



Special Terms and Conditions

Additional services

1 General Information

Additional services refer to services provided by PostNord in addition to the basic services *Parcel Locker*, *Service Point*, *Home*, *Business* and *Return* governed by Special Terms and Conditions for Parcels.

Swedish, Danish, Norwegian and Finnish, Customer means Customer whose agreement is entered with the PostNord entity in said country.

See the current price list:

postnord.dk

2 Nordic additional services

Unless otherwise specified, the additional services are available to Sweden, Denmark, Norway and Finland.

2.1 Collection and return management

2.1.1 Book pickup

Customers who need to book a pick-up can do so for example in Business portal via book pickup or via Customer Service. If the agreed or booked collection is not cancelled in good time and there are no goods to collect, a surcharge may be applied, see current price list.

2.1.1.1 Applicability

Applies to *Parcel Locker*, *Service Point*, *Home* and *Business in Sweden, Norway and Finland* to all applicable destinations.

2.1.2 Collect in Store

PostNord delivers the parcel to the Customer's chosen store, which then handles the handover of the parcel to the recipient following a notification according to section 12 in the Special Terms and Conditions for Parcels. PostNord's responsibility for the parcel ceases at the delivery to the Customer's store.

If the recipient does not collect the parcel, it is up to the Customer to return the parcel or choose how long the parcel should be kept available for collection at the Customer's store.

Collect in Store requires a special written agreement with PostNord. Contact us for more information.

2.1.2.1 Applicability

Applies to *Service Point* for Swedish, Danish and Norwegian Customers.

2.1.3 Collect in Store – Label only

Collect in Store – Label only is used if the Customer only requires notification by PostNord App, SMS or e-mail, followed by collection from the Customer's collection point. The additional service does not include any transportation of the goods. The goods are registered and a notification is generated for the receiving Customer according to section 12 in the Special Terms and Conditions for Parcels. To be able to use the additional service, the criteria for Collect in Store must be met.

No return options are available, and PostNord assumes no liability for any complaints concerning the goods, as PostNord does not undertake the transportation of these items.

2.1.3.1 Applicability

Applies to *Service Point* for Swedish, Danish and Norwegian Customers.

2.1.4 Print Label

PostNord prints out the shipping label that is, by the sender, attached to the parcel. The sender is provided with a code that must be presented at a service point. In Finland, parcels can be sent from parcel lockers with a numerical code. For shipments in Finland, it is recommended that the sender's name is also written on the parcel.

When the Customer includes the additional service in the EDI via Business portal or a different TA system, a code is generated. Codes are valid for 60 days.

2.1.4.1 Applicability

Applicable for Swedish, Danish and Norwegian Customers: *Parcel Locker*, *Service Point*, *Home*, *Business* and *Return*. For Finnish Customers: *Return*.

2.2 Delivery options

2.2.1 Attended

The parcel is handed over to a person at the recipient's address. The recipient does not have to be the declared recipient in person. The recipient may use FlexChange to change the delivery location to the door without being home. The recipient bears the risk of loss or damage occurring after the parcel has been delivered in accordance with the recipient's instruction.

In Denmark, the parcel may be delivered in the mailbox if it fits or delivered at the agreed location at the address if the recipient has a Recipient Flex (Modtagerflex) agreement. Parcels over 20 kg are usually delivered by placing them at

the recipient's door if nothing else agreed through Recipient Flex.

2.2.1.1 Applicability

Applies to *Home*. Not applicable for parcels over 20 kg to Denmark. Cannot be combined with Signature Assurance, ID Check and Age Check.

2.2.2 Before 12

The parcels will be delivered to the recipient before 12:00 on business days (Monday to Friday).

The additional service Before 12 guarantees the delivery time, which means that if PostNord fails to deliver before 12:00, the additional fee will be returned following a claim. The guaranteed delivery time only applies if the product conditions listed under 2 Dimensions, weight and destination and 5 Transport EDI in Special Terms and Conditions for Parcels have been met.

2.2.2.1 Applicability

Applies to *Business*. Before 12 may not be available to certain destinations. Cannot be combined with Tyres. The service does not apply to Danish Customers.

2.2.3 Choice of Collection Location

Choice of Collection Location, included free of charge, makes it possible for the Customer to choose the recipient's service point or parcel locker at which a parcel will be made available for collection. To use this service, the Customer must meet technical criterias described at developer.postnord.com. The additional service Choice of Collection Location is mandatory for *Parcel Locker*. For *Service Point* it is mandatory to all countries except Sweden.

2.2.3.1 Applicability

Applies to *Parcel Locker* and *Service Point* to all applicable destinations.

2.2.4 Delivery without POD

PostNord delivers the parcel at the recipient's door, in reception or at the loading dock/goods reception without the recipient having to be present and without a signature as proof of delivery (POD). In Denmark, the delivery may be in the mailbox. PostNord's delivery scan constitutes documentation of delivery and that PostNord's responsibility for the parcel ceases.

2.2.4.1 Applicability

Applies to *Business*. Cannot be combined with Heavy, ID Check or Signature Assurance.

2.2.5 Not Outdoor Parcel Locker

Delivery to an outdoor parcel locker is not allowed, either as a delivery option for the recipient via FlexChange or as a fallback solution for PostNord.

2.2.5.1 Applicability

Applies to *Parcel Locker*, *Service Point* and *Return* to Finland and to *Parcel Locker* domestic in Norway.

2.2.6 Not Parcel Locker

Delivery to a parcel locker is not allowed, as a delivery option for the recipient via FlexChange. Handover to a parcel locker is not allowed for *Return*.

2.2.6.1 Applicability

Applies to *Service Point*, *Home*, *Business* and *Return*.

Finland: *Home* does not apply.

Cannot be combined with Heavy.

2.2.7 Return to Sender

Parcels that cannot be delivered to the recipient are returned directly to the Customer at their expense. The parcel is not delivered at the door or placed for collection at a service point if delivery fails. The recipient will not have the option to change the delivery location via FlexChange in case of customer specific agreements between PostNord and the recipient (Modtagerflex) regarding alternative delivery forms, Return to Sender takes precedence.

2.2.7.1 Applicability

Applies to *Home* and *Business*.

2.2.8 Two delivery attempts

An additional delivery attempt is made the next business day if the parcel could not be handed over in accordance with section 11 in Special Terms and Conditions for Parcels. The additional service is only charged for if two delivery attempts have been made. If the parcel cannot be delivered after the second delivery attempt, it will be available for collection at PostNord's service center the next business day in accordance with notification to the recipient.

2.2.8.1 Applicability

Applies to *Business* with a maximum physical weight of 20 kg. Cannot be combined with Heavy and not available for parcels addressed to private individuals.

2.3 Recipient verification

2.3.1 Age Check

Certain goods have further requirement to check that the recipient is the right age to receive the delivery: 16, 18 or 20 years old. A check is made to see that the recipient age selected by the Customer in the transport EDI matches the age on the ID document presented by the recipient. In the case of delivery via parcel locker, a check is performed to ensure that the age in the transport EDI matches the age in the recipient's Mobile BankID.

2.3.1.1 Applicability

For Swedish and Danish Customers, applies to *Parcel Locker*, *Service Point* and *Home* to Sweden.

2.3.2 ID Check

The parcel is delivered to the person who receives the goods upon presentation of a valid identity document or valid pickup code. This code is obtained through the recipient confirming their identity via a Mobile BankID in PostNord App. The recipient can, via FlexChange, redirect the parcel for

collection at a service point or parcel locker. In such cases, the parcel is handed over upon presentation of a pickup code.

2.3.2.1 Applicability

For Swedish, Danish, Norwegian and Finnish Customers, applies to *Business, Parcel Locker, Service Point and Home to Sweden and Norway*. Cannot be combined with Delivery without POD for *Business* or *Attended, Signature Assurance* or *Age Check for Home*.

2.3.3 Signature Assurance

The parcel is delivered against signature and may be accepted by a person other than the named recipient. The parcel is not delivered in the recipient's mailbox or at the door.

2.3.3.1 Applicability

Applies to *Home and Business*. Cannot be combined with ID Check or *Attended for Home* or Delivery without POD for *Business*.

2.4 Special shipment handling

2.4.1 Heavy

Heavy is mandatory when sending parcels over 20 kg within, to and from Sweden. The delivery time is extended when Heavy is used. Labelling must comply with section 7.1 in Special Terms and Conditions for Parcels. If Heavy is not used, a surcharge for "Heavy not specified" will be applied. The surcharge can be found in current price list.

2.4.1.1 Applicability

Applies to *Home* and *Business* to Sweden. Cannot be combined with Delivery without POD, Before 12, Not Parcel Locker or Two delivery attempts. And for Swedish Customers, SameDay.

2.4.2 Insurance

It is possible to take out insurance with an external insurance company via PostNord provided that the contents of the parcel do not violate the provisions of PostNord's General Customer Terms and Conditions for customer agreements, Special Terms and Conditions for Parcels, or terms and conditions for the insurance. The service can be added for parcels with a value exceeding € 520 (for Danish customers, DKK 4,800). Parcels with Insurance may not contain items, the value of which exceeds the highest permitted value set out in terms and conditions for parcels section Contents. For more information, see:

postnord.dk

2.4.2.1 Applicability

Applies to *Parcel Locker, Service Point, Home, Business* and *Return* for customers in Sweden, Denmark and Norway to all applicable destinations. Terms and conditions for Insurance is not applicable in Denmark. Cannot be combined with Insured items for Danish Customers.

2.4.3 Limited Quantity of Dangerous Goods (LQ)

The additional service LQ is mandatory when sending parcels containing LQ. The Customer is responsible for complying

with applicable legal requirements regarding classification, documentation, packaging and labelling required for transport by road and sea.

To or from Denmark, Finland and countries outside the Nordic region, the Customer must provide the UN number, substance name, and quantity (net weight) in the transport EDI, otherwise the shipment can be returned. When sending LQ parcels to or from Finland, Åland Islands, Estonia, Latvia, and Lithuania, the Customer must also provide the proper shipping name and for N.O.S. goods: technical names and category/classification. For more information and permitted UN numbers, see:

postnord.dk

2.4.3.1 Applicability

Applies to *Parcel Locker, Service Point, Home, Business* and *Return* to Sweden (except the island of Gotland), Denmark, Norway and Finland and selected European countries. For Danish customers, LQ also applies to Greenland and the Faroe Islands when Economy is selected as an additional service.

2.4.4 Split Shipment

Companies with large, continuous flows of parcels that are sent across customs borders can declare several parcels addressed to different recipients as one single shipment. All parcels included in a shipment must be marked with the additional service Split Shipment and Shipment ID (optional) in accordance with specification which can be downloaded from developer.postnord.com. Split Shipment requires a special written agreement with PostNord.

2.4.4.1 The shipment

A Split Shipment shall contain the minimum number of parcels required for the service, as communicated by PostNord.

2.4.4.2 Size and weight

Pallet:

Maximum size: Length, 1.2 m, width 0.8 m, and height 2.0 m.

Maximum weight: 1000 kg per pallet.

2.4.4.3 Packaging

Parcels shall in all cases be loaded, encased in (black) plastic and made safe for transport on a EUR-pallet, or a similar piece of transportation equipment that can be handled by a forklift. Letter carriers may not be used. The pallets are classed as part of transport packaging. Exchanges of pallets are not included in the service.

2.4.4.4 Labelling

Individual parcels that form part of a Split Shipment shall be labelled with a shipping label described in Special Terms and Conditions for Parcels for each service and in this Special Terms and Conditions for Additional service Split Shipment. The Customer must, to the goods, affix completed freight documents for Load carrier - Split Shipment, product code 10 in accordance with current specification which can be downloaded from developer.postnord.com. Any additional costs incurred due to incorrect shipping labels are to be paid

by the Customer. In cases where the labelling of the pallet is incorrect or incomplete, the parcel may be delayed or returned.

2.4.4.5 Prior to transport

The pallet must be separated upon collection and may not be mixed with domestic parcels or other items. If a parcel included in a Split Shipment is returned due to incorrect destination handling, additional a surcharge may be applied.

2.4.4.6 Customs information

The invoice recipient/importer must be registered for VAT in Norway (does not apply to VOEC). If the importer does not have a custom credit, the sending customer needs to provide security for any import duties and disbursement commission charged according to the applicable price list. Goods that are subject to import restrictions may not be sent as Split Shipment. See also section 9 in Special Terms and Conditions for Parcels.

2.4.4.7 Delivery

PostNord will split the Split Shipment after customs clearance and deliver the parcels in accordance with section 11 in Special Terms and Conditions for Parcels.

2.4.4.8 Customs information

Customs information must contain information regarding all parcels included in the shipment. All tracking numbers for pallets with code 10 (Load Carriers) in a Split Shipment shall be included in the digital customs information pre-notified to PostNord. See section 9 in the Special Terms and Conditions for Parcels.

2.4.4.9 PostNords Liability

PostNord is responsible for all the parcels that form part of the shipment, in accordance with the Special Terms and Conditions for Parcels for each service.

2.4.4.10 Additional services

2.4.4.10.1 Limited Quantities of Dangerous Goods (LQ)
Goods/substances which are classified as dangerous goods may not be sent with PostNord. However, certain commonly referred to limited quantities of dangerous goods may be sent to certain countries using Split Shipment to Norway. See section 2.4.3.

Labelling Split Shipment

Pallets containing small quantities of hazardous goods shipped under Split Shipment shall also be labelled in accordance with ADR-S.

2.4.5 Applicability

Applies to *Parcel Locker*, *Service Point*, *Home* and *Business* to Norway (not including Svalbard).

For Danish Customers, also *Home* and *Business* to Great Britain except for Northern Ireland, the Isle of Man and the Channel Islands. Cannot be combined with VOEC in Denmark.

2.4.6 Tyres

The additional service Tyres is mandatory when sending parcels containing tyres and drift mat for motorised vehicles.

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If the delivery fails in Sweden and Denmark, parcels are made available for pickup at the nearest distribution hub or terminal, depending on handling in each country.

If the delivery fails in Norway and Finland a second delivery attempt is made.

See special requirement for how to package tyres in the packaging guide at:

postnord.dk

For Swedish and Finnish Customers, sending Tyres requires a special written agreement with PostNord.

2.4.6.1 Applicability

Applies to *Home* and *Business*. FlexChange is not available for deliveries to parcel locker or service points.

3 Additional services specifically for Danish customers

Unless otherwise specified, the additional services are available to Danish customers.

3.1 Collection and return management

3.1.1 Ad hoc Pickup

Customers without a fixed pickup agreement can use Ad hoc Pickup to have a small number of parcels collected. Order Ad hoc Pickup before 22:00, and the courier will collect up to 4 parcels the next business day during their delivery route. Ad hoc Pickup must be ordered per parcel, so they know how many parcels to collect. Parcels must be ready at the time of pickup.

3.1.1.1 Applicability

Applies to *Parcel Locker*, *Service Point*, *Home* and *Business* to all applicable destinations. Cannot be combined with Insured items.

3.2 Delivery options

3.2.1 Economy

When sending parcels to the Faroe Islands and Greenland, Customers can choose Economy if delivery is not urgent. The parcel is shipped by sea, and it is possible to combine with the additional service Limited Quantity of Dangerous Goods (LQ).

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. In the event of return, the paid postage will not be refunded.

3.2.1.1 Applicability

Applies to *Home* and *Business* to The Faroe Islands and Greenland.

3.3 Special shipment handling

3.3.1 Insured items

The Customer must send parcels with the additional service Insured items when the value of the parcel exceeds DKK 4,800 and the parcel contains money, bearer securities, precious metals, gemstones, jewellery, watches, jewels, pearls, furs, carpets, works of art, gift cards, tickets, trading cards. The total value of such parcel must not exceed DKK 30,000. A maximum of one parcel containing money and/or bearer securities may be sent per day to the same recipient.

The parcel is delivered against signature at the recipient's address. If the parcel is made available for collection or sent directly to a Service Point, it will only be handed over to the person to whom the parcel is addressed. Accordingly, no authorisation may be granted for another person to collect the parcel on behalf of the recipient. At collection, the notification must be presented, valid identification must be shown, and the recipient must sign for the parcel. The collection deadline is stated in the notification sent to the recipient, including the last date for collection. The retention time cannot be extended.

For Insured Items, the maximum compensation shall not exceed an amount corresponding to the declared value of the shipment. If the Insured Item contains bearer securities, the compensation shall be calculated based on the current market value of the document. If no value is declared for the document, or if the value stated on the document does not reflect its current market value, the sender must declare a value corresponding to the economic value represented by the document. The sender bears the burden of proof to document the declared economic value.

Read more about sending parcels containing valuable items at postnord.dk.

3.3.1.1 Applicability

Applies to *Service Point* to Denmark as well as *Home* and *Business* to Denmark, The Faroe Islands and Greenland. Cannot be combined with Ad hoc pickup, Delivery without POD, Insurance, Signature Assurance or Tyres.

3.3.2 VOEC

The additional service VOEC is mandatory when sending parcels under the VOEC scheme.

Read more about VOEC at postnord.dk.

3.3.2.1 Applicability

Applies to *Parcel Locker*, *Service Point* and *Home* to Norway. Cannot be combined with Split Shipment.

3.4 Other

3.4.1 The Christmas Seal Foundation (Julemærkefonden)

Customers can support the work of the Christmas Seal Foundation (Julemærkefonden) by adding the foundation's logo to the shipping label.

3.4.1.1 Applicability

Applies to *Parcel Locker*, *Service Point*, *Home*, *Business* and *Return* to Denmark.