

Special Terms and Conditions

Postage Paid by recipient

General information

These Special Terms and Conditions apply to consignments sent with the franking method Postage Paid by recipient (Modtageren betaler porto) covering the following franking methods: Business Reply Service (BRS) and International Business Reply Service (IBRS).

In the following, in the absence of any express statement to the contrary, working days are Monday to Friday, excluding public holidays and 5 June (Constitution Day), 24 December and 31 December, as well as intermediate days unless expressly stated otherwise. "Intermediate days" are single working days falling between Sundays and public holidays, as well as official non-working days.

Collection/distribution of items will not take place on 31 December.

1.0 Definition

Postage Paid by recipient is a general designation of the franking methods Business Reply Service (BRS) and International Business Reply Service (IBRS), Response Services only refer to payment for the relevant item. For a definition of the aforementioned franking methods, please refer to paragraphs 5-6.

A separate account must be set up per return address.

Unless otherwise specified in the present Special Terms and Conditions, items posted as Postage Paid by recipient are furthermore subject to the relevant rules and Special Terms and Conditions applicable to Domestic Letters and International Letters.

2.0 Customer Agreement

Customers (the "Customer") using Postage Paid by recipient must have entered into a customer agreement (the "Customer Agreement") on Postage Paid by recipient. Customer agreements can be entered into online at www.postnord.dk and it is necessary to enter into a separate customer agreement per Postage Paid by recipient account.

When entering into the Customer Agreement, the Customer must state the address that is to be used as the return address for the consignments in question.

3.0 Items in relation to change of return address, non-existent Customer or terminated agreement

In the event of change of return address, the Customer can ask PostNord A/S ("PostNord") to forward "Postage Paid by recipient" consignments to a different address for a period of three (3) months from the date of notification. The Customer should contact PostNord Customer Service to provide the following information: Customer number, account number and the address to which consignments are to be forwarded.

If PostNord receives items sent as Postage Paid by recipient in relation to a non-existent customer, these items will be returned to the sender, if the sender is known, or otherwise to PostNord, with information about the non-existent customer. The consignment will then/subsequent be processed as "undeliverable" pursuant to the regulations set out in the Danish Postal Services Act, Section 12 and associated provisions.

If, after termination of the Customer Agreement, PostNord receives items sent as Postage Paid by recipient, the Customer may refuse the receipt of such items. The item will then be returned to the sender, if the sender is known, or otherwise to PostNord, with information that receipt of the item has been refused. Alternatively, the Customer may choose to receive the item, but will in that case be liable for payment of postage and any fees as for items for which no postage has been paid, cf. the Special Terms and Conditions for Domestic Letters and International Letters.

4.0 Prices

The Customer will be charged PostNord's current list price for items sent as Postage Paid by recipient, as well as one subscription per account. Postage on all items will be charged according to the list prices for Postage Paid by recipient.

The monthly subscription per account is always payable, irrespective of whether or not any consignments have been registered as sent during the month in question. In the event that an account is temporarily closed and then reopened, PostNord charges a fee for the reopening of the account.

The list Prices applicable at any time are published at www.postnord.dk

An overview of postage used for the items received on the day in question will be emailed to the Customer if the Customer has requested this service from PostNord. Otherwise, this will only be presented on the monthly invoices. An overview of postage consumption for the consignments received on the day in question will be emailed to the Customer if the Customer has requested this service from PostNord. Otherwise, consumption will only be presented on the monthly invoices and any associated invoice specification.

5.0 Definition of Business Reply Service (BRS)

BRS items are reply cards/order forms, coupons or envelopes distributed or delivered by the recipient with the recipient's address as well as the text "Sendes ufrankeret. Modtageren betaler porto" No stamp required (Postage Paid by recipient)

BRS items can only be sent by senders in Denmark, the Faroe Islands and Greenland.

BRS items cannot be reclassified as ordinary letter-post or other types of consignment items by affixing stamps to the items or franking them or similar.

6.0 Definition of International Reply Service (IBRS)

IBRS items are international reply cards/order forms, Return Service items or envelopes distributed or delivered by the recipient with the recipient's address as well as the text 'IBRS (International Business Reply Service)' or a similar text, which must have been approved by PostNord, printed in a black or dark-blue color.

IBRS items are distributed by PostNord as BRS items after PostNord has received them from the postal service provider abroad.

IBRS items in standard letter format (up to 50 g) may be posted by senders in any country apart from Taiwan.

IBRS Maxi letters (up to 2 kg) can be used from a number of countries. Further information on the countries from which IBRS Maxi letters can be sent is available at www.postnord.dk.

7.0 Delivery

The service target is for 95% of BRS and IBRS items to be delivered on the second weekday after receipt by PostNord.

8.0 Layout and approval of proof sheet

Items sent as Postage Paid by recipient are subject to PostNord's layout requirements applicable at any time to items sent as Postage Paid by recipient, including requirements as to marking, dimensions, weight and paper quality. Further information about the requirements applicable from time to time can be obtained from www.postnord.dk.

Proof sheets of BRS or IBRS items must have been approved by PostNord before the items are printed by the Customer. This also applies to any reprint of the items. PostNord stores an electronic copy of the Customer's currently approved proof sheets.

Where the proof sheet of an item has not been approved, the BRS item will not be comprised by the service target, cf. paragraph 7, and postage payable in respect of the item may be surcharged.

9.0 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>.

10.0 Compensation

PostNord's liability for claims for compensation in respect of items posted as Postage Paid by recipient is regulated by the rules of compensation set out in the Special Terms and Conditions for Domestic Letters and International Letters to which reference is made. The aforementioned Special Terms and Conditions contain provisions that restrict PostNord's liability for compensation.

11.0 Customer enquiry

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

11.1 Complaints

Any complaint by the Customer regarding PostNord's Postage Paid by recipient service must be submitted to PostNord Customer Service.

The complaint must be submitted within six months.

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

Any decision taken by Customer Service may be appealed to the PostNord Complaints Review Service, Hedegårdsvej 88, 2300 København S.

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