

## Special Terms and Conditions

# Parcels

### 1 General information

Special Terms and Conditions for PARCELS apply to the following products:

- PostNord Parcel Locker
- PostNord Service Point
- PostNord Home
- PostNord Parcel
- PostNord Return
- PostNord Return Pickup
- PostNord Pickup Request
- Insured Items

Hereinafter referred to as "PARCEL(S)".

**PostNord Parcel Locker:** A parcel product where parcels are shipped by a business sender to a recipient who collects the parcel from a PostNord Parcel Locker.

**PostNord Service Point:** A parcel product where parcels are shipped by a business sender to a recipient who collects the parcel from a PostNord Parcel Shop.

**PostNord Home:** A parcel product where parcels are shipped by a business sender to a private recipient with delivery to the recipient's address.

**PostNord Parcel:** A parcel product where parcels are shipped by a business sender to a business recipient's address.

**PostNord Return:** A return parcel that the recipient delivers to a PostNord Service Point or parcel locker.

**PostNord Return Pickup and PostNord Pickup Request:** Return products where PostNord collects the parcel from the recipient's address and returns it to the Customer

**Insured Items:** An Insured Item is an additional parcel product that must be purchased by the Customer in addition to certain other parcel products, provided that the parcel's value and contents meet the requirements specified in Section 4.4. An Insured Item can only be shipped to Denmark, the Faroe Islands, and Greenland. Delivery of an Insured Item requires the recipient's signature upon receipt.

The product-specific requirements are available at [www.postnord.dk](http://www.postnord.dk) for each parcel product, including information on the countries to which each product can be shipped.

Unless otherwise expressly stated in these Special Terms and Conditions Parcels, all definitions set out in the Customer Agreement and the General Terms and Conditions for Customer Agreements shall also apply to these Special Terms and Conditions.

In addition to the Special Terms and Conditions for PARCELS for any service associated with this, the Nordic Association of Freight Forwarders' General Conditions ("NSAB 2015") apply to the extent that NSAB 2015 has not been derogated from in the Customer Agreement or by these Special Terms and Conditions.

In particular, it should be noted that any claims against PostNord will be time-barred after one (1) year (Section 28 of NSAB 2015) and that the right of retention and line (Section 14 of NSAB 2015) comprises both current and previous claims. Claims for delivery of PARCELS, etc., must be honored regardless of the terms of delivery in the agreement (Section 11 of NSAB 2015).

PostNord may change the sender's declaration that the consignment is a PostNord Parcel if it follows from PostNord's registrations that the recipient is a private individual. In such cases, PostNord will treat the consignment in question as a PostNord Home. The Customer will then be charged a fee per parcel.

The service target for domestic PARCELS is next-day delivery as a minimum on Workdays between all cities, except to the island of Bornholm, where an additional Workday must be expected. For parcels covered by the Danish Postal Act, the target is that 97% of parcels will be transported in accordance with the service target.

PostNord distributes PARCELS throughout Denmark once a day on all Workdays to the address specified by the sender on the PARCEL. PostNord Parcel Locker and PostNord Service Point parcels are made available for collection on Workdays, as well as on any Saturdays that are not covered by the exceptions cited below.

Daily delivery services are not provided in the following instances, however:

- to particularly remote or inaccessible sites located in rural areas.
- to certain smaller island communities with special delivery arrangements (see list at [www.postnord.dk](http://www.postnord.dk))
- under special circumstances.

In special cases where delivery is hampered by circumstances at the recipient's address, or where delivery involves a physical or mental risk, PostNord is entitled to decline to deliver PARCELS, due to, for instance, untethered vicious dogs at the delivery address, inadequate gritting/clearing of snow, harassing or otherwise offensive/threatening behavior.

Out of consideration for occupational health and safety, PARCELS are only delivered to construction sites if there is a site hut or other office facility at the entrance to the construction site.

The delivery time for PARCELS to international destinations, the Faroe Islands and Greenland can be seen online at [www.postnord.dk](http://www.postnord.dk).

Parcels sent with the Economy service to destinations in Greenland for which there is no shipping connection within one month after handover will be

returned to the sender. It is solely the Customer's responsibility, prior to handover, to ensure that the applicable shipping connections and delivery times for the relevant postal code have been taken into account. Information on shipping connections for individual postal codes is available at [www.postnord.dk](http://www.postnord.dk). In the event of return, the paid postage will not be refunded.

### 2 Physical dimensions and weight

#### 2.1 General requirements

It is the Customer's responsibility to ensure that each parcel complies with the minimum and maximum dimensions and weight limits applicable to the selected parcel product.

All PARCELS must have minimum dimensions of 1.5 × 15 × 10 cm and weigh at least 150 grams, regardless of destination.

#### 2.2 PostNord Parcel Locker

PostNord Parcel Locker may be shipped with the following maximum dimensions and weight:

	Maximum dimensions	Maksimal weight
Denmark, Sweden and Norway	42x49x60 cm	10 kg
Finland	42x49x60 cm	20 kg

#### 2.3 PostNord Service Point

PostNord Service Point may be shipped with the following maximum dimensions and weight:

	Maximum length	Maximum length + girth	Maximum weight
Denmark, Sweden, Norway and Finland	150 cm	300 cm	20 kg
Selected countries in Europe	100 cm	250 cm	20 kg

#### 2.4 PostNord Home og PostNord Parcel

PostNord Home og PostNord Parcel may be shipped with the following maximum dimensions and weight:

	Maximum length	Maximum length + girth	Maximum weight
Denmark, Sweden,	175 cm	300 cm	35 kg

Norway and Finland			
The Faroe Islands and Greenland	150 cm	300 cm	35 kg
EU, Lichtenstein, Switzerland and Great Britain	175 cm	300 cm	31,5 kg
Rest of world	150 cm	300 cm	20 kg

Specifically, for PostNord Home and PostNord Parcel within Denmark, the Customer is entitled, subject to payment of an additional fee, to send a parcel with a length of 175 cm – 220 cm, or a length plus girth of up to 360 cm.

Specifically, for PostNord Home and PostNord Parcel to the Faroe Islands and Greenland, the Customer is entitled to send Economy parcels with a length of up to 175 cm.

#### 2.5 General provisions for exceeding dimension and weight limits

If a PARCEL is submitted for transport that exceeds the weight limit of 35 kg or the maximum dimensions, the PARCEL will not be transported to the recipient.

The PARCEL will be returned to the sender, and PostNord will charge a return fee in addition to the original shipping cost.

PostNord assumes no liability for any delay, loss, or damage to the parcel in connection with the handling and return of the parcel when it does not comply with the weight limits or maximum dimensions for the selected parcel product. As a general rule, the parcel will be returned and delivered as flex delivery to the sender.

#### 2.6 Special provisions for exceeding dimension and weight limits for parcels to Denmark

When a PostNord Service Point or PostNord Parcel Locker consignment to Denmark is submitted with a scanned weight exceeding 20 kg and up to 35 kg, or if it exceeds the maximum dimensions for the specific product but remains within the maximum dimensions for PostNord Home, PostNord will classify the consignment as PostNord Home. In such cases, the consignment will be subject to the terms and conditions for PostNord Home over 20 kg as set out in these Parcel Terms and Conditions. The Customer will be charged an additional fee.

#### 2.7 Special provisions for exceeding dimension and weight limits for parcels to abroad

A PARCEL destined for a foreign country that has a scanned weight exceeding the maximum weight limit for the relevant destination and up to 35 kg will be returned to the sender, who will be charged an amount equivalent to the original shipping cost.

#### 2.8 Special Handling

PARCELS that are not suitable for machine sorting in accordance with PostNord's packaging guidelines will be subject to an additional fee for special handling.

### 3 Prices

The prevailing prices, surcharge, taxes and fees for PARCELS are specified in the Customer Agreement, and other price lists on [www.postnord.dk](http://www.postnord.dk). PostNord weights and measures the parcels with certified

equipment. The measuring equipment is certified to have a maximum deviation of +/- 20 mm in each direction. The results of this weighing and measuring are used for invoicing. Please note that, as stated in the price list, PostNord is entitled to charge surcharges and fees depending on the PARCEL's size, shape or need for special handling.

PostNord is entitled to charge surcharges and fees in accordance with the Customer Agreement and the applicable price lists on [www.postnord.dk](http://www.postnord.dk).

PostNord may decline to carry a consignment and choose to return it to the sender without refund of the postage paid if it is discovered that the address label on the consignment has been used previously.

### 4 Contents

#### 4.1 General provisions regarding the contents of PARCELS

PostNord will not accept PARCELS for carriage if their format, contents, carriage or storage are in contravention of any legislation, or if they require special arrangements (such as refrigerated articles, perishable foods or other perishable biological material), safety measures or permits.

A PARCEL may, however, contain packaged non-perishable foods (i.e., foods that do not require refrigeration).

Alcohol may only be sent to addresses in Denmark (excluding Greenland and the Faroe Islands).

Tires must be sent as PostNord Home or PostNord Parcel using the Tire service.

Moreover, PARCELS must not contain the following:

- Dangerous goods. Dangerous goods are defined as all substances or materials whose physical or chemical properties may present a hazard to people, animals, the environment (such as production equipment and other consignments), or modes of transport, including any and all articles designated at any time as dangerous goods under the UN Recommendations on Transport of Dangerous Goods, Model Regulations. A limited quantity of dangerous goods may be sent as a PARCEL provided that the Limited Quantity of Dangerous Goods service is selected and that the content's danger class, UN number and quantity (NEM weight) are stated. The service option "Dangerous goods in limited quantities" can be selected for certain countries. The list is available at [www.postnord.dk](http://www.postnord.dk). Parcels containing dangerous goods in limited quantities cannot be shipped to destinations where PostNord transports the parcel by air. When sending parcels with dangerous goods in limited quantities to Finland, the Åland Islands, Estonia, Latvia, and Lithuania, the following information must also be provided: the proper shipping name of the contents, and for N.O.S. items, the technical name as well as the category/class.
- Lithium cells or lithium batteries that are not installed in equipment are categorized as dangerous goods and must therefore not be sent as PARCELS. Business customers that have entered into a Customer Agreement with PostNord may in certain situations send lithium cells or lithium batteries that are not installed in equipment, if their UN classification allows packaging and shipment in accordance with Chapter 3.3 of ADR, Special Provision 188.

Lithium batteries or lithium cells that are installed in equipment may be sent as PARCELS when special packaging and labeling rules are observed. Additional information is available

from PostNord, including information about the countries of destination that do not allow PARCELS containing lithium batteries and lithium cells installed in equipment. A PARCEL may contain a maximum of either four lithium cells installed in equipment, or two lithium batteries installed in equipment. The content of lithium metal or lithium alloy in cells may not exceed 1 g per cell, and for cells with lithium ions, the maximum is 20 Wh per cell. The content of lithium metal or lithium alloy in batteries may not exceed 2 g of lithium per battery, and for batteries with lithium ions, the maximum is 100 Wh per battery. Lithium cells or lithium batteries installed in equipment must not be sent as a PARCEL in the following instances: 1) if the manufacturer has designated them as inadequate in terms of safety; 2) if they are damaged; or 3) if they have the potential to generate dangerous levels of heat, to cause a fire or to short circuit.

- Knives that require a permit to purchase, possess, carry or use; weapons, weapon parts, soft guns, etc., as well as copies of these; and live/blank ammunition or explosive components.
- Cigarettes, other tobacco products, or illegal intoxicants.
- Urns containing the ashes of the deceased.
- Counterfeit goods and forgeries.
- Objects which due to their nature or packaging could endanger PostNord workers or which could contaminate or damage other consignments or PostNord's facilities and equipment.
- Live animals. PARCELS within Denmark may, however, contain certain invertebrates, such as predatory mites and worms, which do not require special care during transport, and which can handle repeated parcel handling if they are sent as PostNord Home or PostNord Parcel and if the additional service Return Immediately is chosen. The sender must also have entered into a Collection agreement with PostNord or make use of the Ad hoc Pickup service. The sender must ensure that the method of sending the specific invertebrates as a PARCEL complies with animal welfare legislation. It must not be possible for the animals to be harmed.

PARCELS that are found to contain dangerous goods or prohibited articles will be returned to the sender against payment of a fee or will be handed over to the proper authority.

In the event of leakage, emission or other leakage of the contents, PostNord is entitled to hand over the PARCEL to a third party for safe handling, after which the sender is responsible for contacting said third party for the details of an agreement on the delivery of the contents.

It is the sender's responsibility to ensure that the consignment does not violate any sanctions.

#### 4.2 Special provisions regarding contents abroad

Notwithstanding section 4.1, it is the sender's responsibility to determine whether the contents of the parcel are subject to customs duties or taxes, and whether the importation of the parcel's contents into the destination country is permitted under that country's regulations, as well as the conditions under which such importation may occur. PostNord does not verify these matters and is unable to provide advice on them. Instead, the sender is referred to the relevant authorities in the destination country, such as embassies or consulates.

#### 4.3 Maximum value of contents

The market value of the contents of a PARCEL, regardless of the parcel product, must not exceed an amount equivalent to DKK 100,000.

#### 4.4 Insured items

The customer must send PARCELS using the additional service "Value" when the PARCEL'S value exceeds DKK 4,800 and contains money, traveller's cheques, credit cards, bearer securities, precious metals, gemstones, jewellery, watches, jewels, pearls, furs, carpets, works of art, gift cards, tickets, or other valuable items.

The total value of an Insured items must not exceed DKK 30,000, regardless of the limitation in section 4.3

Only one Insured item containing money and/or bearer securities may be sent per day to the same recipient.

### 5 **EDI, labels and barcodes**

To send PARCELS via PostNord, the rules on address labels and barcodes that are in effect at any time must be observed.

The sender is required to submit electronic transport orders (EDI) to PostNord for all items in accordance with PostNord's Special Terms and Conditions for EDI.

Address labels and barcode stickers must be placed on the largest surface of the PARCEL. String, tape and the like must not be placed over the barcode, and the barcode must not be folded around the corners of the PARCEL. When reusing packaging, all previous labels, barcodes, stickers, and similar markings must be removed. PostNord's official barcode label '>20 kg<' (label over/plus 20 kg) must be affixed to PARCELS weighing more than 20 kg. Labels can be ordered via [www.postnord.dk](http://www.postnord.dk).

Specifically, it is a requirement for PARCELS to Sweden weighing over 20 kg that the service "Heavy" is added in the EDI and the barcode label ">20 kg" is affixed to three sides of the parcel.

Specifically, it is a requirement for PARCELS to Germany weighing over 10 kg that the physical weight of the parcel is included in the EDI.

### 6 **Packaging**

The sender must ensure that PARCELS are packaged so that the contents are sufficiently secured and protected during repeated pallet and parcel handling, including automatic machine sorting, and so that the PARCEL is prevented from causing damage or harm to other consignments, PostNord or a third party. For particularly heavy items, bottles, spherical or bar-shaped contents, the PARCEL must be packaged so as to prevent the contents displacing themselves or the consignment during handling and transport. Moreover, the packaging must be sufficiently sturdy and designed in such a way that the contents cannot be accessed without leaving visible traces.

Porcelain, glass, glass bottles and similar fragile objects must be packaged in a sturdy box filled with material that is suitable for protecting the contents, such as polystyrene-foam balls or chips. Senders must ensure that the objects in a PARCEL cannot rub or knock against each other or against the sides of the packaging during transport.

Highly fluid and readily condensable liquids and substances including wine, beer and the like, must be placed in completely leak-proof containers. The individual container must be packaged and placed in a particularly sturdy box containing a protective material that can absorb the liquid in the event of a rupture of the container, and which ensures that the

contents will not be damaged during automatic machine sorting.

Technical equipment, including computer equipment, electronic data processing equipment, laser equipment and the like must be sent in a box, packed in close-fitting, molded shock-absorbing material such as polystyrene. The packaging must be adapted to the technical equipment in question to adequately protect said equipment against knocks and to prevent it from moving in relation to the packaging or other objects in the same PARCEL during transport.

Read more about packaging in the Packaging Guide on [www.postnord.dk/en](http://www.postnord.dk/en) concerning how to pack a consignment in the best possible way.

PostNord is under no obligation to check the packaging. If, on collection or handover of the PARCEL, PostNord discovers that the PARCEL is not properly packaged, PostNord is entitled, at its own discretion, either to refuse the PARCEL or to request that the sender sign a certificate stipulating that the PARCEL is being sent at the sender's risk.

### 7 **Customs clearance**

The sender is responsible for being correctly registered with the customs authorities and for correctly filling in customs documents and prepaying any customs duty to the proper customs authority insofar as this concerns the sending the PARCEL to the recipient, if the PARCEL is to be returned as PostNord Return, PostNord Return Pickup or PostNord Pickup Request (samlet "Return Products") to the sender, or if the PARCEL cannot be delivered to the recipient.

In the case of Return Products or undeliverable PARCELS, the sender is to provide customs information for use in customs processing so that the PARCEL can be returned to Denmark. For Returned Products and undeliverable PARCELS from Norway, the sender must use PostNord's Customer Portal to provide the necessary customs information for customs clearance, unless otherwise agreed. If the sender fails to complete or exchange the necessary customs documents and the PARCEL therefore remains in the possession of PostNord or PostNord's partner, without any possibility of returning it to the sender, PostNord reserves the right to destroy the PARCEL.

In connection with exports from Denmark to countries outside the EU, the sender itself—or a representative—must provide a customs declaration, as well as an export declaration in certain instances. If PostNord does not receive an export declaration, the sender may be ordered to pay for PostNord submitting an export declaration to the Danish Tax Authorities (SKAT) on behalf of the sender.

Some countries outside the EU require customs information to be sent electronically. If the customs information is not sent electronically to PostNord, the sender may be ordered to pay a fee for PostNord entering the information on the sender's behalf. The price for this service is specified in the PostNord price list in effect at the time in question on [www.postnord.dk](http://www.postnord.dk). In the event that the PARCEL is to be sent to Norway, and the sender is registered in Norway under the VOEC scheme, the VOEC service must also be selected. The terms and guidelines for the use of the VOEC scheme are set on [www.postnord.dk](http://www.postnord.dk) under "Eksport til Norge".

<http://www.postnord.dk/Conditions> for sending goods, etc., to the USA and Puerto Rico are set out in the special customs terms for the USA and Puerto Rico, which can be found at [www.postnord.dk](http://www.postnord.dk).

As a general rule, customs clearance is paid by the sender, while customs duties and VAT are paid by the recipient. If the recipient defaults on payment on the due date, the sender may be invoiced for the sum in question.

Customs clearance may concern individual PARCELS or be performed jointly for multiple PARCELS in one consignment.

In connection with export consignments with total customs clearance to countries outside the EU, senders must have an agent or other representative who handles the customs clearance and who can be charged customs duties, VAT and any special duties for all PARCELS in the consignment. The agent/representative must be a VAT-registered legal entity with customs credit in the country of destination.

### 8 **Handover/collection**

PostNord Parcel Locker, PostNord Service Point, PostNord Home and PostNord Parcel PostNord Home parcels are collected by PostNord if an agreement to this effect has been concluded, or if these can be handed over at a service point as listed on [www.postnord.dk](http://www.postnord.dk). PostNord Home and PostNord Parcel exceeding 20 kg must be collected from the Customer either pursuant to a fixed collection agreement or on an ad hoc basis by use of the Ad hoc Pickup service. PostNord's drop-off locations are emptied of received PARCELS on all workdays. Insured Items are handed over at a PostNord Parcel Shop. The PARCEL must be handed over to PostNord Parcel Shop staff who scan the consignment and send an electronic receipt to the sender documenting that the consignment has been handed over.

Senders using the PostNord Return service must ensure that a receipt is issued for handover to PostNord in the event that a complaint is subsequently filed.

The sender of a PostNord Return Pickup can, if the original sender allows it, have the return parcel picked up without contacting persons at the address. PostNord assumes responsibility for the return parcel when PostNord makes a pickup scan.

### 9 **Delivery**

#### 9.1 Denmark

##### 9.1.1 Delivery to the recipient's address

##### PostNord Home and Parcel

As a general rule, PostNord Home and PostNord Parcel are delivered to the recipient's mailbox.

If the dimensions and weight of the consignment prevent delivery to the mailbox, PostNord Home will be handed over to the recipient or an adult at the address who appears authorized to accept consignments (see below, however). If a recipient company operates its business from the owner's private residence, PostNord Home and PostNord Parcel may also be delivered to an adult member of the owner's household. The PostNord parcel is handed over to the recipient in return for a receipt.

PostNord may also contact the recipient by phone to agree on the details for the delivery of a consignment.

A PARCEL is delivered upon request at the recipient address, provided that it has been sent by Flex Delivery or an agreement has been entered into with the recipient to this effect, such as Recipient Flex or FlexChange.

Flex Delivery is an add-on service in which the recipient enters into an agreement for the placement of PARCELS at the recipient's address without anyone at the address having to be contacted. For PARCELS up to 20 kg, this service is contingent on the recipient having consented to this. After delivery, responsibility for the PARCEL is transferred to the sender. PARCELS weighing more than 20 kg and PARCELS containing tires will always be delivered using Flex Delivery.

Recipient Flex is a scheme in which the recipient has entered into an agreement with PostNord on the placement of the recipient's PARCELS without anyone at the address having to be contacted. The recipient is responsible for ensuring that PostNord may lawfully deliver a PARCEL at the agreed place.

FlexChange is a service whereby the recipient may redirect a PARCEL that is in route by granting PostNord one-off authorization either to deliver the parcel at an agreed place at the recipient's address or deliver the PARCEL to a specific PostNord Parcel Shop.

For Flex Delivery, Recipient Flex, FlexChange, delivery in the recipient's mailbox or via a parcel locker terminal, as well as pursuant to oral agreements on placement at the recipient address, PostNord's delivery scan constitutes documentation of delivery. For detailed rules on delivery and liability, see the fact sheets for Delivery (Delivery of Parcels) and for Parcels.

#### Insured items and consignments with Signature Assurance

Parcels for which the sender has purchased Insured Items cover or Signature Assurance will be handed over in return for the signature of the recipient.

#### Return products

Return Products are generally handed over in return for the signature of the recipient, unless the recipient has signed up for Recipient Flex.

#### 9.1.2 Pick up at service points

##### PostNord Home and Parcel

If a PostNord Home or PostNord Parcel cannot be delivered as described above, PostNord will notify the recipient cf. section 10 or by letter. The PARCEL will be set aside for retrieval at a PostNord Parcel Shop. However, consignments weighing more than 20 kg and PARCELS containing tires will be placed for pickup at a Business Drop-off or nearest Distribution Hub. The notification must be presented upon pick-up. A forwarded notification is deemed equivalent to authorization having been given to the person in question to pick up the consignment.

The person picking up the consignment must provide identification unless the recipient of the parcel has validated their identity in the PostNord app using their MitID, in which case the QR code in the PostNord app must be shown by the person picking up the parcel.

The deadline for picking up a PostNord Home or PostNord Parcel is specified in the notification to the recipient.

##### PostNord Parcel Locker and PostNord Service Point

For PostNord Parcel Locker and PostNord Service Point, the sender is required to specify at which PostNord Parcel Shop or parcel locker terminal the PARCEL is to be placed for pick-up.

If there is no available capacity at the PostNord Parcel Shop or in the selected parcel locker terminal or on the day of delivery, the PARCEL will set aside for pick-up at a (another) PostNord Parcel Shop.

When a PostNord Parcel Locker or PostNord Service Point is ready for pick-up, PostNord will send notification to this effect to the recipient (see section 10).

The following options are available:

- Parcel Locker: pick-up at a Parcel Locker requires the recipient to have installed the PostNord app on a smartphone, because the Parcel Locker is unlocked from the app via Bluetooth.

- PostNord Parcel Shop/Business Drop-off: to pick up a PARCEL from a PostNord Parcel Shop or Business Drop-off, notification must be presented in the form of a QR code. Forwarded notification is deemed equivalent to authorization having been given to the person in question to pick up the PARCEL.

The deadline for picking up PostNord Parcel Locker and PostNord Service Point services specified in the notification to the recipient. The final pick-up date will be stated in the notification. The pick-up period cannot be extended.

For PostNord Collect In-store, PostNord delivers the PARCEL to the store in question, which takes care of delivering the consignment to the recipient. PostNord's responsibility for the consignment ceases once the PARCEL has been delivered to the store. Further information is available at [www.postnord.dk](http://www.postnord.dk)

#### Insured items

PARCELS sent by the sender using the "Value" service may only be handed over to the recipient to whom the consignment is addressed, meaning that no one else may be authorized to pick up the consignment on behalf of the recipient. The notification and identification must be presented upon pick-up and the handover must be acknowledged with a signature.

The pick-up deadline for Insured Items is specified in the notification to the recipient. The pick-up period cannot be extended.

#### 9.2 Abroad

##### 9.2.1 Sweden, Norway and Finland

##### Delivery at the recipient's address

In Sweden, Norway, and Finland, the standard for a PostNord Home or PostNord Parcel delivery is that the parcel is delivered and placed in front of the door at the recipient's address or, for example, at a company's reception, gate, or similar, unless the parcel can be delivered to the recipient's mailbox. If the parcel must be delivered to a person at the address, it must be sent using either the "Attended" service or the "Signature Assurance" service

##### Special provisions for parcels over 20 kg to recipients in Sweden

The parcel is delivered to the curbside at the recipient's address, and the recipient is generally required to sign upon delivery

##### Pickup from a service point

In Sweden, the person collecting the consignment must present the notification in the form of a QR code sent either by SMS or email, or, if the recipient uses the PostNord App, in the app. In Norway and Finland, a scannable code is sent by SMS or email, which must be presented at the pick-up point when collecting the parcel. Forwarding the QR code or the scannable code is considered equivalent to granting authorization for that person to collect the consignment.

##### Read more about how parcels are delivered and collected in the Nordic region at [www.postnord.dk](http://www.postnord.dk).

##### 9.1.2 Other countries

PARCELS to other countries, the Faroe Islands, and Greenland are delivered and made available for pickup in accordance with the regulations of the destination country. Further information about parcel delivery can be found at [www.postnord.dk](http://www.postnord.dk).

#### 9.3 Return to sender

If a PARCEL cannot be delivered to the recipient or made available for collection, or if the deadline stated in any notification has expired, the PARCEL

will be returned to the sender. The return will be at the sender's expense.

#### 9.4 Special provisions for permanent relocation

If the recipient has moved, the PARCEL will be returned to the sender with the note "Unknown at this address." The return will be at the sender's expense.

#### 9.5 Special provisions for undeliverable parcels

PARCELS that are undeliverable are handled by PostNord in accordance with the rules set out in § 6 of Executive Order No. 1651 of 12 December 2023 on postal conveyance and postal undertakings.

#### 9.6 Permanent change of address

If the recipient has moved, the PARCEL will be returned to the sender with the information "Recipient unknown at the address". Such parcels will be returned at the sender's expense.

#### 9.7 Undeliverable parcels

Undeliverable PARCELS are handled by PostNord pursuant to provisions laid down in Section 6 of Executive Order No. 1651 of December 12, 2023, on Postal Services and Postal Service Providers.

## 10 Notification

### 10.1 Definition

Notification is a message sent to the recipient stating that a PARCEL is on its way and/or that a PARCEL has now arrived at a specified delivery location.

Notification may take the form of text message notification to Danish mobile numbers, email notification or notification in the PostNord app.

Text message notifications are sent to recipients in the period 6:30 am – 9:30 pm, and app and email notifications are sent 24 hours a day.

Notifications are generated on the basis of a scan done by PostNord.

### 10.2 Recipient information

The sender is required to state the recipient's email address and/or mobile phone number for all PARCELS.

### 10.3 Trustpilot

If the sender has chosen email notification, the sender accepts that PostNord may also use the recipient's name and email address to send a separate email to the recipient with an invitation to submit a review of PostNord's delivery service. This email will be sent by Trustpilot on PostNord's behalf.

### 10.4 Compensation

Section 11 applies to PARCELS sent with notifications. However, PostNord will not be liable for the contents, delay or non-receipt of the notification, regardless of the reason for this. No claim of any kind may be brought against PostNord for notifications.

## 11 Liability

### 11.1 PostNord's liability

PostNord's liability for damages with regard to PARCELS is governed by NSAB 2015 with the exemptions that follow the Customer Agreement and these Special Terms and Conditions as well as postal legislation.

PostNord will pay compensation for Insured Items sent to international destinations, the Faroe Islands and Greenland under the rules of the Universal

Postal Convention and related provisions, but with a higher compensation limit (see section 11.1.2).

The basis of liability for domestic PARCELS follows from the rules of NSAB 2015 (Sections 15ff), provided that the rules on compensation therein put the sender in a more favorable position than the rules in the Individual Authorization.

Compensation will only be paid if proper documentation of the claim is provided.

PostNord does not pay compensation for PARCELS that fail to comply with the weight limits or the maximum dimensions for the specific parcel product, cf. section 2.

#### 11.1.1 Compensation for delay

PostNord is not liable for compensation in case of delayed collection. Thus, in the absence of any specific agreement to the contrary, Sections 7, 15 and 19 of NSAB 2015 will not apply to the collection of PARCELS.

PostNord is solely liable for ensuring that domestic PARCELS arrive within a reasonable time (without a time guarantee) (see Section 7(1) of NSAB 2015). Section 19B of NSAB 2015 concerning time guarantees will consequently not apply.

PARCELS sent to destinations in Denmark where delivery is not made on a daily basis (see section 1) will not, however, be deemed as delayed unless the actual carriage time exceeds the time that can reasonably be expected under normal circumstances.

In special cases, PostNord may require the sender to obtain a written declaration from the recipient that a PARCEL was delayed.

Compensation will only be paid for the sender's documented financial loss, and compensation cannot exceed an amount equivalent to the price charged for carrying the delayed PARCEL, excluding surcharges for any services. The recipient is not entitled to compensation for delay.

In addition to the grounds for exemption from liability that follow from NSAB 2015, PostNord will not pay any compensation for delay in force majeure situations as described in detail in the Customer Agreement, nor for situations in which delivery of the PARCEL to the recipient has not been possible or has been associated with risk (see section 1).

Under no circumstances will compensation be paid for delay of PARCELS sent to international destinations, the Faroe Islands and Greenland.

#### 11.1.2 Compensation for loss and damage

PostNord will only pay compensation for loss of the PARCEL if it has been scanned by PostNord.

PARCELS which are sent by Flex Delivery, or which have been delivered in the recipient's mailbox or which, by arrangement with the recipient (such as Recipient Flex or FlexChange) have been delivered by being left at the recipient's address will be regarded as received once the PARCEL has been scanned as delivered by PostNord. After any such delivery/handover, PostNord cannot consequently be held liable for any loss or deterioration of, or damage to, the PARCEL.

Delivery of a PARCEL to a person other than the one to whom PostNord is entitled to hand over the PARCEL is equated with loss if the PARCEL is not subsequently received by the appropriate recipient.

Compensation for loss, deterioration or damage to PARCELS is determined in accordance with the regulations laid down in NSAB 2015.

If the consignment is being sent as part of a transaction, compensation is payable on the basis of the purchase price of the product (invoice value minus

the mark-up and VAT). If documentation of the actual profit mark-up is not available, the value will be determined on the basis of an ordinary estimated mark-up. If the parcel does not contain a commercial product, the value of the PARCEL will be set at the market price for or the usual value of objects of the same type and condition, e.g. corresponding second-hand objects. Under no circumstances will compensation be payable for antique value, sentimental value or loss of profit (see Section 17 of NSAB 2015).

Compensation for damage is paid in an amount equivalent to the loss of value, as the sender is responsible for proving that the contents of the PARCEL have no residual value, if this is indeed the case. No compensation will be payable if the PARCEL was insufficiently packaged.

The compensation payable cannot exceed DKK 4,800 per PARCEL, however.

For full or partial loss, impairment or damage to/ of one or more consignments of a sender's PARCELS, or parts thereof, the sum of the individual compensation arising from the same incident may not exceed DKK 30,000. Thus, the total compensation payable to the sender for an incident cannot exceed this amount.

Payment of compensation for the loss of mobile phones and computer equipment, is contingent on the sender providing PostNord with the IMEI number or serial number of the lost equipment. If the sender does not meet this requirement, the sender is unable to obtain compensation.

For Insured Items, the compensation may not exceed an amount equivalent to the value stated on the consignment. If the Insured Item contains bearer securities, this will be calculated on the basis of the current value of the document. If a value is not specified for the document, or if the value stated in the document does not represent the current value, the sender must specify a value equating to the commercial value represented by the document. PostNord may request the sender to provide documentation of the commercial value stated by the sender. If a PARCEL, due to its contents, should have been sent as an Insured Item in accordance with these Special Terms and Conditions, and it has not been sent as an Insured Item, the Customer is precluded from obtaining compensation for loss and damage.

PostNord may require an auditor's statement as documentation of the sender's claim for compensation.

Payment of compensation for full or partial loss or deterioration may be contingent on the recipient signing a statutory declaration that the recipient has not received the PARCEL or the contents in question.

Compensation is payable to the sender, regardless of whether the recipient may bear the forwarding risk. If the PARCEL is received by the addressee, compensation may be paid in full to the addressee as well, however.

If PostNord has paid compensation for the full loss of the sender, ownership of the contents of the PARCEL will be transferred to PostNord.

#### 11.2 Complaint periods

Complaints must be filed within the deadlines stated in NSAB 2015. This means that complaints concerning visible damage must be filed immediately, and complaints concerning non-visible damage/loss must be filed within seven (7) days, cf. Section 27 of NSAB 2015. For other types of claims, a complaint must be filed within fourteen (14) days from when the sender became aware of or should have become aware of its claim.

In addition to NSAB 2015, a complaint must have been filed in any case—including in the event of total loss no later than six (6) months after the PARCEL was handed over to PostNord. If a complaint is not filed within the deadline, the claim will be forfeited.

Complaints must be filed with PostNord. For further information on complaints, see [www.postnord.dk](http://www.postnord.dk).

#### 11.3 Period of limitation

Pursuant to NSAB 2015, claims against PostNord will be time-barred after one (1) year.

#### 11.4 Sender's liability in damages

If the consignee bears the risk of a shipment, the consignor is obliged to inform the consignee in advance of the conditions of carriage in accordance with these Terms and Conditions.

The sender is obliged to indemnify PostNord for any loss and any cost incurred by PostNord, including claims brought by a third party against PostNord as a result of the following:

- PostNord is ordered to pay compensation to a recipient or third party and said compensation exceeds the compensation that PostNord would have been obliged to pay to the sender under these Special Terms and Conditions, provided that the sender had been entitled to compensation,
- the contents or packaging of a PARCEL does not comply with the requirements for contents and packaging in these Special Terms and Conditions, including the requirements of sections 4 and 6, or
- A PARCEL is detained by customs authorities if the detention is due to acts or omissions of the sender, including the requirements in section 7.

Moreover, the sender is liable for damages pursuant to the rules of NSAB 2015.

## 12 Other

### 12.1 Right of disposal

For PARCELS to addresses in Denmark and a number of other countries of destination, the sender is entitled to request that the PARCEL be returned or delivered to a different recipient until the PARCEL has been delivered to the recipient stated on the PARCEL. PostNord cannot guarantee that the PARCEL can be stopped if, for example, it is handed over to a different carrier outside Denmark. For Return Products, only the original sender (payer of carriage) has the right of disposal to the PARCEL after handing it over to PostNord.

PostNord does not refund the price of returned PARCELS. If the sender exercises the right of disposal, PostNord is entitled to charge a fee in addition to the price of the return consignment or for redirection to the new address for forwarding the request for the changed delivery, as well as any non-canceled duties, charges and fees.

### 12.2 Confidentiality and the opening of mail

PostNord treats any information concerning the sender's use of postal services as confidential.

In cases in which it has not been possible to find the addressee or sender, or in cases in which it may be necessary to establish the extent of, or minimize any damage to the PARCEL, a PARCEL may be opened by PostNord without a court order, cf. Section 12(1) of the Danish Postal Services Act (*Postloven*).

### 12.3 Duty of disclosure

Certain PostNord products are exempt from VAT.

Out of consideration for the settlement of price and VAT, the sender undertakes to specify which type of consignment is involved, and this must be done in accordance with the PostNord guidelines for the use of consignment notes and barcode labels. PostNord carries out random checks of compliance with these guidelines.

If the sender has not provided correct information, PostNord is entitled to rectify the situation by either subsequently charging the correct VAT to the sender or by issuing a credit note pursuant to the rules of the Danish Value Added Tax Act. PostNord is also entitled to charge a fee of DKK 100 in connection with the handling of such errors.

PostNord will also have a right of recourse for any claim that the Danish tax authorities may bring against PostNord as a result of the error.

### 12.4 Customer enquiries and Complaints

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

If a sender or recipient wishes to complain about PostNord's delivery of a PARCEL, the complaint must be submitted to PostNord, Customer Service via Customer Portal or PostNord's website.

Such complaints must be submitted within six (6) months of the PARCEL having been handed over for delivery. As regards claims for compensation, see the deadlines for complaints set out in section 11.2.

Customer Service will process the complaint within one month of receiving the complaint, unless special circumstances apply.