

Special Terms and Conditions

FlexChange

General information

These Special Terms and Conditions apply to FlexChange. In addition, PostNord A/S' (referred to hereinafter as 'PostNord') other special terms and conditions and fact sheets for the individual products apply.

1.0 Definition

FlexChange is a service in which the recipient by granting one-time authorization to PostNord can request that a consignment that is on its way either be delivered to the address without a receipt or re-directed to a PostNord Parcel Shop.

FlexChange can be used for PostNord Home and Postpakke Home (jointly referred to hereinafter as 'parcels') if the recipient address is not registered with Modtagerflex.

2.0 Request

When a parcel is on its way, PostNord will send a text message or an email to the recipient with a link so that the recipient can request FlexChange for the consignment in question.

If the recipient request delivery at an agreed location at the address, this choice may be changed or cancelled right up to when PostNord has arrived at the address. Change or cancellation of choice can be done by clicking on the link in the text message/email sent.

If the recipient request delivery at a specific PostNord Parcel Shop, it is not possible subsequently to change or cancel the selected PostNord Parcel Shop. Furthermore, the option of delivery to a PostNord Parcel Shop is only available for a short period after the text message/email has been sent.

3.0 Delivery

3.1 FlexChange of parcels at an agreed place at the address

The distance between the location at the recipient address where delivery is requested with FlexChange and the location where consignments are usually delivered must be limited. There must be easy and unobstructed access to the place of delivery.

In case of a request for delivery with FlexChange at the recipient address, PostNord will try to deliver the consignment in the following order:

1. In the mailbox, dimensions and weight permitting,
2. At the location designated via FlexChange,
3. By personal handover, where PostNord rings the doorbell, or
4. For collection at a PostNord Parcel Shop.

It is not possible to request that a parcel be placed at the address if the parcel is an Insured Item or if it is a consignment that requires the signature of the recipient.

3.2 FlexChange of parcels to a specific PostNord Parcel Shop

When requesting FlexChange delivery to a specific PostNord Parcel Shop, the recipient is given the option of choosing between a limited number of PostNord Parcel Shops near the recipient address.

It is not possible to request redirection of a consignment to a PostNord Parcel Shop for parcels weighing more than 20 kg or being sent with the add-on services Tire, Flex Delivery or Immediate Return.

4.0 Notification

PostNord will notify the recipient when a FlexChange consignment has been delivered. This is done by sending a text message and/or email to the mobile number/email address provided by the sender.

A notification is also sent in the PostNord app.

5.0 Processing personal data

For information on PostNord's processing of personal data and on the rights of the data subjects whose personal data is processed, see our privacy policy at:
<https://www.postnord.dk/en/privacy-policy>

6.0 Right of disposal and liability for damages

When a recipient requests PostNord to deliver a FlexChange consignment by placing it at the recipient's address, PostNord's liability for damages ceases once the distributor has delivered the consignment and has scanned it as delivered. PostNord cannot be held liable for what happens to the consignment once it has been delivered to the recipient address neither in the event of loss, weather damage or the like.

The recipient is responsible for ensuring that PostNord can legally deliver the consignment to the address in accordance with these terms and conditions.

7.0 Customer enquiries

Customer Service can be contacted via the PostNord app, PostNord's website www.postnord.dk or via the Customer Portal.