

Special Terms and Conditions

Delivery, Collection and EXTRA Collection (Transportation Services)

General information

These Special Terms and Conditions apply to Delivery, Collection and EXTRA Collection (collectively known as "Transportation Services") as from January 1, 2022. The Customer must have entered into a Customer Agreement with PostNord.

Transportation Services are only provided on weekdays.

Unless otherwise explicitly stated, weekdays in the following are taken to mean Monday to Friday excluding public holidays, June 5th (Constitution Day) and December 24th, as well as bridging days approved by the Danish Transport, Construction and Housing Agency. "Intermediate days" are single working days falling between Sundays and public holidays, as well as official non-working days.

Collection/distribution of consignments will not take place on December 31, 2022.

1.0 Delivery

1.1 Definition of Delivery

PostNord delivers the Customer's Quickletters, Letters, Magazines, Tracked Letter DK, Parcels, Registered Letters, Letters with Return Receipt and Insured Items (Værdiforsendelser) as per agreement. Delivery of these consignments is made to the address of delivery and within the time period specified in the Customer Agreement. PostNord may alter the period of four (4) weeks' notice in writing. Consignments are delivered in accordance with the respective Special Terms and Conditions for the type of consignment.

1.2 Conditions

Delivery takes place between 08:00 and 10:00 within a specified time period, as shown in the Customer Agreement. The time period is set by PostNord and is initially 60 minutes.

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

The Customer is obliged to make sure that PostNord within the specified time period will be able to deliver the consignments at the specified address, including that staff will be present who are able to receive the consignments, or that access will be provided to deliver the consignments in the place designated by the Customer.

Where circumstances of the Customer prevent PostNord from delivering the consignments within 15 minutes after the end time period set out in the Customer Agreement, PostNord will be entitled to demand payment for the delay and any extra transport caused by the impossibility of delivering the consignments in the agreed time period.

Payment for delays will be based on the price per hour according to PostNord'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 consignments will be regarded as surrendered to the Customer on their physical delivery to the Customer or the Customer's staff or when they have been delivered in a place designated by the Customer (e.g. in one of the boxes the Customer has set up for the purpose).

1.3 Special Transport (Delivery)

Special Transport (Delivery) should be understood to mean:

1.3.1 Delivery outside the time period between 08:00 and 10:00, or

1.3.2 Delivery to islands without a fixed link.

2.0 Collection

2.1 Definition of collection

PostNord collects 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. There are two Collection options: "Afternoon Collection" and "Day Collection".

Collection in the afternoon usually takes place between 14:00 and 18:00, Monday to Friday within a specified time period as stated in the Customer Agreement. The time period is initially determined by PostNord, but in some cases it is possible to agree on another period subject to additional payment. PostNord may alter the period on four (4) weeks' notice in writing.

Daytime collection takes place in the time period between 08:00 and 16:00, Monday to Friday.

2.2 Conditions

Concerning collection in the afternoon, the customer is obliged to make sure that PostNord within the specified time period will be able to collect the agreed consignments at the specified address, including that PostNord will receive any keys or access card, if required. Collection takes place as close to the main entrance as possible, possibly at a reception, as PostNord do not go further into the premises at the address for Collection. 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 transport appendix, PostNord 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 PostNord'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.

Concerning Day Collection, the same terms are applicable; however, only consignments that are ready at the time of collection will be collected. There will be no waiting for consignments. PostNord reserves the right not to collect all consignments if this is not practically possible and if amounts or volumes exceed what is stated in the Customer Agreement.

Quickletters, Letters and Tracked Letter DK must be clearly separated. Registered Letters, Letters with Return Receipt and Insured Items may be handed over for carriage in connection with Collection on condition that the Customer has provided the letters with a barcode number. Consignments 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.

Parcels must be divided up in accordance with PostNord's instructions, which are published online at www.postnord.dk.

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

2.3 Special Transport (Collection)

Special Transport (Collection) should be understood to mean:

2.3.1 collection outside the time period between 14:00 and 18:00 which is not Day Collection,

2.3.2 Collection from islands without a fixed link, or

2.3.3 Collection where the customer's volume of consignments fills more than 4 transport units.

3.0 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 PostNord has lent to the customer.

Subject to the modifications below, the terms for Collection, cf. section 2, shall apply correspondingly to Collection from Box.

3.2 Time period for Collection from Box

Collection from Box occurs in an extended time period of min. 2 hours 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 PostNord without delay in case of termination of the agreement on Collection from Box.

The box must be installed in an easily accessible outdoor location at the collection address 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 with a padlock or a similar security device.

Access to the Box must be provided to the Customer and PostNord only.

The box must solely be used for PostNord's provision of the Collection from Box service.

Insured Items are not accepted for Collection from Box but must be posted at a post office that accepts them. Contact PostNord Customer Service for information about the post offices that accept such items for delivery. This information is also published online at www.postnord.dk.

Registered Letters are accepted for Collection from Box on condition that the customer has provided the letters with a barcode number. Letters for 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.

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

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

Section 2.2, paragraph 3 regarding requirements for attendance of employees does not apply.

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. PostNord accepts no liability for damage to consignments caused thereby.

4.0 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:

PostNord 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 PostNord for any loss that PostNord 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 PostNord until the time of commencement of transport of the trailer or towed vehicle by PostNord or by a third party in charge of collecting the consignments on behalf of PostNord. The customer must keep the trailer or towed vehicle locked and ensure with the driver that the trailer or towed vehicle is unlocked, opened and locked again in connection with Collection.

5.0 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.

5.2 Conditions

Customers with a Customer Agreement on Collection can order EXTRA collection via www.postnord.dk/transportbestilling (in Danish).

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

Customers without a Customer Agreement on Collection must enter into a credit agreement with PostNord. After that, orders for EXTRA Collection can be placed by phone.

PostNord reserves the right not to execute an order for EXTRA Collection.

6.0 Payment

Delivery is paid for as a monthly subscription.

Collection is paid for either as a monthly subscription or as part of the parcel price. This will be stated in the Customer Agreement.

7.0 Dangerous goods

PostNord will not carry dangerous goods unless notification of collection of consignments comprising dangerous goods has been given either by this being stated in the Customer Agreement or by reporting this on the telephone number stated in the Customer Agreement for this purpose.

Dangerous goods are not collected in Day Collection.

Reference is also made to PostNord's general terms and conditions for dangerous goods (ADR).

8.0 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 PostNord.

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.

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, PostNord or any third party.

PostNord 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, PostNord 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.

PostNord 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 PostNord may only be used for this purpose and must be returned to PostNord without delay in case of

termination of the agreement on Collection. If PostNord and the Customer have agreed to keep a record of pallets credited/debited, respectively, the Customer and PostNord must immediately on termination of the agreement on Collection settle any pallet debt in relation to the other party.

In connection with collection, PostNord 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.

9.0 Delivery of extra equipment

PostNord undertakes to only lend and deliver extra equipment (postal containers, tray carriers, cages, loose yellow trays or pallets) if an order for the equipment has been received by the company no later than at 16:00 the weekday 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 Customer Agreement on collection. Where no agreement has been concluded on collection, there will be a charge for delivery of the equipment.

10.0 Processing of personal data

PostNord will act as data controller in the provision of the services, as PostNord decides the purposes and means of the processing of personal data. PostNord processes personal data to provide its services, to obtain anonymized statistics, to develop and test PostNord's IT systems and to offer additional services that are naturally connected to the delivery under the Customer Agreement. The Customer undertakes to inform its customers of PostNord's processing of personal data. Further information (in Danish) can be found at www.postnord.dk/personlige-oplysninger.

11.0 Compensation

In connection with Delivery of consignments, cf. paragraph 1, PostNord accepts liability for the delivered 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, PostNord accepts liability for such consignments from the time at which they are regarded as surrendered to PostNord. However, PostNord is only liable for lost parcels from the time at which the parcel is scanned in at PostNord, even if the parcel is only scanned in when it arrives at PostNord's terminal.

In connection with Delivery, Collection and EXTRA Collection, PostNord's liability for claims for compensation is solely regulated by the provisions of compensation that apply to the carriage of the type of consignment in question in accordance with PostNord's Special Terms and Conditions.

Accordingly, the only relevance of the agreement on Delivery, Collection or EXTRA Collection in relation to PostNord's liability for claims for compensation is that the consignments will be regarded as surrendered to the Customer or surrendered to PostNord at the times specified in subparagraphs 1.2, 2.2 and 3.4 as well as in paragraph 4.

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

Agreement or PostNord's General Terms and Conditions.

No reimbursement will be payable as a result of delay in the period between December 15 and 31, during which delays must be expected of Delivery and Collection in relation to the time period specified in the Customer Agreement. Any claim for reimbursement on account of a delay in connection with Delivery or Collection must be submitted in writing by the Customer no later than 21 days after the Delivery or Collection in question was made. Any claim made against PostNord beyond the stated time limit will be forfeited

In the event of the loss of a key entrusted to PostNord, PostNord will reimburse the direct costs of manufacturing a new one. Indirect costs – for the replacement or rearrangement of locks, codes or similar, for example – will only be reimbursed if PostNord considers such to be necessary in the specific case.

12.0 Customer enquiries

All customer enquiries, including complaints, are handled by PostNord Customer Service.