

Special Terms and Conditions

Postal Parcels (Cash Customers)

1 General information

Special Terms and Conditions for Postal Parcels apply to the sending of the following products:

- Postal Parcel Home
- Postal Parcel Collect
- International Postal Parcel
- Insured Items

Hereinafter referred to as Postal Parcel(s).

Postal Parcel Home is a parcel product where the parcel is sent by a sender for delivery to the recipient's home or business address in Denmark.

Postal Parcel Collect is a parcel product where the parcel is sent by a sender to a recipient, who collects the parcel at a PostNord Parcel Shop or from a parcel locker in Denmark.

International Postal Parcel is a parcel product where the parcel is sent by a sender for delivery to a private or business recipient abroad.

Insured Items is a parcel product that must be purchased in addition to the other parcel products, provided the value and contents of the parcel meet the requirements specified in section 4.4. PostNord or PostNord's partner abroad will only deliver to the recipient against a signature for receipt or in accordance with the applicable delivery rules in the relevant country. However, there are certain countries that do not accept the receipt of Insured Items.

In addition to the Special Terms and Conditions for Postal Parcel 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 A/S ("PostNord") will be time-barred after one (1) year (Section 28 of NSAB 2015) and that the right of retention and lien (Section 14 of NSAB 2015) comprises both current and previous claims. Claims for delivery of consignment, etc., must be honored regardless of the terms of delivery in the agreement (Section 11 of NSAB 2015).

Workdays" means Monday to Friday, excluding public holidays, Constitution Day (5 June), and Christmas Eve (24 December)

The service target for domestic Postal Parcel 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 Postal Parcels throughout Denmark once a day on all workdays to the address specified by the sender on the parcel. Postal Parcel

Collect 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.
- Certain smaller island communities where special delivery arrangements apply. See the list at 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 Postal Parcel, 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, Postal 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 Postal Parcels to international destinations, the Faroe Islands and Greenland can be seen online at www.postnord.dk.

Postal Parcels for destinations in Greenland to which there is no shipping service within one (1) month after the Postal Parcel has been handed over for delivery are forwarded by air.

2 Physical dimensions and weight

2.1 General requirements

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

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

2.2 Postal Parcel Collect

Postal Parcel Collect may be shipped with the following maximum dimensions and weight:

To	Maximum length	Maximum dimensions	Maximum weight
Parcel locker	60 cm	42x49x60 cm	20 kg

To	Maximum length	Maximum length + girth	Maximum weight
Parcel Shop	150 cm	300 cm	20 kg

2.3 Postal Parcel Home, International Postal Parcel and Insured Items

Postal Parcel Home, Insured Items and International Postal Parcel may be shipped with the following maximum dimensions and weight to Denmark and abroad.

To	Maximum length	Maximum length + girth	Maximum weight
Denmark and rest of world	150 cm*	300 cm	20 kg

If the length of the parcel is between 120 and 150 cm, a surcharge must be purchased.

*For certain countries, the maximum length of the Postal Parcel is 105 cm. For further details regarding the applicable countries, see www.postnord.dk.

2.4 General provisions for exceeding dimensions and weight limits

If a parcel is submitted for carriage and exceeds the permitted weight limit of 20 kg or the specified maximum dimensions, PostNord may, at its own discretion, forward the parcel to the recipient or return the parcel to the sender. PostNord is entitled to charge a fee for exceeding the permitted weight limit or maximum dimensions. The price paid for the shipment will not be refunded in the event of a return.

For parcels sent abroad, if the parcel exceeds 20 kg, it will always be returned to the sender.

If a parcel sent to Denmark exceeds the weight of 35 kg, or the dimensions of 220 cm in length and/or length plus girth of 360 cm, the parcel will in all cases be returned to the sender.

PostNord accepts no liability for delay, loss, or damage to parcels in connection with handling, delivery, or return of the parcel when the parcel does not comply with the weight limits or maximum dimensions.

3 Prices

The prevailing prices, taxes and fees for Postal Parcels are specified on www.postnord.dk/find-prisen, and other price lists on www.postnord.dk. PostNord weighs 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 Postal Parcel's size, shape or need for special handling.

If PostNord determines that the sender has not paid correct postage, an invoice will be sent to the sender for the missing postage plus an administration fee. PostNord may decline to carry a consignment and

choose to return it to the sender without refund of the postage paid if the correct price has not been paid for the carriage of the consignment or if it is discovered that the postage label on the consignment has been used previously.

4 Contents

4.1 General provisions regarding the contents

PostNord will not accept Postal Parcel 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 Postal 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).

Moreover, Postal Parcel 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 items), 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.

Lithium cells or lithium batteries that are not installed in equipment are categorized as dangerous goods and must therefore not be sent. Lithium batteries or lithium cells that are installed in equipment may be sent as Postal Parcels when special packaging and labeling rules are observed. Additional information is available from PostNord, including information about the destination countries that do not allow Postal Parcel containing lithium batteries and lithium cells installed in equipment. A Postal 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 Postal 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 postal workers or which could contaminate or damage other consignments or postal facilities.

Live animals. (Including invertebrates)

Postal 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 Postal 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 regard contents abroad

Regardless of 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, under the regulations of the destination country, the contents may be imported into that country, and under what conditions this may be permitted. PostNord does not check these matters and is not able to provide advice in this regard, but instead refers the sender to contact 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 Postal Parcel, regardless of the parcel product, must not exceed an amount equivalent to DKK 100,000.

4.4 Insured Items

The sender must send the Postal Parcel as an Insured Item if the value of the Postal Parcel exceeds DKK 4,800 and contains cash, 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 Item must not exceed DKK 30,000, regardless of the limitation in section 4.3.

A maximum of one Insured Item containing cash and/or bearer securities may be sent per day to the same recipient.

5 Packaging

The sender must ensure that Postal 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 Postal 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 Postal Parcel must be packaged so as to prevent the contents of 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 Postal Parcel during transport.

Read more about packaging in the Packaging Guide on 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 Postal Parcel, PostNord discovers that the Postal Parcel is not properly packaged, PostNord is entitled, at its own discretion, either to refuse the Postal Parcel or to request that the sender sign a certificate stipulating that the Postal Parcel is being sent at the sender's risk.

6 Customs clearance

It is the sender's responsibility to correctly complete the customs documents both for dispatching the Postal Parcel to the recipient and if the Postal Parcel cannot be delivered to the recipient.

For exports from Denmark to countries outside the EU, the sender must complete a customs declaration. This is done in connection with the purchase of the shipment via www.postnord.dk, in the PostNord App, or at a PostNord Parcel Shop.

Conditions for sending goods to the USA and Puerto Rico are set out in the special customs conditions for the USA and Puerto Rico, which can be found at www.postnord.dk

7 Handover

The Postal Parcel can be delivered at a PostNord Parcel Shop. PostNord Parcel Shops are emptied of consignments every workday. See drop-off deadlines at www.postnord.dk.

Insured Items must be handed over at a PostNord Parcel Shop. The parcel must be handed over to the PostNord Parcel Shop staff, who will scan the consignment and send an electronic receipt to the sender as documentation of the handover.

8 Delivery

8.1 Denmark

8.1.1 Delivery to the recipient's address

Postal Parcel Home

As a general rule, Postal Parcel home is delivered to the recipient's mailbox.

If the dimensions and weight of the consignment prevent delivery to the mailbox, Postal Parcel 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, Postal Parcel Home may also be delivered to an adult member of the owner's household.

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

A Postal Parcel Home is delivered by placement at the recipient's address, provided an agreement has

been made with the recipient to this effect, for example via FlexChange or Recipient Flex.

A Postal Parcel Home that exceeds the permitted dimension or weight limits will, as a rule, be delivered to the recipient's address if PostNord, despite the excess, chooses to deliver the parcel instead of returning it to the sender, cf. section 2.4. After placement, responsibility for the consignment transfers to the sender.

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

FlexChange is a service whereby the recipient may redirect a consignment that is en route by granting PostNord one-off authorization either to deliver the parcel at an agreed place at the recipient's address or deliver the consignment 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 on www.postnord.dk.

8.1.2 Insured Items

Insured Items will be handed over in return for a receipt.

8.1.3 Pick up at service points

Postal Parcel Home

If a Postal Parcel Home cannot be delivered as described above, PostNord will notify the recipient cf. section 9 or by letter.

The person collecting the consignment must present the notification in the form of a QR code sent to the recipient either by SMS or email, or, if the recipient is a user of the PostNord App, in the app. Forwarding the QR code is considered equivalent to granting authorization to the person collecting the consignment.

The deadline for picking up Postal Parcel Home is 7 days. Specifically, for Postal Parcel Home where the recipient's mobile number or email address is not included in the EDI, the pick-up deadline is 14 days. The final pick-up date will be stated in the notification. The pick-up period cannot be extended. Whoever picks up the consignment must present proof of identity.

Postal Parcel Collect

For Postal Parcel Collect, the sender is required to specify at which PostNord Parcel Shop or parcel locker terminal the consignment is to be placed for pick-up.

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

When a Postal Parcel Collect is ready for pick-up, PostNord will send a notification to this effect to the recipient (see section 9). There are the following collection options:

- Parcel Locker: For pick-up at a parcel locker, the recipient is required to have installed and be registered in the PostNord App, as the compartment in the parcel locker is unlocked using Bluetooth from the PostNord App.

- PostNord Parcel Shop: For pick-up at a PostNord Parcel Shop, the notification in the form of a QR code must be presented. Forwarding the notification is considered equivalent to granting authorization to the person collecting the consignment.

The deadline for picking up Postal Parcel Collect is seven (7) days. The final pick-up date will be stated in the notification. The pick-up period cannot be extended. The person picking up the consignment must present proof of identity.

Insured Items

Insured Items 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.

Insured items must be picked up within 7 days. The final pick-up date will be stated in the notification. The pick-up period cannot be extended.

8.2 Abroad

Postal Parcel for international destinations, the Faroe Islands and Greenland will be delivered and made available for pick-up pursuant to regulations of the country of destination.

If a Postal Parcel cannot be delivered to the recipient, or the deadline for any notification of delivery has expired, the consignment will be returned to sender at the sender's expense, unless the sender waived to have the shipment returned in the event that the consignment cannot be delivered when purchasing the postage label via www.postnord.dk, PostNord App or in the PostNord Parcel Shop.

8.3 Return to sender

If PostNord or PostNord's partner abroad is unable to deliver a Postal Parcel to the recipient, or if the deadline for a possibly issued notification has expired, the Postal Parcel will be returned to the sender, unless the sender, in connection with the purchase of a shipment to an international destination, has waived the right to have the shipment returned in the event that it cannot be delivered to the recipient.

8.4 Permanent change of address

If the recipient has moved, the Postal Parcel will be returned to the sender with the information "Recipient unknown at the address".

8.5 Undeliverable Postal 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.

9 Notification

9.1 Definition

Notification is a message sent to the recipient stating that a consignment is on its way and/or that a Postal 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.

9.2 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.

9.3 Compensation

Section 10 applies to Postal 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.

10 Liability

10.1 PostNord's liability

PostNord's liability for damages with regard to Postal Parcels is governed by NSAB 2015 with the exemptions that follow these Special Terms and Conditions 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.

The basis of liability for domestic Postal 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 Postal Parcels that fail to comply with the weight limits or the maximum dimensions for the specific parcel product, cf. section 2.

10.1.1 Compensation for delay

PostNord is solely liable for ensuring that domestic Postal 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 does consequently not apply.

Postal 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 Postal 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 Postal Parcel, excluding surcharges for any services. The recipient is not entitled to compensation for any 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 Postal 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 Postal Parcels sent to international destinations, the Faroe Islands and Greenland.

10.1.2 Compensation for loss and damage

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

Postal Parcel 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 Postal 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 Postal Parcel.

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

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

If the Postal Parcel contained goods, compensation will be paid on the basis of the purchase price for the same (invoice value, less mark-up and VAT, unless the sender is a private individual, in which case mark-up and VAT will not be deducted). 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. Otherwise, the value of the Postal Parcel will be set at the market price for, or the usual value of, objects of the same type and condition, e.g., correspondingly used objects. Under no circumstances will compensation be payable for antique value, sentimental value or loss of profit (see Section 17 of 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 good (sales invoice value, less mark-up and VAT, unless the sender is a private individual, in which case mark-up and VAT will not be deducted). 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 Postal Parcel have no residual value, if this is indeed the case. No compensation will be payable if the Postal Parcel was insufficiently packaged.

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

For full or partial loss, impairment or damage to/of one or more consignments of a sender's Postal 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 Postal Parcel Home or Postal Parcel Collect, due to its contents, should have been sent as an Insured Items in accordance with these Special Terms and Conditions, and it has not been sent as an Insured Items, the sender is precluded from obtaining compensation for loss or 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 Postal Parcel or the contents in question.

Compensation is payable to the sender, regardless of whether the recipient may bear the forwarding risk. If the Postal 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 Postal Parcel will be transferred to PostNord.

10.2 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 Postal 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.

10.3 Period of limitation

In accordance with Section 28 of NSAB 2015, any claim against PostNord must be brought within one year, otherwise the claim will be forfeited. The limitation period runs from:

- a) in the case of deterioration or damage to the parcel, from the day the parcel was delivered to the recipient,
- b) in the case of delay, loss of an entire consignment, or other damage, from the time when the delay, loss, or other damage could first be ascertained,
- c) in all other cases, from the time when the cause of the claim could first have been observed

10.4 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 Post Nord 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, or
- The contents or packaging of a Postal Parcel does not comply with the requirements for contents and packaging in these Special Terms and Conditions, including the requirements of sections 4 and 5.

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

11 Other

11.1 Right of disposal

For Postal Parcels to addresses in Denmark and a number of other countries of destination, the sender is entitled to request that the Postal Parcel be returned or delivered to a different recipient until the Postal Parcel has been delivered to the recipient stated on the Postal Parcel. PostNord cannot guarantee that the Postal Parcel can be stopped if, for example, it is handed over to a different carrier outside Denmark.

PostNord does not refund the price of returned Postal 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.

11.2 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 Postal Parcel, a Postal Parcel may be opened by PostNord without a court order, cf. Section 12(1) of the Danish Postal Services Act (*Postloven*).

11.3 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>.

11.4 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.

11.5 Customer enquiries and Complaints

PostNord Customer Service can be contacted via PostNord App or PostNord's website www.postnord.dk.

If a sender or recipient wishes to complain about PostNord's delivery of a Postal Parcel or Insured Items covered by the universal service obligation, the complaint must be submitted to PostNord, Customer Service.

Such complaints must be submitted within six (6) months of the consignment having been handed over for delivery. As regards claims for compensation, see the deadlines for complaints set out in Section 10.2.

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