

## Special Terms and Conditions

# RECIPIENT FLEX (MODTAGERFLEX)

### General information

These Special Terms and Conditions apply to Recipient Flex. In addition, PostNord A/S's (hereinafter called "PostNord") other terms and conditions apply, along with the conditions stated in the Product Fact Sheets for the individual products. These Special Terms and Conditions are applicable to consignments submitted to the recipient address as from January 1, 2022.

PostNord may amend these Special Terms and Conditions by making the amended version available on the PostNord website – [www.postnord.dk/en](http://www.postnord.dk/en) – at least one month prior to the amended terms coming into effect. Notification of substantial changes will, however, always be provided individually and in writing with one month's notice.

In the absence of any statement to the contrary, "weekdays" in the following sections is taken to mean Monday through Friday.

### 1.0 Recipient Flex

#### 1.1 Definition

Recipient Flex is an agreement between the recipient customer and PostNord, whereby the recipient customer accepts that PostNord will deliver the consignment to an agreed location.

#### 1.2 Conclusion of agreement

In order to be able to receive consignments under the Recipient Flex system, the recipient must be registered with this scheme. On registering, recipients receive a Recipient Flex label that they are to affix to their mailbox.

Recipient Flex cannot be established for residents in second homes that are only occupied for part of the year.

The registration applies to the entire household. If the recipient customer is a business, the registration applies to all businesses at the address.

When registering for Recipient Flex, the recipient accepts to assume liability for any loss or damage to a consignment incurred after PostNord has delivered it to the agreed location. Under this scheme, the recipient is responsible for ensuring that PostNord may lawfully leave the consignment at the agreed place.

The recipient also accepts that information concerning registration for Recipient Flex will be disclosed to the sender of the consignment.

In order for the registration to be accepted, the applicant must have reached the age of 18 and be legally competent. The agreement comes into effect for consignments no later than seven (7) weekdays after PostNord has received the registration.

### 1.3 Consignments covered by Recipient Flex

Consignments distributed by PostNord can be linked to Recipient Flex. This also applies to consignments distributed on behalf of other distributors.

Insured items, registered consignments and consignments that require the recipient's signature cannot, however, be linked to Recipient Flex.

Consignments that do not meet the conditions for Recipient Flex will be held for collection at the post office. The recipient will be notified by PostNord when the consignment is ready for collection. This notification will be sent by SMS and/or email to the cell phone number/email address that PostNord has received from the sender of the consignment, or by leaving a notification slip in the recipient's mailbox/mail slot.

### 1.4 Delivery

Consignments are distributed Monday through Friday. PostNord delivers consignments to the location agreed with the recipient. PostNord can, however, deliver the consignment to the recipient's mailbox or mail slot if the dimensions and weight of the consignment make this possible.

If the sender has entered into a Flex Delivery agreement with PostNord, PostNord can instead choose to deliver the consignment to the location proposed by the sender. The recipient must provide simple and unhindered access to the delivery location.

When delivering Recipient Flex consignments, the mail carrier does not ring the doorbell but places the consignment in the location stated by the recipient.

The location designated by the recipient for Recipient Flex must be within a reasonable distance from the place where parcels are otherwise delivered to the recipient.

Once a consignment has been delivered under the Recipient Flex scheme, PostNord notifies the recipient of when it was delivered. This notification is sent via SMS and/or email to the cell phone number/email address that PostNord has received from the sender of the consignment, or via the PostNord app, or by leaving a notification slip in the recipient's mailbox/mail slot.

If PostNord is prevented from delivering a consignment at the agreed location due to conditions at the recipient's premises, the consignment will be held for collection pursuant to the provisions set out in Section 1.3 above. This applies, for example, if the recipient lives in a locked apartment building to which the mail carrier cannot gain access.

### 1.5 Processing of personal data

PostNord will act as data controller when processing personal data on the data subjects 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 delivery of the

Service. If the sender has selected email notification, PostNord is also entitled to share the receiver's name and email address with Trustpilot A/S, which obtains customer reviews in order to develop and improve the Service. PostNord will process personal data related to the Customer (if the Customer is a private person) 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.

### 1.6 Termination

Recipient Flex can be cancelled by using the PostNord app, or a form that can be handed to the mail carrier or sent to PostNord, or by calling PostNord's Customer Service department on +45 70 70 30. Consignments accepted for distribution after PostNord has received the cancellation can be collected in the usual way.

Cancellation comes into effect after a maximum of seven (7) weekdays. On cancellation, the household must make sure to remove the label from the mailbox. If the label is not removed, consignments may be delivered under the terms of the cancelled agreement. In such cases, liability for compensation in the event of loss or damage rests with the recipient customer with whom the cancelled agreement was entered into.

If the Recipient Flex agreement is not cancelled in connection with the recipient changing address, the recipient customer is still liable for any loss or damage to consignments delivered to their previous address.

### 1.7 Right of disposal and liability for compensation

When a consignment is received under the terms of Recipient Flex, PostNord's liability for compensation ceases once the mail carrier has delivered the consignment to the location designated by the recipient. PostNord therefore accepts no liability for what happens to the consignment – be it loss, weather damage or similar – after it has been delivered to the recipient address.

Under this scheme, the recipient is responsible for ensuring that PostNord may lawfully leave the consignment at the agreed place.