

Special Terms and Conditions

Import levies

General information

An import levy is payment for customs, VAT and charges ("Import Charges") to the Danish Customs Agency and payment of a fee for customs clearance ("Import Fee") to Post Danmark A/S (hereinafter "PostNord").

The Special Terms and Conditions apply to the import levy on shipments where the sender or the recipient does not have an agreement with the Danish Customs Agency regarding automatic payment of Import Charges.

When PostNord clears a consignment through customs, the recipient accepts that PostNord clears the consignment on its behalf as a customs representative.

It is possible for the recipient to clear its own consignments through customs, if so preferred. For more information (in Danish) go to: www.postnord.dk/modtag/spoergsmaal-og-svar

1.0 Import levies

On import of shipments, PostNord is obliged to report this to the Danish Customs Agency.

If a consignment contains goods for which an import levy is payable to the Danish Customs Agency, and if the recipient agrees that PostNord clears the consignment through customs on its behalf as a customs representative, PostNord will collect the import levy on behalf of the Danish Customs Agency.

To cover PostNord's costs arising from its customs clearance work, the recipient is required to pay PostNord an Import Fee.

The import levy must be paid before PostNord can release the shipment for delivery to the recipient.

If the sender has advised us of the recipient's phone number or email address, the import levy will be sent digitally. If the recipient is registered in PostNord's app, the payment information will appear in the app. Alternatively, the payment information will be sent by post to the address on the shipment.

1.1 Import Charges to the Danish Customs Agency

All regulation of the Import Charges, including rates and assessments as to whether customs charges, VAT or excise duties are to be paid, is performed by the Danish Customs Agency.

1.2 Import Fee to PostNord

The Import Fee is determined by PostNord.

A detailed list of the prices and fees valid at any one time is available at www.postnord.dk.

1.3 Payment

Payment of the Import levy must be made via the PostNord app or online at: portal.postnord.com/betalnings.

When payment has been effected, the recipient will receive a receipt either in the PostNord app or by e-

mail. The shipment will be delivered within the service targets indicated for delivery of letters or parcels, respectively.

1.4 Returns

If the recipient does not wish to receive the shipment, the shipment can be refused in the PostNord app or at portal.postnord.com/betalnings. The shipment will then be returned to the sender.

The shipment is automatically returned to the sender if the import levy is not paid within 10 days. Who pays postage for the return will depend on the agreement between the recipient and the sender.

If the sender has not provided the correct customs information, it is not possible to clear the consignment and therefore it will be returned to the sender.

1.5 Processing of 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>.

1.6 Customer enquiries

Customer Service can be contacted via the PostNord app, on PostNord's website www.postnord.dk or via the Customer Portal.

1.7 Complaints

If you wish to make a complaint about PostNord's import levy, this must be submitted to PostNord Customer Service.

The complaint must be made within 6 months of payment of the import levy.

PostNord undertakes to handle complaints within one month of receipt, in the absence of any special circumstances.

Any decision taken by PostNord Customer Service may be appealed to the PostNord Complaints Review Service, Hedegaardsvej 88, DK-2300 Copenhagen S, Denmark. The Complaints Review Service also provides guidance on the complaints procedure.