postnord

Effective from 1 January 2027

This document is an English translation of the Danish original. In the event of any discrepancies between the two versions, the Danish original shall prevail.

General Terms and Conditions for Customer Agreements

1. Scope

These General Terms and Conditions for Customer Agreements (the "**General Terms and Conditions**") apply to services provided by PostNord pursuant to the Customer Agreement and the Special Terms and Conditions entered into between PostNord and the Customer.

These General Terms and Conditions may only be derogated from by a separate written agreement between PostNord and the Customer.

The General Terms and Conditions, Special Terms and Conditions, guidelines and other written instructions applicable from time to time are available on PostNord's website (www.postnord.dk).

The product-specific requirements for each parcel product, including the countries to which each parcel product may be sent, are available at www.postnord.dk.

In addition to these terms and conditions, the General Conditions of the Nordic Association of Freight Forwarders 2015 ("NSAB 2015") apply to the extent that NSAB 2015 has not been derogated from in the Customer Agreement, the Special Terms and Conditions for the purchased product or these terms and conditions. Particular attention is drawn to the fact that the lien (NSAB 2015, section 14) covers both current and previous claims. Claims relating to a shipment, etc. must be honoured irrespective of the agreed delivery terms (NSAB 2015, section 11).

Unless otherwise stated in the Special Terms and Conditions for the individual product, the service target for domestic shipments is, as a minimum, next-business-day transport on Business Days between all towns, except to Bornholm, where one additional Business Day must be expected. For shipments covered by the Danish Postal Services Act, the target is for 97% of shipments to be transported in accordance with the service target.

PostNord delivers throughout Denmark once a day on all Business Days to the address specified by the sender on the shipment. Shipments to PostNord Parcel Locker and PostNord Service Point are made available for collection on Business Days and on Saturdays not covered by the exceptions below:

However, daily delivery is not provided in the following cases:

- specific remote or inaccessible locations situated in rural areas,
- certain small island communities where special delivery arrangements apply. See the list at www.postnord.dk.
- where special circumstances warrant it.

In special cases where circumstances at the recipient's premises make delivery difficult, or where delivery entails a physical or psychological risk, PostNord is entitled to refrain from delivery, for example due to aggressive dogs roaming freely at the address, failure to clear snow or spread grit, or harassing, abusive or threatening conduct.

For occupational health and safety reasons, shipments are delivered to construction sites only if a site cabin or other office facility is located at the entrance to the construction site.

Transit times to destinations abroad, the Faroe Islands and Greenland are available at www.postnord.dk.

2. Definitions

Unless otherwise specifically stated in these General Terms and Conditions, all definitions set out in the Customer Agreement shall also apply to these General Terms and Conditions.

- "**Business Days**" means Monday to Friday, excluding public holidays, Constitution Day (5 June) and Christmas Eve (24 December).
- "**Customer**" has the meaning set out in the Customer Agreement.
- "**Customer Agreement**" means the agreement entered into between the Customer and PostNord.

- "**LeverandørService**" means a digital service through which the Customer may register for automatic payment of invoices received from PostNord.
- "**sender**" means the person who, on behalf of the Customer, has instructed PostNord to forward a shipment.
- "**business sender/business recipient**" means a sender or recipient who is not a private individual, i.e. a legal person or a natural person acting in the course of business.
- "**shipments**" means parcels, documents, goods or other items transported from a sender to a recipient via a PostNord service.
- "**recipient**" means the person who receives the shipment or the addressee of the shipment.
- "**private individual**" means a natural person acting primarily outside their trade or profession.
- "**PostNord**" has the meaning set out in the Customer Agreement.
- "**PostNord Kundeportal**" is a digital solution through which the Customer may, among other things, order services, view invoices and use track & trace.
- "**Special Terms and Conditions**" means the parts of the Customer Agreement that take precedence over the General Terms and Conditions and govern the various services covered by the Customer Agreement.

3. Prices and price changes

The Customer shall pay the prices, surcharges and fees specified in the Customer Agreement. References to prices in this document include all types of prices, surcharges and fees. If a price is not specifically regulated in the Customer Agreement and its appendices, PostNord's list prices applicable from time to time shall apply.

All prices are stated in Danish kroner and exclude VAT, unless otherwise specifically stated in the Customer Agreement or the relevant price appendices. Where a service is exempt from VAT, this will be stated.

Changes to PostNord's list prices are published on PostNord's website at least one (1) month before the price changes take effect.

PostNord is entitled to change prices agreed with the Customer. Changes to agreed prices shall be notified to the Customer in writing with at least one (1) month's notice. If the Customer does not wish to accept the change, the Customer may terminate the Customer Agreement by giving one (1) month's written notice. Such notice must be given before the change takes effect.

If the Customer's purchases under the Customer Agreement, including volume, shipment profile, terms and other product-specific circumstances, do not correspond to the assumptions underlying the Customer Agreement, PostNord is entitled to adjust the price prospectively. Changes to the agreed assumptions may affect PostNord's sales and therefore the costs associated with the customer relationship. The Customer will receive written notice of the price adjustment, which shall take effect immediately.

PostNord is also entitled to adjust prices or introduce new surcharges and fees if PostNord deems this necessary due to changes in legislation or decisions by public authorities, or changes in taxes, VAT, customs tariffs or other public charges. Adjustments may also be made due to increased fuel costs, exchange-rate changes and other costs beyond PostNord's control. The Customer will receive written notice of the price adjustment, which shall take effect immediately.

Further information about prices, surcharges and fees is available on PostNord's website (www.postnord.dk) under list prices and other relevant pricing pages.

4. Payment, invoicing and credit terms

4.1 Invoicing terms and conditions

Payment terms and invoicing frequency are specified in the Customer Agreement.

The OCR number stated on the invoice must be entered as the payment reference.

PostNord charges an administration surcharge for each invoice sent to the Customer. The surcharge is stated on PostNord's website (www.postnord.dk) under "Other Prices".

The due date is the final date for timely payment of the amount due.

For payments via LeverandørService, PostNord debits the relevant amount from the Customer's account on the final date for timely payment via Nets LeverandørService. If the Customer rejects the payment in LeverandørService, this is deemed to constitute non-payment of the amount due.

If payment is not made on time, default interest accrues from the due date. Default interest is calculated at 2% for each month or part thereof.

PostNord also charges the compensation and reminder fees permitted by law.

The reminder fee is stated on PostNord's website (www.postnord.dk) under "Other Prices".

4.2 Credit terms and conditions

At any time during a credit period, PostNord is entitled to require the Customer, following a credit assessment, to provide adequate security for the credit or deposit an amount as security for payment, or alternatively to prepay each individual order or dispatch within an invoicing period.

If the Customer's credit requirements or credit rating change during the term of the agreement, PostNord may carry out a new credit assessment and require security, a deposit or prepayment, or require additional security or a further deposit. If PostNord and the Customer agree that the Customer must provide security, deposit an amount as security for payment or make prepayments, this shall be set out in a written addendum to the Customer Agreement.

PostNord is entitled to terminate a credit facility with immediate effect and demand immediate payment of outstanding claims in the following cases:

- The Customer is in arrears with payments to PostNord,
- The security provided by the Customer is, in PostNord's assessment, no longer adequate,
- The Customer fails to provide adequate security at PostNord's request, or
- The Customer has filed a bankruptcy petition or been declared bankrupt, has commenced negotiations for a composition with creditors, has suspended payments or must otherwise be considered insolvent, or has entered into liquidation.

PostNord may obtain information about the Customer from recognized credit reference agencies.

5. Terms and conditions and amendments

PostNord's General Terms and Conditions, Special Terms and Conditions, guidelines and other written instructions applicable from time to time shall apply to PostNord's provision of services under the Customer Agreement, unless otherwise expressly agreed in the Customer Agreement.

PostNord is entitled at any time to amend the General Terms and Conditions, Special Terms and Conditions, etc. Amended terms and conditions will be published at least one (1) month before they take effect. No separate notice of amendments to the terms and conditions will be given, and the Customer should therefore regularly consult PostNord's website to stay informed of any amendments.

PostNord will, however, inform the Customer of major amendments that materially affect the Customer. Upon conclusion of the Customer Agreement, a customer profile is automatically created for the Customer in PostNord Konto. Use of PostNord Konto must always comply with PostNord's terms and conditions for PostNord Konto.

6. Liability and compensation

PostNord is only liable for compensation where this is provided in the Special Terms and Conditions for the service concerned.

Under no circumstances is PostNord liable for indirect or consequential loss, loss of profit, loss of markets or other similar damage or loss.

Unless otherwise provided in the Special Terms and Conditions for the purchased product, compensation for loss, deterioration of or damage to shipments shall be determined in accordance with NSAB 2015.

For goods sent as part of a commercial transaction, compensation is based on the purchase price of the goods, meaning the sales invoice value ~~less~~without profit margin and VAT. If documentation of the actual profit margin is unavailable, a customary estimated margin shall be applied. For items other than such goods, the value of the shipment shall be determined by reference to the market price or customary value of items of

the same type and condition, for example comparable used items. Compensation is never paid for antique value, sentimental value or loss of profit, cf. NSAB 2015, section 17.

Compensation for damage is paid in an amount corresponding to the reduction in value, and the sender bears the burden of proving that the contents of the shipment have no residual value, where applicable. No compensation is paid if the shipment was inadequately packaged.

Compensation is, however, limited to a maximum of DKK 4,800 per shipment.

In the event of total or partial loss, deterioration of or damage to one or more consignments of the sender's shipments, or parts thereof, the aggregate compensation arising from the same event is limited to DKK 30,000. PostNord's total liability for compensation in respect of any one event may therefore not exceed this amount.

Payment of compensation for lost mobile phones, tablets and computers is conditional on the sender providing PostNord with the IMEI number or serial number of the lost equipment. If the sender fails to meet this requirement, the sender is not entitled to compensation.

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

Payment of compensation for total or partial loss or deterioration may be conditional on the recipient signing a declaration on their honour that they have not received the shipment or the contents concerned.

Compensation is paid to the sender, irrespective of whether the recipient bears the risk associated with the shipment. If the shipment has been received by the addressee, compensation may, however, also be paid to the addressee in full discharge of PostNord's liability.

If PostNord has paid compensation for the sender's entire loss, ownership of the contents of the shipment shall pass to PostNord.

-The Customer is liable for compensation under the general rules of Danish law and NSAB 2015, unless otherwise stated in the Customer Agreement or the Special Terms and Conditions for the service concerned.

If the recipient bears the risk associated with a shipment, the sender must inform the recipient in advance of the conditions of carriage under these General Terms and Conditions and the Special Terms and Conditions for the service concerned.

The sender must indemnify PostNord against any loss and expense incurred by PostNord, including in connection with claims brought against PostNord by third parties, as a result of PostNord being required to pay compensation to the recipient or a third party exceeding the compensation that PostNord would have been obliged to pay to the sender under these General Terms and Conditions or the Special Terms and Conditions if the sender had been the party entitled to compensation.

7. Complaints

If a complaint is not submitted within the applicable time limit, the defect cannot be invoked against PostNord.

7.1 Shipments

A complaint concerning a shipment must be submitted without undue delay from the time when the loss, shortage, damage or delay was discovered or ought to have been discovered. In particular, the following applies:

- In the case of visible deterioration or damage, a complaint must be submitted immediately upon receipt of the shipment.
- In the case of non-visible deterioration or damage, a complaint must be submitted within seven Business Days of receipt of the shipment.
- In the case of delay, a complaint must be submitted within seven Business Days of the date on which the shipment was received by the recipient or the recipient was notified of its availability.
- A complaint may never be submitted later than six months after the date on which PostNord received the shipment.

7.2 Other complaints

Complaints must be submitted to PostNord without undue delay. A complaint may never be submitted later than six months after the date on which the grounds for the complaint were discovered or ought to have been discovered.

7.3 Invoices

Any error in an invoice or other request for payment from PostNord must be notified in writing no later than the due date. If the Customer has not objected in writing before expiry of this time limit, the Customer forfeits the right to bring claims relating to errors in the invoice.

7.4 Miscellaneous

Complaints must be submitted via PostNord Kundeportal or to PostNord Customer Service, where further information on the complaints procedure is also available.

8. Limitation period

Legal proceedings against PostNord must be commenced within one year of the date specified below. If proceedings are not commenced within this time limit, the right to bring proceedings is forfeited.

The limitation period is calculated as follows:

- In the case of deterioration, damage or delay, the period runs from the date on which the shipment was delivered to the recipient.
- In the case of loss, the period runs from the date on which the shipment is deemed lost under NSAB 2015, section 20A.
- In all other cases, the period runs from the date on which the Customer became aware or ought to have become aware of the grounds for the claim.

9. Force majeure

Circumstances beyond the parties' control, such as industrial disputes, fire, chemical spills or the risk thereof, flooding, lightning strikes, power outages or similar utility failures, natural disasters, war or warlike conditions, terrorism, bomb threats, seizure, currency restrictions, rebellion and civil unrest, epidemics or quarantine/isolation ordered by national authorities, product shortages, restrictions on power supplies and failure of subcontracted supplies caused by any of the aforementioned circumstances, where replacement supplies are unavailable or available only on particularly onerous terms, shall exempt the parties from liability if they prevent performance of the Customer Agreement or render performance unreasonably onerous. The aforementioned circumstances shall only exempt the parties from liability if they could not reasonably have been foreseen when the Customer Agreement was entered into.

PostNord is also exempt from liability if normal transport is disrupted due to difficulties caused by snow and ice or similar weather conditions, or by traffic obstructions that make it impossible for PostNord to perform the Customer Agreement, including meeting delivery times and similar requirements, or render performance unreasonably onerous.

Furthermore, PostNord is entitled temporarily or permanently to suspend or discontinue the provision of services to certain countries or for certain types of shipments if new or amended customs tariffs, customs, tax or import restrictions, decisions by public authorities, trade sanctions or other regulatory measures are introduced that prevent or significantly impede PostNord's ability to provide the service. PostNord will inform the Customer of such suspensions as soon as possible.

10. Miscellaneous

Change of address
If PostNord establishes that the recipient has moved, the shipment will not be forwarded to any new address. PostNord may return the shipment to the sender marked "Unknown at this address". Return is at the sender's expense.

Undeliverable parcels
Undeliverable shipments are handled by PostNord in accordance with section 6 of Executive Order No. 1651 of 12 December 2023 on postal carriage and postal undertakings.

Right of disposal
Until a shipment has been delivered to the recipient specified on the shipment, the sender may request that it be returned or delivered to another recipient. PostNord cannot guarantee that the shipment can be stopped if, for example, it has been handed over to another carrier abroad.

PostNord does not refund the price paid for a shipment that has been returned. If the sender exercises the right of disposal, PostNord is entitled, in addition to the price of return carriage or redirection to the new address, to charge an amount for forwarding the request for the change of instructions, together with any charges and fees that have not been cancelled.

11. Sanctions

The Customer warrants that neither the Customer, the shipment nor the recipient is directly or indirectly subject to international sanctions (trade sanctions and financial sanctions) imposed by the UN, the EU, the United Kingdom or the United States. The Customer must immediately notify PostNord if the delivery becomes subject to sanctions.

If the Customer, the shipment or the recipient becomes directly or indirectly subject to sanctions, PostNord is entitled to refuse to perform its contractual obligations, terminate the Customer

Agreement with immediate effect and claim compensation for any loss.

12. Intellectual property rights

All intellectual property rights and technical solutions relating to PostNord's services and associated software are and shall remain PostNord's property and are not transferred to the Customer. Nor may the Customer use them beyond what is expressly permitted under the Customer Agreement.

13. Confidentiality

PostNord is subject to the confidentiality provisions of Danish and international legislation on postal services, data protection and telecommunications. PostNord treats all information about the sender's use of postal services as confidential.

PostNord and the Customer may not disclose information about the Customer Agreement to third parties unless otherwise agreed in writing. The foregoing applies unless otherwise required by law. Both parties may, however, disclose information relating to the Customer Agreement that is necessary for a supplier or service provider to perform its services. Such information must not include pricing information. Any supplier or service provider receiving information about the Customer Agreement must also be bound by the above confidentiality provisions.

PostNord is entitled to disclose all documentation and information received from the Customer in connection with the processing and assessment of the Customer's claim for compensation if PostNord wishes to seek recourse against a third party, including but not limited to subcontractors or insurance companies.

PostNord may inform other companies in the PostNord Group about the Customer Agreement. In connection with a transfer of activities to another legal entity or a transfer of shares in a subsidiary, PostNord is entitled to disclose the Customer Agreement to the receiving company.

If either party is required to inform an authority about the Customer Agreement, it must do so with a request that the Customer Agreement be treated as confidential material by the authority.

The Customer must ensure that documentation and instructions made available under an agreement with PostNord are stored securely, do not come into the possession of third parties, and that such documentation and instructions are returned to PostNord upon termination of the Customer Agreement.

The confidentiality provisions in this section shall apply during the term of the Customer Agreement and for five years thereafter.

Postal secrecy and opening of shipments
PostNord treats all information about the sender's use of postal services as confidential.

PostNord may open a shipment without a court order where it has not been possible to locate the addressee or sender, or where necessary to establish the extent of or limit any damage to the shipment, cf. section 12(1) of the Danish Postal Services Act.

14. Processing of personal data

Information about PostNord's processing of personal data and the data subject's rights in connection with such processing is available in our privacy policy at: www.postnord.dk/personlige-oplysninger.

Trustpilot
By selecting email notification, the sender agrees that PostNord may also use the recipient's name and email address to send a separate email inviting the recipient to review PostNord's delivery service. This email is sent by Trustpilot on PostNord's behalf.

15. Changes in the Customer's circumstances

The Customer must notify PostNord of changes in the Customer's circumstances that affect PostNord under the Customer Agreement. This applies in particular to changes in company name, CVR number (Danish company registration number), contact persons, postal address, email address, PO numbers and any credit card and account numbers used for LeverandørService. All changes must be notified in good time.

16. Notices

Notices between the parties shall be sent exclusively electronically, either by email or via PostNord Kundeportal. Notices to the other party must be sent using the email address and contact details specified in the Customer Agreement or the most recently notified email address.

The Customer is responsible for ensuring that a valid email address is registered with PostNord and that the Customer has activated, valid user access to PostNord Kundeportal for communications concerning the agreement.

If no valid email address is registered for the Customer, notices shall be sent via PostNord Kundeportal. The Customer is responsible for keeping informed of any notices on PostNord Kundeportal.

17. Assignment

The Customer's rights and obligations under the Customer Agreement may not be assigned to a third party without PostNord's written consent.

PostNord is entitled, without the Customer's consent, on one or more occasions, to assign all or part of its rights and obligations to any company in the PostNord Group, including affiliated companies.

PostNord must, however, always inform the Customer of any such assignment.

PostNord is entitled to use subcontractors to perform its obligations under the Customer Agreement.

18. Termination

18.1 Termination on notice

The Customer Agreement may be terminated on notice in accordance with the provisions of the Customer Agreement.

If the Customer Agreement covers several services, the Customer Agreement may be terminated on the same terms in respect of one or more services, while remaining in force for the remaining services.

Upon termination of the Customer Agreement, the Customer must immediately cease using and return all equipment and other items belonging to PostNord. PostNord is also entitled to recover any forms held by the Customer without refunding any payment made for them.

18.2 Termination for breach

Either party is entitled to terminate the Customer Agreement with immediate effect in the event of the other party's material breach. This may include the following:

- The other party has materially breached its obligations and has not remedied the breach within a reasonable time after being notified of it.
- The Customer is in arrears with payment for more than ten days after the due date and has not remedied the breach within a reasonable time after being requested to do so.
- The Customer fails, immediately upon PostNord's request, to provide adequate security for payment of amounts due in the form of an irrevocable bank guarantee or similar security.
- The Customer becomes subject to restructuring proceedings, enters into liquidation, makes a declaration of insolvency, is declared bankrupt or enters into another arrangement that prevents the Customer's creditors from having their claims satisfied in full, or the Customer's financial circumstances otherwise give reason to believe that the Customer will be unable to pay amounts owed under the Customer Agreement when due.
- If a Customer Agreement has been inactive for 12 months, meaning that no parcel revenue has been generated under the agreement during the preceding 12 months, the Customer Agreement terminates automatically. Termination does not require separate notice from PostNord. If the Customer is not registered with a valid email address or activated, valid user access to PostNord Kundeportal, PostNord is not obliged to notify the Customer of the termination by other means.

If PostNord terminates the Customer Agreement in accordance with this section, the Customer is not entitled to a refund of payments already made.

19. Governing law and jurisdiction

The Customer Agreement and all matters relating to it are governed by Danish law.

Jurisdiction over any dispute between the Customer and PostNord concerning the Customer Agreement and services provided pursuant to it shall lie with the Copenhagen City Court or the Eastern High Court, if proceedings may be brought before the High Court.

20. Customer enquiries and complaints

Customer Service can be contacted via PostNord Kundeportal.

If the Customer wishes to submit a complaint concerning PostNord's delivery of a shipment, the complaint must be submitted to PostNord Customer Service via PostNord Kundeportal.

The complaint must be submitted within six months of the shipment being handed over for carriage. For claims for compensation, please refer to the complaint time limits in section 7.

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