

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](http://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 A/S ("PostNord").

Postage Codes can be used for the postage on:

- The Letter
- Quick Letters

Labels can be used for the postage on:

- Registered Letters
- Return Receipt
- Insured Items
- Postal Parcels
- Parcels

In addition to the present terms and conditions for Online Porto, PostNord's terms and conditions for Domestic Letters and International Letters shall apply, as well as PostNord's terms and conditions for Postal Parcels and 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](http://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](http://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 using the Print label service when purchasing via the Customer Portal, a QR code will be sent by SMS or/and e-mail to the sender of the parcel. Via the QR code, labels can be printed in a PostNord Parcel Shop. The QR code will also be displayed in the PostNord App.

When purchasing Labels for Postal Parcels via [www.postnord.dk](http://www.postnord.dk) or PostNord app, the email will also include a QR-code, which can be used if the customer wants to print the Labels at a Parcel Shop.

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
<b>POSTAGE CODES</b>			
The Letter	x	x	x
Quick Letters	x	x	x
<b>LABELS</b>			
Registered Letters		x	x
Return Receipt (business customers only)		x	
Insured Items			x
Postal Parcels	x		X
Parcels (business customers only)		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](http://www.postnord.dk) or PostNord app. Price information is also available at [www.postnord.dk](http://www.postnord.dk) and in the Customer Portal for Postage Codes, Registered Letters and Return Receipts. For Parcels, the customer must see their current parcel prices in their Customer Agreement. Prices for supplements and services can be found on [www.postnord.dk](http://www.postnord.dk).

- 2.2. When making purchases via [www.postnord.dk](http://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](http://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](http://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 concluded between the customer and PostNord.

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 by 18 December 2025 at the latest.

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](https://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](https://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. For Registered letters the timeframe is 30 calendar days. The issue date is stated on the Label. For Parcels (business customers only), also check the Special Terms and Conditions for EDI.

## 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](https://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](https://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

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>.

## 9.0 Customer enquiries

The PostNord Customer Service can be contacted via the Customer Portal, PostNord app or PostNord's website [www.postnord.dk](https://www.postnord.dk).