers Quickletters on all weekdays.

Quickletters are covered by the present Special Terms and Conditions, cf. subparagraphs 1.1–1.17, subject to the following modifications:

### 2.1 Goals on standard of service and quality

The service standard for Quickletters (Quickbreve) is day-to-day delivery on all working days. However, see paragraph 1.5. and 9 (Exemption of Letters), where the recipient may decide to have Quickletters delivered one day later than prescribed by the service standard.

Quickletters has the stated aim of achieving 95 per cent quality fulfillment.

### 2.2 Handover

Quickletters can be handed over at the same service points as Letters, cf. subparagraph 1.5, noting that mailboxes cannot be used.

Quickletters must be handed over at the post office before the time limit of the day, which can be found at [www.postnord.dk](http://www.postnord.dk) under "find us". If handed over later than that, or if handed over to the mail carrier, an extra day must be expected in regard to the service standard.

### 2.3 Franking

Quickletters must be franked with postage labels, franking marks, postage codes or PP (Postage Paid) impressions.

### 2.4 Markings

When a Quickletter is franked with a postage code or franking mark a "Q" must also be written (or printed) next to the franking/code or over the addressee. If a Quickletter is not marked correct it will be handled as an ordinary letter (The Letter) with longer delivery times. By other ways of franking further marking with "Q" is not needed.

## 3.0 Business Letters, 2 days

The "Business Letters, 2 days" service is covered by the present Special Terms and Conditions, cf. subparagraphs 1.1–1.17, subject to the following modifications:

"Business Letters, 2 days" cannot be combined with supplementary services.

### 3.1 Conditions for sending Business Letters, 2 days

Senders wishing to use the "Business Letters, 2 days" service must have entered into a Customer Agreement with PostNord to this effect.

### 3.2 Service goals and requirements on quality

The service goal for the "Business Letters, 2 days" service is delivery within two weekdays of handover to PostNord for carriage.

The quality requirement implies that 93 per cent of "Business Letters, 2 days" mail must be carried in accordance with the service standard.

PostNord has the stated aim of achieving 95 per cent quality fulfillment.

## 3.3 Physical dimensions and weight

Letters sent "Business Letters, 2 days" must comply with the standard letter format and weight.

## 3.4 Franking, handover and division

The product-specific terms and conditions concerning franking, handover and division are set out in the fact sheet for the product.

## 4.0 Business Letters

Business Letters are covered by the present Special Terms and Conditions, cf. subparagraphs 1.1–1.17, subject to the following modifications:

Business Letters cannot be combined with supplementary services.

### 4.1 Conditions for sending Business Letters

Senders wishing to send Business Letters must have entered into a Customer Agreement with PostNord to this effect. The product-specific terms and conditions are set out in detail in the fact sheet relating to the product.

### 4.2 Requirements on standard of service and quality

See subparagraph 1.1.

### 4.3 Physical dimensions and weight

Business Letters must comply with the size and weight requirements for Standard Letters and Large Letters.

### 4.4 Franking, handover and division

The product-specific terms and conditions concerning franking, handover and division are set out in the fact sheet for the product.

## 5.0 Business Letters Maxi

Business Letters, Maxi are covered by the present Special Terms and Conditions, cf. subparagraphs 1.1–1.17, subject to the following modifications:

Business Letters, Maxi cannot be combined with supplementary services, apart from Flex Delivery.

### 5.1 Conditions for sending Business Letters, Maxi

Senders wishing to send Business Letters, Maxi must have entered into a Customer Agreement with PostNord to this effect. The product-specific terms and conditions are set out in detail in the fact sheet relating to the product.

### 5.2 Requirements on standard of service and quality

See subparagraph 1.1.

### 5.3 Physical dimensions and weight

Business Letters, Maxi must comply with the general requirements on size and weight stipulated in subparagraph 1.2.

### 5.4 Franking, handover and division

The product-specific terms and conditions concerning franking, handover and division are set out in the fact sheet for the product.

## 6.0 Literature for the Blind

Literature for the Blind is covered by the present Special Terms and Conditions for Letters cf. subparagraphs 1.1–1.17, subject to the modifications specified below, as well as in Appendix 1 to the

Individual license issued by the Danish Transport, Construction and Housing Authority.

## 6.1 Requirements on standard of service and quality

See subparagraph 1.1.

## 6.2 Weight

Literature for the Blind items may weigh a maximum of 7 kg.

## 6.3 Contents

Literature for the Blind items may only contain communication material destined for use by blind people. See the terms and conditions set out in Appendix 1 to the aforementioned license.

## 6.4 Labeling

Literature for the Blind items must be marked with a special label, which is available from selected post offices. For additional information in this regard, contact PostNord Customer Service.

## 6.5 Price

The carriage of Literature for the Blind is postage free where a non-commercial relationship exists between the sender and the recipient.

## 7.0 Flex Delivery (Flexlevering)

Letters, Quickletters and Business Letters, Maxi sent under the Flex Delivery scheme are covered by the Special Terms and Conditions that apply to Letters, Quickletters and Business Letters, Maxi, respectively, cf. subparagraphs 1–1.17, 2–2.5 and 5–5.5, subject to the following modifications:

### 7.1 Contents

Letters, Quickletters and Business Letters, Maxi that contain items of insignificant value to any third party can, by arrangement with the receiver, be sent under terms of Flex Delivery.

### 7.2 Labeling

When sending letters with Flex Delivery, they must be clearly marked "FLEXLEVERING" above the address label, and the sender must state a suggested place of delivery at the address.

### 7.3 Delivery

Items sent under terms of Flex Delivery may be left at the suggested place of delivery at the address. If the recipient has entered into an agreement with PostNord regarding "Modtagerflex" (Unattended Delivery), the item/Letter may also be left at the delivery address in a place chosen by the recipient pursuant to the "Modtagerflex" agreement.

It is the responsibility of the sender to ensure that PostNord can legally deliver items sent under the terms of Flex Delivery at the place designated by the sender.

### 7.4 Compensation

PostNord will pay no compensation of any kind, nor offer any form of discount, for delay, loss – including delivery to a wrong address – damage to or loss in whole or in part of the contents, etc. of items sent under the terms of Flex Delivery, cf. subparagraph 1.15.

PostNord likewise cannot be held liable for anything – including but not limited to loss or damage of any kind caused by weather conditions or theft – that might happen to items sent under the terms of Flex Delivery after PostNord has placed them at the recipient's address.

## 8.0 Proclaim return receipt (Postforkyndelse)

Letters mailed under the terms of Proclaim return receipt (Postforkyndelse) are covered by the present Special Terms and Conditions, cf. subparagraphs 1.1–1.17, subject to the following modifications:

### 8.1 Definition

Letters mailed under the terms of Proclaim return receipt can only be sent by the courts, public authorities other than the courts, and by approved private boards of complaint or appeal.

Letters mailed under the terms of Proclaim return receipt are letters containing a writ or other document from a court to be served on the recipient.

### 8.2 Requirements on standard of service and quality

See subparagraph 1.1.

### 8.3 Labeling

Letters mailed under the terms of Proclaim return receipt must feature on their front a special label inscribed "Postforkyndelse".

### 8.4 Handover

Letters mailed under the terms of Proclaim return receipt must be handed over at a post office.

Letters with Proclaim return receipt can be handed over at the same service points as Letters, cf. subparagraph 1.5, noting that mailboxes cannot be used.

Letters with Proclaim return receipt must be handed over at a Business Drop off location or at one of the post offices that accept such for delivery, noting that Collect Shops cannot be used. Contact PostNord Customer Service for information about the post offices that accept Proclaim return receipt for delivery. This information is also published online at [www.postnord.dk](http://www.postnord.dk) at "Find us". Before handing over a Letter under the terms of Proclaim return receipt, the sender must complete a special "Postforkyndelse" form, which must then be placed in a plastic pocket to be affixed to the reverse side of the Letter in question.

PostNord may issue a receipt for the handover on a pre-completed "Postkittering" (Certificate of mailing) form.

### 8.5 Delivery

Special delivery rules, cf. the Danish Administration of Justice Act, apply to the delivery of Letters mailed under the terms of Proclaim return receipt. See the instructions printed on the reverse side of the "Postforkyndelse" form.

Notification of attempted delivery and retention for collection are services which cannot be procured in respect of Letters mailed under the terms of Proclaim return receipt. Where the second delivery attempt of a Letter mailed under the terms of Proclaim return receipt has failed, the Letter will be returned to the sender forthwith.

The mail carrier notes delivery on the form and returns it to the address stated on the form.

## 9.0 Exemption of Letters

Letters that the recipient has specified "Fratagelse" (Exemption of letters) are covered by the present Special Terms and Conditions, cf. subparagraphs 1–1.17, subject to the following modifications:

### 9.1 Definition

Exemption of letters entails that, upon entering into a Customer Agreement with PostNord, the recipient may specify that letters addressed to the recipient may be delivered to an address designated by the recipient other than the address stated on the letter.

### 9.2 Delivery

Letters covered by Exemption scheme will be delivered to the recipient one (1) weekday later, relative to the original service and requirement standards specified for the relevant letter product, see subparagraphs 1.1, 2.1, 3.2, 4.2 and 5.2.

## 10.0 Registered letters

Registered Letters and Quickletters are covered by the present Special Terms and Conditions, cf. subparagraphs 1–1.17 and 2-2.5, subject to the following modifications:

### 10.1 Contents

Registered letters may contain cash and/or bearer securities at a value not exceeding DKK 1,050 per letter.

The value of bearer securities is calculated on the basis of the current value of the document. If the document does not state a value, or if the value stated in the document does not represent the current value, the value will be set at the commercial value that the document represents. PostNord may request documentation of the commercial value from the sender.

### 10.2 Labels, bar codes and EDI

For Registered letters covered by a Customer Agreement, the sender is required to submit electronic transport orders (EDI) to PostNord for all items according to PostNord Special Terms and Conditions for EDI.

### 10.3 Handover

Registered letter can be handed over at the same service points as Letters, cf. subparagraph 1.5, noting that mailboxes cannot be used.

Registered Letters must be handed over at a Business Drop off location or at one of the post offices that accept such for delivery, noting that Collect Shops cannot be used. Contact PostNord Customer Service for information about the post offices that accept Registered letters for delivery. This information is also published online at [www.postnord.dk](http://www.postnord.dk) at "Find us".

PostNord can issue a receipt for handover.

### 10.4 Delivery

PostNord undertakes to deliver Registered letters in return for a receipt.

### 10.5 Franking

Registered letters purchased in cash via the PostNord self-service solution "Online Porto" at [www.postnord.dk](http://www.postnord.dk) do not require separate franking.

Customers who have a Customer Agreement that encompasses Registered letters and who are using a TA-system shall not frank the letters. The letters are invoiced based on the Customer Agreement.

## 10.6 Compensation

### 10.6.1 Compensation for delay

Pursuant to the Individual license issued by the Danish Transport Construction and Housing Authority, PostNord is liable to pay compensation for delays of Registered letters where the delay is due to intent or negligence on the part of PostNord.

No compensation will be paid for delays attributable to fault or negligence on the part of the sender or recipient that are of significance to the delay.

Registered Letters will be deemed to be delayed where delivery or attempted delivery of the letter has been made later than one weekday after the service standards specified in subparagraph 1.1.

Registered letters sent for destinations where delivery is not made on a daily basis, cf. subparagraph 1.7, will not, however, be deemed to be delayed unless the actual carriage time exceeds the time that can reasonably be expected under normal circumstances.

Compensation will only be paid for either the sender's or the recipient's documented financial losses, and compensation cannot exceed an amount equivalent to the price charged for carrying the Registered letter.

### 10.6.2 Compensation for loss and damage

Pursuant to the Individual license issued by the Danish Transport, Construction and Housing Authority, PostNord is liable to pay compensation for the loss of – including complete or partial loss of the contents – or damage to a Registered Letter where the loss or damage is due to intent or negligence on the part of PostNord.

Delivery of a Registered letter to a person other than the person to whom PostNord is entitled to deliver the letter will be equated with loss of the letter in question, provided that the letter has not subsequently been received by the intended recipient.

PostNord is not liable to pay compensation if the sender has failed to meet the requirements stipulated in the present Special Terms and Conditions with regard to packaging or to the contents in a letter. Nor is PostNord liable to pay compensation in the event of fault or negligence on the part of the sender or recipient that is of significance to the loss or damage.

Compensation will only be paid for the documented value of the lost item or for the documented deterioration in value caused by the damage to the Letter. No compensation will be paid for either the sender's or the recipient's loss of profit, loss of use, operational loss, capital loss or other indirect consequences of the damage.

Compensation for loss of – including complete or partial loss of the contents – or damage to a Registered Letter cannot exceed DKK 1,050. On the basis of an actual evaluation, PostNord may decide to reimburse an amount up to the maximum compensation applicable, irrespective of whether it is not possible to provide full or partial documentation of the loss incurred.

In the event of loss of the Letter in its entirety, reimbursement will be made of the amount charged for carrying the letter, over and above the compensation paid. The same applies where a consignment has been damaged or its contents lost fully or in part, resulting in it having to be returned.

PostNord is not liable to pay compensation, nor to reimburse the amount charged for carrying a Registered Letter, unless it can be proved that the Letter in question has been handed over to PostNord for carriage.

Payment of compensation or reimbursement as a result of loss – including loss of contents fully or in part – may be conditional upon the signing by the recipient of a solemn declaration to the effect that the recipient has received neither the letter nor the contents in question.

Payment of compensation or reimbursement can be made in full discharge to the sender. If the recipient

has taken delivery of the Letter, payment of compensation or reimbursement in full discharge can only be made to this recipient.

#### 10.7 Deadlines for complaints

Any complaint about readily visible damage to a Registered Letter, or loss of the contents of a Registered Letter fully or in part, must be submitted to PostNord immediately on receipt of the letter in question. Any complaint about damage that is not readily visible must be submitted to PostNord within seven days of receipt of the Letter in question, excluding Sundays and public holidays. Any claim as a result of delay to a Registered letter must be submitted in writing by the sender or the recipient within 21 days of delivery having been made, or notification of attempted delivery having been communicated to the recipient of the Letter in question.

Any complaint about total loss of a Registered Letter must be submitted without undue delay and no later than six months after the letter was handed over for carriage.

Where complaints are not made within the stated deadlines, any claim made against PostNord by either the sender or the recipient will be forfeited.

#### 10.8 Period of limitation

The period of limitation for a claim against PostNord is one (1) year from the date on which the letter is handed over for carriage, unless otherwise stipulated in mandatory requirements of law.

The institution of proceedings will suspend the period of limitation.

#### 11.0 Delivery notification (Return receipt)

Letters with Return Receipt are covered by the present Special Terms and Conditions, see subparagraphs 1-1.17, and 2-2.5, subject to the following modifications:

##### 11.1 Goals on standard of service and quality

See subparagraph 2.1.

##### 11.2 Labels, bar codes and EDI

For letters with Return Receipt, the sender is required to submit electronic transport orders (EDI) to PostNord for all items according to PostNord Special Terms and Conditions for EDI.

EDI must contain a valid email address of the sender. Otherwise it will not be possible to send the Return Receipt to the sender.

##### 11.3 Handover

Letters with Return Receipt can be handed over at the same service points as Letters, cf. subparagraph 1.5, noting that mailboxes cannot be used.

Letters with Return Receipt must be handed over at a Business Drop off location or at one of the post offices that accept such for delivery, noting that Collect Shops cannot be used. Contact PostNord Customer Service for information about the post offices that accept Return Receipt letters for delivery. This information is also published online at [www.postnord.dk](http://www.postnord.dk) at "Find us".

##### 11.4 Labeling

Address label from Online Porto Business with barcode is placed on the front of the letter. Otherwise the letter must feature on the front a special label inscribed "Afleveringsattest" (Return Receipt).

##### 11.5 Franking

Customers who have a Customer Agreement that encompasses Return Receipt and are using Online

Porto Business shall not frank the letters. The letters are invoiced based on the Customer Agreement.

Customers who have a Customer Agreement that encompasses PP-franking can frank letters with Return Receipt with PP-imprint. See the PostNord regulations applicable from time to time regarding how to pay and hand over PP shipments.

Customers who utilize a franking machine can use this solution to frank letters with Return Receipt.

#### 11.6 Delivery

PostNord undertakes to deliver the letter at the address stated on the letter in accordance to subparagraph 1.7. The letter is scanned upon delivery and a Return Receipt is sent to the email specified in the EDI-file. The letters are not notified and are not sent for collection but are returned to the sender immediately if necessary.

##### 11.7 Change of address

If the recipient has moved, letters are not forwarded, but are returned immediately to the sender.

##### 11.8 Reimbursement

For letters with Return Receipt, where the letter after PostNord has given handover receipt via scanning, is lost or delivered to the recipient without documentation via Track & Trace, and without delivery of certificate to sender via e-mail, PostNord can reimburse paid postage for the letter in question.

#### 12.0 Tracked Letter DK

Tracked Letter DK refers to letters that can be tracked by the sender.

Tracked Letter DK is not covered by the Universal Service Obligations in the Danish Postal Services Act.

Tracked Letter DK is covered by the present Special Terms and Conditions, cf. subparagraphs 1-1.17, subject to the following modifications:

##### 12.1 Conditions for sending Tracked Letter DK

Senders wishing to send Tracked Letter DK must have entered into a Customer Agreement with PostNord to this effect.

##### 12.2 Goals on standard of service and quality

The service goal for Tracked Letter DK is delivery within five working days of handover.

The quality goal is for 95% of the Tracked Letter DK to be carried in accordance with the service standard.

##### 12.3 Dimensions

Minimum: 14 x 9 cm.

Maximum: 33 x 23 x 3 cm.

##### 12.4 Labels, bar codes and EDI

Address labels and bar code stickers must be placed on the largest surface of the letter. String, tape and the like must not be placed over the bar code, and the bar code must not be folded around the corners of the letter. If packaging is reused, any old bar codes must be removed.

The sender must supply electronic data interchange (EDI) documents for all letters to PostNord in accordance with PostNord's Special Terms and Conditions for EDI.

#### 12.5 Franking

Franking is to be performed using an approved transport administration system.

#### 12.6 Handover

Tracked Letter DK must be handed over at a mail center or a business drop-off location.

Handover at a mail center must take place before 6 p.m.

For hand over at a business drop off location, a maximum of 2,000 Tracked Letter DK can be delivered in one drop-off and an extra day must be allowed for delivery.

At handover, Tracked Letter DK letters must be sorted into East and West and the packaging must conform to the detailed specifications set out on the product page at [www.postnord.dk](http://www.postnord.dk).

#### 12.7 Right of disposal

Senders are not entitled to request that a Tracked Letter DK is returned or delivered to another recipient.

#### 12.8 Delivery

Tracked Letter DK will be delivered within five weekdays after handover, and otherwise as described in paragraph 1.2.

Tracked Letter DK will be delivered to the recipient's address. Upon delivery, the letter will be scanned.

The letter will be delivered to the recipient's mailbox.

If this is not possible, the letter will be delivered as Flex delivery, in accordance with the respective provisions in paragraph 7. This entails placing letters at the recipient's address, at which point they will be deemed to have been delivered and PostNord shall accept no liability for any subsequent loss or damage.

#### 12.9 Price

The price is based on an item price of up to 2 kg.

Invoicing is based on a scan of the letter.