

Special Terms and Conditions

PO box at terminal and PO box with supplementary services

General information

The Special Terms and Conditions apply to PO box at terminal and PO box with supplementary services. In addition, PostNord's Special Terms and Conditions for the individual products apply.

PostNord may change these Special Terms and Conditions by making the modified versions available on PostNord's website at least one (1) month before they are to enter into force. As PostNord does not issue specific notification of changes to the Special Terms and Conditions, the customer ("the Customer") should stay regularly informed of whether any such changes have been made. The Special Terms and Conditions in effect at any time can be found on PostNord's website, www.postnord.dk.

Unless otherwise expressly stated, "workdays" are defined as Monday to Friday, excluding public holidays and June 5 (Constitution Day), and excluding December 24 and December 31 and all the intermediate days in between. "Intermediate days" are single workdays falling between Sundays and public holidays, as well as official non-workdays.

Consignments will not be collected or delivered on December 31 (New Year's Eve).

1.0 PO box at terminal and PO box with supplementary services

1.1 Definition

Both "PO box at terminal" and "PO box with supplementary services" comprise a PO box in a mail terminal to which there is no public access, and to which one of the following two supplementary services is associated with the PO box:

- Handling and delivery (if possible), or
- handling and forwarding to a postal address.

1.2 Conditions

A PO box at terminal and a PO box with supplementary service are only available to business customers, and a separate customer agreement ("Customer Agreement") must be entered into with PostNord A/S ("PostNord") to this effect.

The use of PO box at terminal or PO box with supplementary service requires the Customer to be registered at an official street address in Denmark's Central Business Register (CVR). It is not permitted to register at PostNord's addresses. If the Customer resides abroad, the Customer's official street address from the corresponding official address database of the country in question must be provided.

A Customer Agreement concerning a PO box at terminal or a PO box with supplementary service does not exempt the Customer from the requirement of setting up a mailbox for individual parcels at the entrance of buildings, detached

houses or terraced houses with one or more households or businesses, etc.

It should be noted that Registered Letters may be distributed as part of the ordinary distribution process, even if PostNord and the Customer have entered into an agreement concerning special delivery or forwarding to a PO box at terminal or PO box with supplementary service.

The Customer Agreement contains information about the effective date of commencement of delivery of mail to the PO box ("Commencement Date"), i.e. the earliest date on which consignments will be delivered to the PO box. PostNord endeavors to ensure that the Commencement Date is the fourth Monday after the Customer has placed an order for a PO box at terminal or PO box with supplementary services, provided that the Customer signs and returns the Customer Agreement to PostNord by the deadline specified by PostNord.

1.3 Payment

The Customer undertakes to pay monthly in advance for a PO box at terminal or PO box with supplementary service.

1.4 Delivery and forwarding

The delivery of mail from a PO box is contingent on the Customer providing a correct address at the time of entering into the Customer Agreement on a PO box at terminal or a PO box with supplementary services.

The handling frequency of the PO box is set out in the relevant Customer Agreement.

If fewer than five (5) weekly incidences of handling are agreed, PostNord may choose to empty the PO box more frequently if the volume of mail received exceeds 0.5 m³ at any given time. In such instances, the mail will not be delivered but will instead be forwarded to the person who has entered into the Customer Agreement for a Centre PO box or PO box with supplementary service, and this will be invoiced pursuant to PostNord's price list in effect at any time, as if Forwarding had been agreed between PostNord and the Customer.

1.4 Price

The prices for utilizing a PO box at terminal or PO box with supplementary service are published online at www.postnord.dk, and the terms and conditions for adjusting the prices are set out in the relevant Customer Agreement.

1.5 Termination, cessation, etc.

The Customer may terminate the Customer Agreement by giving one (1) month's written notice, effective at the end of a month.

PostNord may terminate the Customer Agreement by giving three (3) months' written notice, effective at the end of a month.

In the event of termination of a PO box at terminal or PO box with supplementary service, the consignments will be forwarded for one (1) month after the cessation of the Customer Agreement.

If the Customer vacates the official street address associated with the PO box, the Customer must notify PostNord of this immediately, and, as a rule, must change the address in the Central Business Register (CVR). PostNord may terminate the Customer Agreement and close the PO box without notice if the Customer fails to report a change of address as required.

1.7 Liability

PostNord is only liable to pay damages pursuant to the provisions on liability in damages and limitations of liability specified in PostNord's General Terms and Conditions in effect at any time and which apply to the forwarding of the type of consignment concerned for the PO box.

2.0 Customer enquiries

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

2.1 Complaints

If the Customer wishes to file a complaint regarding PostNord's PO box service, the complaint must be filed with PostNord's Customer Service.

The complaint must be submitted within six (6) months.

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

The decisions issued by Customer Service may be appealed to the PostNord Complaints Review Service, Hedegaardsvej 88, DK-2300 Copenhagen S.

The Complaints Review Service also provides guidance on the complaint handling procedure.