

## Special Terms and Conditions

# PO box rental service

### General information

The Special Terms and Conditions apply to PO box rental service. In addition, PostNord's Special Terms and Conditions for the individual products apply.

PostNord may change these Special Terms and Conditions by making the changed versions available on PostNord's website at least one month before their coming into force. No specific notification is provided of changes to the Special Terms and Conditions, and the Customer should therefore make sure to stay up to date with regard to any such changes. The current Special Terms and Conditions can be viewed on PostNord's website, [www.postnord.dk](http://www.postnord.dk).

In the following, working days are Monday to Friday, excluding public holidays and 5 June (Constitution Day), 24 December and 31 December, as well as intermediate days approved by the Danish Transport Authority, unless expressly stated otherwise. "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 2023.

### 1.0 PO box rental service

#### 1.1 Definition

The PO box rental service is a service on subscription enabling Customers to receive their mail in a rented PO box forming part of a PO box facility.

The PO box rental service shall not discharge Customers from installing a mailbox by the entrance for individual parcels beside buildings, detached and semi-detached houses with one or more households or business premises, etc.

Rental of a PO box presupposes that the Customer is registered at an official street address in either the CPR or CVR register. It is not permitted to register at PostNord's addresses. If the Customer resides abroad, the Customer's official street address from the corresponding official address database of the country in question must be provided.

#### 1.2 Subscription

Customers renting a PO box must have entered into a written agreement with PostNord (Customer Agreement).

For selected PO box facilities – as defined at any time by PostNord on its website – customers are given the option to combine the following three types of mail according to their own choice:

- All standard mail (ordinary letter-post items including maxi letters, magazine mail and daily newspapers)
- Items requiring contact for delivery to take place\* (registered and insured letters, express letters and parcels and services by post)
- Parcels\* (ordinary parcels)

The Customer Agreement states how and where the keys to the PO box will be handed over to the Customer. Two sets of keys to the PO box will be handed over.

Customers can order extra keys through PostNord.

The Customer Agreement contains information regarding the time at which the rental agreement comes into effect, i.e. the time at which consignments are delivered to the PO box for the first time. As a general rule, the rental agreement comes into effect on the fourth Monday after the order was placed, on condition that the Customer return the signed Customer Agreement to PostNord within a stated deadline.

\* As for items that require contact for delivery and parcel a message about the delivery of an item will be placed in the PO box. Delivery of an item can take place during the PO box facilities' service hours, after which, if delivery has failed to take place, a notice will be issued informing the recipient that the item can be collected from the nearest post office or Business Drop-Off. Find information about when the mail is available in the individual PO box facility at [www.postnord.dk](http://www.postnord.dk). In case of a change in opening or service hours, the Customer will receive four weeks' notice. Details of the change will be made available in the individual PO box facility.

For other PO box facilities, only standard mail (ordinary letter-post items including maxi letters, magazine mail and daily newspapers) can be delivered.

#### 1.3 Delivery

PostNord cannot deliver mail to a PO box unless the correct address is stated by the Customer when concluding the agreement on renting a PO box. A maximum of five addresses can be linked to a PO box.

Mail addressed to a Customer's household or staff will also be put into the PO box for collection if bearing the private address or business address of the Customer.

Mail sorted for delivery to a PO box or for which a notice has been issued informing the recipient that the mail can be collected will be regarded as delivered to the recipient. However, senders may make use of their right of disposal until the time of collection of the mail or notice.

Mail is delivered to a PO box Monday to Friday. The aforementioned times are only applicable to mail sent to a PO box address.

Opening hours of PO box premises are shown at the individual PO box facility locations.

The mail must be looked through when collected, and the Customer is requested to immediately return any wrongly delivered mail.

#### 1.4 Prices

An annual fee is charged for renting a PO box. Further, a start-up fee is charged at the entering of the Customer Agreement. Prices are published at [www.postnord.dk](http://www.postnord.dk)

PostNord may make an annual adjustment of the PO box rental. Adjustments to a price will be applicable in the subsequent rental period.

#### 1.5 Termination, expiry, etc.

The Customer Agreement will continue as an ongoing subscription, and the Customer will be invoiced up front on an annual basis until the agreement is terminated by either party in writing.

The Customer may terminate the Customer Agreement at 1 months' notice.

PostNord may terminate the Customer Agreement at 3 months' notice.

If the agreement is terminated, payment will only be made for the period of use. In that case, repayment will be made for the remaining period.

Failure to pay for PO box rental and keys will be deemed to be a material breach of contract and cause the agreement to be terminated without notice.

On termination of the Customer Agreement, the Customer must return all the keys provided. Otherwise, the Customer accepts being charged the cost of replacing the lock of the PO box in question.

If the keys are lost or damaged, the Customer is liable to pay the cost of procuring spare keys or replacing the lock of the PO box in question. In addition to the cost, the Customer will be charged an administrative fee, the amount of which is stated in the price list on PostNord's website ([www.postnord.dk](http://www.postnord.dk)). The Customer will be invoiced separately for keys and the fee.

If the Customer moves from the official street address to which the PO box is associated, the Customer must register the change of address in the CPR or CVR register, after which PostNord will automatically be notified of the change of address. PostNord may terminate the Customer Agreement and close the PO box without notice if the Customer does not report a change of address as required.

## 1.6 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 delivery under the customer agreement.

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 and email address. The legal basis of the processing of PostNord are GDPR, art. 6, stk. 1, litra b and f, concerning the fulfilment of a contract and the legitimate interest of PostNord.

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.

## 1.7 Compensation

PostNord is only liable for claims for compensation in pursuance of the terms for liability to pay compensation as specified in PostNord's current General Terms and Conditions applicable to the carriage of the type of mail placed in the PO box.

No compensation will be paid by PostNord in case of the removal or closing down of a PO box facility, or where the delivery of mail to a PO box facility cannot take place, regardless of cause.

## 1.8 Authorisation

The general regulations regarding information about addresses, including Section 10(2) of the Danish Civil Registration System Act, also apply to PO boxes.

## 2.0 Centre PO box and PO box with supplementary service (business customers)

Centre PO boxes and PO boxes with supplementary service are covered by the Special Terms and Conditions for renting PO boxes, cf. clauses 1-1.8, although with the following modifications:

### 2.1 Definition

A Centre PO box is a PO box in a Mail terminal to which there is no public access, and where one of the following two supplementary services is linked to the PO box:

- Special delivery, if possible, or
- Handling and Forwarding to a postal address.

A PO box with supplementary service is a PO box in a PO box facility to which one of the two following supplementary services is linked:

- Special delivery within the zip code to which the consignment is addressed, or
- Forwarding to a postal address.

Centre PO boxes and PO boxes with supplementary service are only available to business customers, and a separate Customer Agreement must be drawn up in each case.

Please note that Registered Letters may be distributed through standard distribution, even though Special Delivery or Forwarding may have been agreed.

### 2.2 Delivery, special delivery and forwarding

The handling frequency of the PO box is set out in the relevant Customer Agreement.

If fewer than five weekly incidences of handling have been agreed, PostNord can choose to empty the PO box more frequently if the volume of mail received exceeds  $\frac{1}{2}$  m<sup>3</sup> at any given time. In such cases, rather than Delivery or Special Delivery, the mail will be forwarded to the person who has entered into the Customer Agreement for a Centre PO box or PO box with supplementary service, and settlement will be made as if Forwarding had been agreed.

### 2.3 Prices

The prices for utilizing Centre PO box or PO box with supplementary service are published online at [www.postnord.dk](http://www.postnord.dk), and the terms and conditions for regulating the prices are set out in the relevant Customer Agreement.

### 2.4 Termination

On termination of a Centre PO box, consignments received will be forwarded for one month after the termination date.

### 2.5 Compensation

PostNord's compensation liability is defined by whether loss/damage/delay occurs during transport of consignments to the PO box or during transport of the consignments from the PO box to the box holder's address.

PostNord is responsible for the consignments pursuant to the Special Terms and Conditions that apply to the consignment in question up until the time said consignments have been received in the PO box.

Following reception in the PO box, liability is regulated by the Special Terms and Conditions for Transports for cases in which Special delivery has been agreed. If it has been agreed that consignments are to be sent to a postal address, liability is regulated by the Special Terms and Conditions for PostNord Parcel, while liability for registered letters is regulated by the Special Terms and Conditions for Domestic Letters if a registered letter is distributed through standard distribution.

If an incidence of loss, damage, delay, etc. is not covered by any of the Special Terms and Conditions mentioned above, PostNord's compensation liability per incidence of loss is limited to the average weekly payment in accordance with the Customer Agreement applicable to the business relationship, and to no more than DKK 1,000 per incidence of loss, on condition that the loss or damage cannot be attributed to intent or gross negligence on the part of PostNord.

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 loss, damage, delay, etc.

## 3.0 Customer enquiry

All customer enquiries, including complaints, are handled by PostNord, Customer Service via [www.postnord.com](http://www.postnord.com) or Customer Portal.

### 3.1 Complaints

Any complaint by the Customer regarding PostNord's PO box rental service must be submitted to PostNord Customer Service.

The complaint must be submitted within six months.

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

Any decision taken by Customer Service may be appealed to the PostNord Complaints Review Service, Hedegårdsvej 88, 2300 København S.

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