

## Special Terms and Conditions

# FlexChange

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### 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 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 redirected to a PostNord Parcel Shop.

FlexChange can be used for PostNord Service Point and PostNord 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 sends a notification to the recipient via the PostNord app or by SMS and/or email. From here, the recipient can request changes to the delivery of the shipment in question. Change options via FlexChange:

##### PostNord Service Point

- The recipient may change delivery from the preselected parcel shop to another parcel shop from the time the notification is received until the parcel is scanned for the first time at the parcel terminal. After that, the delivery location can no longer be changed.

##### PostNord Home

- The recipient does not need to be present at the time of delivery. The delivery location at the address may be changed up until the time of delivery. Change to a parcel shop: The recipient may change delivery from the address to a specific service point from the time the notification is received until the parcel is scanned for the first time at the parcel terminal. After that, changing to a Service Point is no longer possible.

Once a recipient has changed the delivery location, this choice cannot be altered or revoked.

#### 3.0 Delivery

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 redirection of a parcel to another or a specific 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

When a recipient requests PostNord to deliver a FlexChange consignment by placing it at the recipient's address, PostNord's liability 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](http://www.postnord.dk) or via the Customer Portal.