

Special Terms and Conditions

Online Porto

Definition

These Special Terms and Conditions apply when purchasing Online Porto. Online Porto refers to Postage Codes and Labels purchased via PostNord's website www.postnord.dk, PostNord's Customer Portal or PostNord app.

Purchases via the Customer Portal can only be made by business customers who have entered into a customer agreement with PostNord.

Postage Codes can be used for the postage on:

- The Letter
- Quick Letters

Labels can be used for the postage on:

- Parcels (MyPack Home, MyPack Collect, Postal Parcels, Insured Items, PostNord Parcel and Return Products)
- Registered Letters
- Return Receipt

In addition to the present terms and conditions for Online Porto, PostNord's terms and conditions for Domestic Letters, International Letters shall apply, as well as PostNord's terms and conditions for Parcels, with the additions and deviations defined below.

1.0 Purchase

- 1.1. When purchasing Postage Codes, in the ordering process the customer must select the letter type and the weight of the letters for which the Postage Codes are to be used.

In connection with the purchase, it is possible to insert an image, which will be placed next to the Postage Code. The customer is responsible for ensuring that any images inserted cannot be considered to be offensive, insulting, obscene, etc. and that they do not otherwise conflict with Danish legislation, including copyright laws.

When purchasing Postage Codes via www.postnord.dk or PostNord app, the Postage Codes are supplied in a PDF file to the customer's email address, after payment has been made.

When purchasing Postage Codes via the Customer Portal, the Postage Codes can be printed directly from the Customer Portal once the customer has approved the order

- 1.2 When purchasing Labels, in the ordering process the customer must specify the sender and recipient details, select the desired type of consignment and weight, etc., and specify any additional services.

When purchasing Labels via www.postnord.dk or PostNord app, the Labels are supplied in a PDF file to the customer's email address after payment has been made.

When purchasing Labels via the Customer Portal, the Labels can be printed directly from the Customer Portal, once the customer has approved the order.

When purchasing Labels for Postal Parcels via www.postnord.dk or PostNord app, the email will also include pin codes, which can be used if the customer wants to print the Labels from a parcel locker (Pakkeboksen).

The table below shows the types of Online Porto that can be purchased in the respective sales channels:

Products	Post-Nord app	Post-Nord's Customer Portal	Post-Nord's website
POSTAGE CODES			
The Letter	x	x	x
Quick Letters	x	x	x
LABELS			
Registered Letters		x	x
Return Receipt		x	
MyPack Collect		x	
MyPack Home		x	
MyPack Home above 20 kg.		x	
PostNord Parcel		x	
Insured Items		x	x
Return Products		x	
Postal Parcels	x		x

2.0 Prices and payment

- 2.1. The postage price depends on the type of consignment, the weight of the consignment and the desired delivery speed, as well as on the destination of the consignment.

An overview of the prices applicable for consignments at any given time is shown during the process when purchases are made via www.postnord.dk or PostNord app. Price information is also available at

www.postnord.dk. For purchases via the Customer Portal, the portal presents the prices for Postage Codes, Registered Letters and Confirmation of Delivery. Prices for parcels are stated in the Customer Agreement.

- 2.2. When making purchases via www.postnord.dk or PostNord app, payment cards or MobilePay can be used to make payments. After payment has been made, the invoice is sent by email.

When making purchases via the PostNord app, the customer is charged both the price of the purchase itself and the data rate specified by their telecommunications service provider. The data rate is agreed separately between the customer and their service provider and is of no concern to PostNord.

If the customer creates an account at www.postnord.dk when making a purchase, or if a purchase is made via the PostNord app, the customer also has access to a history that specifies the customer's previous Online Porto purchases. If the PostNord App or the account at www.postnord.dk is deleted, the history is also deleted.

- 2.3. When making purchases via the Customer Portal, customers are billed via invoice. The invoicing frequency and terms and conditions of payment are stated in the Customer Agreement.

For purchases of Postage Codes, invoices are sent when the order is completed in the Customer Portal.

For purchases of Label, invoices are sent when the Label are used on a consignment.

3.0 Right of withdrawal

- 3.1. When purchasing Postage Codes and Labels, the customer consents to immediate delivery. There is thus no right of withdrawal as defined in the Consumer Contracts Act.

4.0 Use

- 4.1. Postage Codes can be used in two different ways:

Postage Codes can either be written by hand or be printed on a label sheet. Postage Codes must always be placed at the top right corner of the envelope.

Only one Postage Code may be used per consignment. The Postage Code that is used must therefore cover the full shipping cost.

If the Postage Code is written manually on the consignment, it must be done as follows:

134H
JE48
958N

(The letters and numbers shown here is an example of a Postage Code).

On Quick Letters, the letter "Q" must be written next to the Postage Code or above the recipient's address. If a Quick Letter is not marked with a "Q", it will be handled as a standard letter (the Letter), with a resulting longer carriage time.

If Postage Codes are to be printed, the format fits label sheets with a size of 63.5 mm x 33.9 mm, with 24 labels per sheet.

It is the customer's responsibility to ensure that a Postage Code has sufficient quality that it can be read by a machine, whether written by hand or printed on a label sheet. If a label sheet is used, it is the customer's responsibility to ensure that the Postage Code remains on the consignment throughout the transport.

- 4.2. All the mandatory fields on the Label must be completed for the Label to be valid.

The customer is also responsible for printing the Label in such a quality that the barcodes can be read by machine and that the address details are clear and easy to read. The customer is also responsible for ensuring that the Label remains on the consignment throughout the transport process.

5.0 Validity

- 5.1. A Postage Code can only be used once and must be used within 180 days of the date of issue. Issuance takes place upon completion of the purchase.

This means that a letter with a Postage Code must be handed in at PostNord by the deadline for use stated above. For households in rural districts whose residents hand letters over to the mail carrier for mailing, the letter must be in the possession of the mail carrier by the applicable deadline.

In the case of purchases made via www.postnord.dk or PostNord app, the expiry date of the Postage Code is stated in the PDF file in which the Postage Code is delivered to the customer.

In addition, the expiry date is specified in the history of previously purchased Postage Codes, in the Customer Portal, in PostNord app or if the customer has created an account at www.postnord.dk.

- 5.2. A Label can only be used once and must be applied to a consignment and handed over to PostNord no more than six calendar days after the Label was issued. The issue date is stated on the Label.

6.0 Redemption

Postage Codes and Labels can be redeemed for the corresponding cash value for up to one year after the expiry of the Postage Code or Label. Redemption can be carried out by contacting PostNord's customer service.

When redeeming Postage Codes purchased via www.postnord.dk or using the PostNord app, the invoice number and the unused Postage Codes must be submitted. When redeeming Postage Codes purchased via the Customer Portal, Customers must submit the unused Postage Codes and state their PostNord customer number and the order number from the purchase in the Customer Portal.

When redeeming Labels purchased via www.postnord.dk or using the PostNord app

the invoice number and the barcode numbers on the Labels must be submitted.

7.0 Misuse

- 6.1. Postage Codes are not registered in the customer's name, and the customer understands and accepts that a Postage Code can therefore be used by anyone who gains access to the Postage Code. The customer is likewise free to transfer Postage Codes to any other party.

Postage Codes cannot be blocked, and the customer undertakes to accept the risk of misuse, i.e. if another party becomes aware of the customer's Postage Codes and uses or redeems them.

- 6.2. The customer understands and accepts that Postage Codes and Labels are considered to have been lawfully used on the first consignment that was registered with the Postage Code or the Label. The customer likewise understands and accepts that an unused Postage Code can be redeemed by the first party who requests such.

8.0 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 packages or parcels, and/or to the Customer's employees or customers (if the Customer is a legal entity), such as name, address, telephone number, email address and payment details.

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. 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, Hede-gaardsvej 88, 2300 København.

9.0 Customer enquiries

All customer enquiries, including complaints, are handled by PostNord, Hedegaardsvej 88, 2300 Copenhagen S, Denmark. The department can also be contacted by phone on +45 (0)70 10 20 50, or by email at onlineporto@postnord.com.