

Special terms and conditions

International Shipments

1 General Information

These Special terms and conditions apply to the following products:

- PostNord Tracked Small
- PostNord Tracked Large
- Registered

PostNord Tracked items are shipments submitted to Post Danmark A/S (hereinafter referred to as "PostNord") and may be sent to recipients abroad, including the Faroe Islands and Greenland. The shipments may contain goods.

Registered items are shipments submitted to Post Danmark A/S (hereinafter referred to as "PostNord") and may be sent to recipients abroad, including the Faroe Islands and Greenland. The shipments may contain documents, money and/or bearer securities.

In addition to these Special terms and conditions, the Customer Agreement and the General Terms and Conditions for Customer Agreements apply supplementarily to the agreement. In the event of any conflict between these Special terms and conditions and the other terms and conditions, these Special terms and conditions shall prevail.

Current prices are available at postnord.dk or in an appendix to the Customer Agreement.

The quality target for shipments within the European Union is for 85% to be delivered no later than three working days after submission and for 97% to be delivered no later than five working days after submission.

The indicative delivery times for each destination country is available at postnord.dk

2 Dimensions and weight

General requirements

The Customer is responsible for ensuring that each shipment complies with the product's minimum and maximum dimensions and weight limit.

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

PostNord Tracked may be sent as either Small or Large and must comply with the following maximum dimensions:

	Maximum length	Maximum length + circumference	Maximum weight
Small	33 cm	33 x 23 x 1,5 cm*	0,5 kg*
Large	60 cm	90 cm For rolls or tubes: 104 cm	2 kg

*Certain countries allow up to 3 cm and 2 kg. The applicable price list for PostNord Tracked specifies which countries.

Registered must comply with the following maximum dimensions:

Maximum length	Maximum length + circumference	Maximum weight
60 cm	90 cm For rolls or tubes: 104 cm	1 kg

General provisions for exceeding weight and dimension limits

Shipments that exceed the stated maximum dimensions and/or weight limits will be returned to the sender. The invoiced price for the shipment will not be refunded.

3 Content

PostNord Tracked

PostNord does not accept PostNord Tracked items for carriage if their form or content, or their transport or storage, contravenes any regulation or requires special measures (such as frozen goods, perishable foodstuffs or other perishable biological material), safety precautions or permits.

The sender is responsible for determining whether the contents are subject to customs duties or other charges, whether the contents may be imported into the destination country under that country's rules, and, if so, on what conditions. PostNord does not verify these matters and is unable to advise on them. The sender should instead contact the authorities of the relevant country, such as its embassy or consulate.

PostNord Tracked must not contain any of the following:

- Money, traveller's cheques, credit cards, bearer securities, precious metals, including platinum, gold and silver, precious stones, trading cards, and other valuable items.
- Dangerous contents. Dangerous contents means any substances or materials that, due to their physical or chemical properties, may pose a risk to people, animals, the surroundings (including production machinery and other shipments) or means of transport, including anything classified at any time as dangerous goods under the "UN Recommendations on the Transport of Dangerous Goods. Model Regulations".
- Lithium cells or lithium batteries that are not installed in equipment are classified as dangerous contents and must therefore not be sent by post. Lithium batteries or lithium cells installed in equipment may, however, be sent as PostNord Tracked provided that

the special packaging requirements are met. PostNord can provide further information about these requirements and the countries to which, under the rules of the destination country, PostNord Tracked items containing lithium batteries or lithium cells installed in equipment may not be sent. A shipment may contain no more than four lithium cells installed in equipment or two lithium batteries installed in equipment. The lithium metal or lithium alloy content in cells must not exceed 1 g per cell, and lithium-ion cells must not exceed 20 Wh per cell. The lithium metal or lithium alloy content in batteries must not exceed 2 g of lithium per battery, and lithium-ion batteries must not exceed 100 Wh per battery. Lithium cells or lithium batteries are installed in equipment that the manufacturer has identified as defective for safety reasons, that are damaged, or that could generate dangerous heat, fire or a short circuit must not be sent as PostNord Tracked. PostNord has prepared information about dangerous goods and lithium batteries, which is available at postnord.dk.

- Knives that require a permit to acquire, possess, carry or use; weapons, weapons, airsoft guns and similar items; copies of such items; and live or inert ammunition or explosive components.
- Alcohol.
- Cigarettes and other nicotine products, including e-cigarettes and refill containers with or without nicotine, or illegal drugs.
- Urns containing human ashes.
- Counterfeit goods and forgeries.
- Items whose nature or packaging may endanger PostNord employees or soil or damage other shipments or PostNord facilities and equipment.
- Live animals, including invertebrates.

If a PostNord Tracked item is found to contain dangerous or prohibited contents, it will either be returned to the sender against payment or handed over to the relevant authority. The price originally invoiced for the shipment will not be refunded.

In the event of seepage, spillage or any other leakage of the contents, PostNord is entitled to hand the shipment over to a third party for safe custody. The sender must then contact that third party to arrange collection of the contents.

The sender is responsible for ensuring that the shipment does not breach any applicable sanctions.

Registered

Registered may contain documents, money and/or bearer securities only. The total value must not exceed DKK 1,050. Bearer securities are documents that represent financial value and entitle the holder to transfer the document, receive payment, take delivery of movable property or demand performance of a service. Examples include promissory notes, shares, uncrossed cheques, bills of exchange and depositary receipts.

Certain countries do not accept coins, banknotes or bearer securities. The sender is responsible for checking the rules of the destination country.

The value of bearer securities must be determined on the basis of their current financial value. PostNord may require documentary evidence of the value.

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Prohibited or dangerous contents may be returned against payment or handed over to the relevant authorities.

4 Packaging

General requirements

The sender is responsible for using packaging that ensures the contents are adequately secured and protected during normal handling, sorting and transport, including automated machine sorting. The packaging must be suitable for the nature, weight and shape of the contents and must also prevent the shipment from damaging other shipments, PostNord facilities or third parties. The packaging must be securely closed so that the contents cannot be accessed without leaving visible signs.

PostNord Tracked

Heavy, fragile, spherical or rod-shaped items must be packaged so that the contents cannot shift during handling and transport. Porcelain, glass, glass bottles and similar fragile items must be packaged in a strong box with suitable protective material. The contents must be secured to prevent friction or impact between the items or between the contents and the packaging.

Liquids and substances that readily liquefy or condense must be placed in leak-proof containers. Each container must be enclosed in robust packaging with sufficient absorbent and protective material to retain the liquid if the container is damaged.

Registered

The shipment must include the sender's name and address on both the label and in the EDI data so that it can be returned if it cannot be delivered to the recipient.

5 Customs informations

When exporting PostNord Tracked items to countries outside the EU, customs information must be submitted electronically to PostNord. The sender is responsible for ensuring that the customs information is accurate and complete.

If the customs information is missing or incomplete, PostNord may return the shipment to the sender without refunding the invoiced price.

Customs clearance costs as well as customs duties and VAT are generally paid by the recipient, unless otherwise agreed with PostNord.

The special customs terms and conditions for shipments containing goods to the USA and Puerto Rico are available at postnord.dk

Customs clearance is carried out for each shipment.

For Registered items, which under these Special terms and conditions must not contain goods, customs information is not required.

6 Drop off/collection

PostNord Tracked

PostNord Tracked items are collected by PostNord by agreement. Only individual shipments may be handed in at one of PostNord's drop-off locations listed at postnord.dk

PostNord Tracked items must be sorted by destination country in accordance with PostNord's instructions available at postnord.dk

Registered

Registered items must be handed in to the staff at a PostNord parcel shop. The shipment is scanned when handed in, and the sender receives a receipt.

7 EDI

To send international shipments, the current requirements for address labels and barcodes must be met at all times.

The sender must submit electronic transport orders (EDI) to PostNord for all international shipments. The EDI must comply with PostNord's current specifications, which are available on PostNord Developer.

PostNord Tracked is invoiced based on the shipment scan combined with the weight stated in the EDI received. If the weight is missing from the EDI, it will be set at 1 kg and cannot subsequently be changed to a lower weight.

Address labels and barcode labels must be placed on the largest surface of the shipment. Straps, tape or similar materials must not be placed over the barcode, and the barcode must not be folded around the corners of the shipment. When reusing packaging, all previous labels, barcodes, stickers and other markings must be removed.

8 Delivery

Delivery is carried out in accordance with the rules applicable in the destination country.

If an International Shipment can neither be delivered to the recipient nor made available for collection, or if the deadline stated in any notification issued has expired, the shipment will be returned to the sender.

9 Compensation

PostNord Tracked

PostNord's liability for PostNord Tracked items is governed by the rules of the Universal Postal Convention (UPU) and its associated regulations, or by any agreements entered with the postal operator in the country concerned.

Under the Universal Postal Convention, no compensation of any kind, including a price reduction, is payable for delay, loss, including misdelivery, total or partial loss of contents, damage or similar events affecting these items. Nor does PostNord accept any liability for items confiscated by authorities in Denmark or abroad.

Registered

PostNord pays compensation and refunds the shipment price only if it can be documented that the item was scanned as handed in to PostNord.

No compensation is payable for delay or for loss resulting from delay. In the event of loss, total damage or complete loss of contents, compensation is payable in accordance with the Universal Postal Convention and its associated regulations.

Compensation is limited to a maximum of 30 SDR.

In the event of damage or partial loss of contents, compensation is payable for the documented loss in value or the value of the lost contents, respectively, subject to a maximum of 30 SDR. No compensation is payable for loss of profit or other indirect loss.

If the loss, damage or total or partial loss of contents occurred while the item was being carried by PostNord, compensation may, after an individual assessment, amount to up to DKK 1,050.

PostNord may require documentary evidence of the loss incurred.

In the event of loss, total damage or complete loss of contents, the shipment price will be refunded in addition to the compensation. The same applies in the event of damage or partial loss of contents if the recipient has refused to accept the item because of the damage.

Compensation is payable to the sender unless the item has been delivered to the recipient, in which case compensation is payable to the recipient.

No compensation or refund of the shipment price is payable if the loss, damage or loss of contents is attributable to an error or omission by the sender, the nature of the item, inadequate packaging, contents that are not permitted in Registered items, or force majeure.

In the event of damage or total or partial loss of contents, the recipient must submit a claim to the postal operator in the country where the item is delivered. If the item has been returned to the sender, the sender must submit the claim upon delivery.

In the event of loss, a claim must be submitted no later than six months from the day after the item was handed in to PostNord.

The right to compensation and a refund of the shipment price is forfeited if a claim is not submitted within the specified time limits.

The detailed terms and conditions for compensation and reimbursement of the shipment price, as well as the rules for calculating compensation, are otherwise governed by the Universal Postal Convention and its associated regulations.