

## Special Terms and Conditions

# Postal Parcels

### 1 General information

Special Terms and Conditions for Postal Parcels apply to the sending of the following products:

- Postal Parcels Home
- Postal Parcels Collect
- Insured Items

In addition to the Special Terms and Conditions for Postal Parcel for any service associated with this, the Nordic Association of Freight Forwarders' General Conditions (NSAB 2015) apply to the extent that NSAB 2015 has not been derogated from in the Customer Agreement or by these Special Terms and Conditions.

In particular, it should be noted that any claims against PostNord A/S ("PostNord") will be time-barred after one (1) year (Section 28 of NSAB 2015) and that the right of retention and lien (Section 14 of NSAB 2015) comprises both current and previous claims. Claims for delivery of consignment, etc., must be honored regardless of the terms of delivery in the agreement (Section 11 of NSAB 2015).

Product-specific requirements are stipulated in a fact sheet for Postal Parcel, including the countries to which a Postal Parcel can be sent.

"Workday" is defined in the following as Monday to Friday, excluding public holidays, June 5 (Constitution Day) and December 24, as well as intermediate days. "Intermediate days" are single workdays falling between Sundays and public holidays, as well as official non-workdays.

A Postal Parcel is a consignment where postage is either purchased online or at a PostNord Parcel Shop and does not require a Customer Agreement with PostNord.

Postal Parcel Collect includes parcels for a recipient who collects the parcel at a PostNord Parcel Shop or parcel locker.

Postal Parcel Home includes parcels sent to the recipient's home or business address.

Insured Items are Postal Parcels Home that are sent with a specified value for an additional fee, and that PostNord or a partner of PostNord abroad will only deliver to the recipient upon signature of receipt or in accordance with the delivery rules in the relevant country.

The service target for domestic Postal Parcel is next-day delivery as a minimum on workdays between all cities, except to the island of Bornholm, where an additional workday must be expected. For parcels covered by the Danish Postal Act, 97% will be transported in accordance with the service target.

PostNord distributes Postal Parcels throughout Denmark once a day on all workdays to the address specified by the sender on the parcel. Postal Parcel Collect are made available for collection on workdays, as well as on any Saturdays that are not

covered by the exceptions cited under General information.

Daily delivery services are not provided in the following instances, however:

- to particularly remote or inaccessible sites located in rural areas.
- to island without a fixed link; or
- under special circumstances.

In special cases where delivery is hampered by circumstances at the recipient's address, or where delivery involves a physical or mental risk, PostNord is entitled to decline to deliver Postal Parcel, due to, for instance, untethered vicious dogs at the delivery address, inadequate gritting/clearing of snow, harassing or otherwise offensive/threatening behavior.

Out of consideration for occupational health and safety, Postal Parcels are only delivered to construction sites if there is a site hut or other office facility at the entrance to the construction site.

The delivery time for Postal Parcels to international destinations, the Faroe Islands and Greenland can be seen online at [www.postnord.dk](http://www.postnord.dk).

Postal Parcels for destinations in Greenland to which there is no shipping service within one (1) month after the Postal Parcel has been handed over for delivery are forwarded by air.

### 2 Physical dimensions and weight

The minimum and maximum dimensions of Postal Parcel, as well as the weight limits, are set out in the fact sheet for Postal Parcel and Insured Items (both in Danish). Postal Parcel that are not suitable for automatic machine sorting (cf. PostNord's packaging instructions) will be subject to a special-handling surcharge.

If the weight of a Postal Parcel Collect consignment to Denmark is above 20 kg and up to 35 kg, PostNord will consider the parcel to be a Postal Parcel Home consignment, and in such cases the consignment will be subject to the terms for Postal Parcel Home above 20 kg in these Special Terms and Condition. In the case, the consignment in question will be invoiced as Postal Parcel Home, and a postage invoice will be issued. The sender will also be charged an administration fee, in keeping with PostNord's price list in effect at the time in question on [www.postnord.dk](http://www.postnord.dk). In such cases, delivery of the consignment may also be delayed.

If a Postal Parcel is submitted for delivery to Denmark or abroad and it mistakenly exceeds the weight limit or the maximum dimensions of the specific parcel product, the Postal Parcel will not be delivered to the recipient. The Postal Parcel will be returned to the sender, usually within one week, and PostNord will charge a fee for the return. PostNord cannot be held liable for the delay, loss or damage of the Postal Parcel arising from the handling and

return of the Postal Parcel. As general rule, the Postal Parcel will generally be returned and delivered as a flex delivery to the sender.

Upon returning to sender, the price paid will not be refunded.

### 3 Prices

The prevailing prices, taxes and fees for Postal Parcels are specified on [www.postnord.dk/find-prisen](http://www.postnord.dk/find-prisen), and other price lists on [www.postnord.dk](http://www.postnord.dk). PostNord weights and measures the parcels with certified equipment. The measuring equipment is certified to have a maximum deviation of +/- 20 mm in each direction. The results of this weighing and measuring are used for invoicing. Please note that, as stated in the price list, PostNord is entitled to charge surcharges and fees depending on the Postal Parcel's size, shape or need for special handling.

If PostNord determines that the sender has not paid correct postage, an invoice will be sent to the sender for the missing postage plus an administration fee. PostNord may decline to carry a consignment and choose to return it to the sender without refund of the postage paid if the correct price has not been paid for the carriage of the consignment or if it is discovered that the postage label on the consignment has been used previously.

### 4 Contents

PostNord will not accept Postal Parcel for carriage if their format, contents, carriage or storage are in contravention of any legislation, or if they require special arrangements (such as refrigerated articles, perishable foods or other perishable biological material), safety measures or permits.

A Postal Parcel may, however, contain packaged non-perishable foods (i.e. foods that do not require refrigeration).

Alcohol may only be sent to addresses in Denmark (excluding Greenland and the Faroe Islands).

The market value of the contents of a Postal Parcel regardless of Postal Parcel product, must not exceed a sum equivalent to DKK 100,000.

Consignments containing money, traveler's checks, credit cards, bearer securities, precious metals (including platinum, gold and silver), precious stones, jewelry, watches, jewels, pearls, furs, rugs, works of art, gift vouchers or tickets, as well as other valuable items, which has a value of over DKK 4,800 must be sent as Insured Items. The value of the contents must not exceed an amount equivalent to DKK 30,000. For Denmark, the Faroe Islands, Greenland, and other countries, this is done by using Insured Items service via Online Porto or at the PostNord Parcel Shop. Only one Insured Item containing money and/or bearer securities may be sent per day to the same recipient.

Moreover, Postal Parcel must not contain the following:

- Dangerous goods. Dangerous goods are defined as all substances or materials whose physical or chemical properties may present a hazard to people, animals, the environment (such as production equipment and other items), or modes of transport, including any and all articles designated at any time as dangerous goods under the UN Recommendations on Transport of Dangerous Goods, Model Regulations. Under certain conditions, limited quantities of dangerous goods may be sent as a Postal Parcel, unless the Postal Parcel is to be sent to a destination where PostNord will have to transport the Postal Parcel by air.
  - Lithium cells or lithium batteries that are not installed in equipment are categorized as dangerous goods and must therefore not be sent as Postal Parcels. Business customers that have entered into a Customer Agreement with PostNord may in certain situations send lithium cells or lithium batteries that are not installed in equipment, if their UN classification allows packaging and shipment in accordance with Chapter 3.3 of ADR, Special Provision 188.
- Lithium batteries or lithium cells that are installed in equipment may be sent as Postal Parcels when special packaging and labeling rules are observed. Additional information is available from PostNord, including information about the countries of destination that do not allow Postal Parcel containing lithium batteries and lithium cells installed in equipment. A Postal Parcel may contain a maximum of either four lithium cells installed in equipment, or two lithium batteries installed in equipment. The content of lithium metal or lithium alloy in cells may not exceed 1 g per cell, and for cells with lithium ions, the maximum is 20 Wh per cell. The content of lithium metal or lithium alloy in batteries may not exceed 2 g of lithium per battery, and for batteries with lithium ions, the maximum is 100 Wh per battery. Lithium cells or lithium batteries installed in equipment must not be sent as a Postal Parcel in the following instances: 1) if the manufacturer has designated them as inadequate in terms of safety; 2) if they are damaged; or 3) if they have the potential to generate dangerous levels of heat, to cause a fire or to short circuit.
- Knives that require a permit to purchase, possess, carry or use; weapons, weapon parts, soft guns, etc., as well as copies of these; and live/blank ammunition or explosive components.
  - Cigarettes, other tobacco products, or illegal intoxicants.
  - Urns containing the ashes of the deceased.
  - Counterfeit goods and forgeries.
  - Objects which due to their nature or packaging could endanger postal workers or which could contaminate or damage other consignments or postal facilities.

Live animals. (Including invertebrates)

Postal Parcel that are found to contain dangerous goods or prohibited articles will be returned to the sender against payment of a fee or will be handed over to the proper authority.

In the event of leakage, emission or other leakage of the contents, PostNord is entitled to hand over the Postal Parcel to a third party for safe handling, after which the sender is responsible for contacting said third party for the details of an agreement on the delivery of the contents.

It is the sender's responsibility to ensure that the consignment does not violate any sanctions.

## 5 EDI, labels and barcodes

Postal Parcels or Insured Items to be sent via PostNord must comply with the rules on address labels and barcodes that are in effect at any time.

These are set out in the fact sheets for Postal Parcel and Insured Items.

Address labels and barcode stickers must be placed on the largest surface of the Postal Parcel. String, tape and the like must not be placed over the barcode, and the barcode must not be folded around the corners of the Postal Parcel. If packaging is reused, the old barcodes must be removed.

PostNord's official barcode label '>20 kg<' (label over/plus 20 kg) must be affixed to PARCELS weighing more than 20 kg. Labels can be ordered via [www.postnord.dk](http://www.postnord.dk).

## 6 Packaging

The sender must ensure that Postal Parcels are packaged so that the contents are sufficiently secured and protected during repeated pallet and parcel handling, including automatic machine sorting, and so that the Postal Parcel is prevented from causing damage or harm to other consignments, PostNord or a third party. For particularly heavy items, bottles, spherical or bar-shaped contents, the Postal Parcel must be packaged so as to prevent the contents displacing themselves or the consignment during handling and transport. Moreover, the packaging must be sufficiently sturdy and designed in such a way that the contents cannot be accessed without leaving visible traces.

Porcelain, glass, glass bottles and similar fragile objects must be packaged in a sturdy box filled with material that is suitable for protecting the contents, such as polystyrene-foam balls or chips. Senders must ensure that the objects in a PARCEL cannot rub or knock against each other or against the sides of the packaging during transport.

Highly fluid and readily condensable liquids and substances including wine, beer and the like, must be placed in completely leak-proof containers. The individual container must be packaged and placed in a particularly sturdy box containing a protective material that can absorb the liquid in the event of a rupture of the container, and which ensures that the contents will not be damaged during automatic machine sorting.

Technical equipment, including computer equipment, electronic data processing equipment, laser equipment and the like must be sent in a box, packed in close-fitting, molded shock-absorbing material such as polystyrene. The packaging must be adapted to the technical equipment in question to adequately protect said equipment against knocks and to prevent it from moving in relation to the packaging or other objects in the same Postal Parcel during transport.

Read more about packaging in the Packaging Guide on [www.postnord.dk/en](http://www.postnord.dk/en) concerning how to pack a consignment in the best possible way.

PostNord is under no obligation to check the packaging. If, on collection or handover of the Postal Parcel, PostNord discovers that the Postal Parcel is not properly packaged, PostNord is entitled, at its own discretion, either to refuse the Postal Parcel or to request that the sender sign a certificate stipulating that the Postal Parcel is being sent at the sender's risk.

## 7 Customs clearance

The sender is responsible for correctly filling in the customs documents with regard to sending the Postal Parcel to the recipient, to receiving the Postal Parcel or if the Postal Parcel cannot be delivered to the recipient.

In the case of undeliverable Postal Parcel, the sender is to provide customs information for use in customs processing so that the Postal Parcel can be returned to Denmark. If the sender fails to complete the necessary customs documents and the Postal Parcel therefore remains in the possession of PostNord or PostNord's partner, without any possibility of returning it to the sender, PostNord reserves the right to destroy the Postal Parcel.

When exporting from Denmark to countries outside the EU, the sender must fill in a customs declaration when purchasing the label via Online Porto or at the PostNord Parcels Shop.

## 8 Handover/collection

Postal Parcels can be delivered to a PostNord Parcel Shop, a business drop-off point or a parcel locker (Pakkeboks). PostNord Parcel Shops, business drop-off point, and parcel lockers are emptied of consignments every workday. However, Postal Parcels weighing more than 20kg can only be handed over at a business drop-off point or a collection can be arranged when purchasing the label via Online Porto. For households in rural areas, Postal Parcels purchased via Online Porto can also be handed to a postal worker, provided that their means of transport allows this.

When purchasing postage via Online Porto, the sender can purchase a collection from the return address, unless this is an apartment building. The sender must specify a location close to the sender's mailbox, from where the collection will be made within two workdays of the purchase made via Online Porto. If the Postal Parcel is not at the stated location at the time of collection, the sender forfeits the right to collection and no refund of the surcharge will be paid.

Insured Items must be handed over at a PostNord Parcel Shop. The parcel must be handed over to the PostNord Parcel Shop staff who scans the consignment and sends an electronic receipt to the sender to document that the consignment has been handed over.

## 9 Delivery

### 9.1 Denmark

#### 9.1.1 Delivery to the recipient address

##### Postal Parcel home

As a general rule, Postal Parcel home are delivered to the recipient's mailbox.

If the dimensions and weight of the consignment prevent delivery to the mailbox, Postal Parcel Home will be handed over to the recipient or an adult at the address who appears authorized to accept consignments (see below, however). If a recipient company operates its business from the owner's private residence, Postal Parcel Home may also be delivered to an adult member of the owner's household.

PostNord may also contact the recipient by phone to agree on the details for the delivery of a consignment.

A Postal Parcel Home is delivered upon request at the recipient address, provided that it has been sent by Flex Delivery or an agreement has been entered

into with the recipient to this effect, such as Recipient Flex or FlexChange

Postal Parcel Home items weighing more than 20 kg will generally be dropped off at the recipient's address. After delivery, responsibility for the consignment is transferred to the sender.

Recipient Flex is a scheme in which the recipient has entered into an agreement with PostNord on the placement of the recipient's consignments without anyone at the address having to be contacted. The recipient is responsible for ensuring that PostNord may lawfully deliver a consignment at the agreed place.

FlexChange is a service whereby the recipient may redirect a consignment that is en route by granting PostNord one-off authorization either to deliver the parcel at an agreed place at the recipient's address or deliver the consignment to a specific PostNord Parcel Shop.

For Flex Delivery, Recipient Flex, FlexChange, delivery in the recipient's mailbox or via a parcel locker terminal, as well as pursuant to oral agreements on placement at the recipient address, PostNord's delivery scan constitutes documentation of delivery. For detailed rules on delivery and liability, see the fact sheets for Delivery (Delivery of Parcels) (in Danish).

#### Insured Items

Insured Items will be handed over in return for a receipt.

##### 9.1.2 Pick up at service points

#### Postal Parcel Home

If a Postal Parcel Home cannot be delivered as described above, PostNord will notify the recipient cf. section 10 or by letter. The Postal Parcel Home will be set aside for retrieval at a PostNord Parcel Shop. Postal Parcels weighing over 20 kg will be set aside for pick-up at a Business Drop-off point. The notification must be presented upon pick-up. A forwarded notification is deemed equivalent to authorization having been given to the person in question to pick up the consignment.

The person picking up the consignment must provide identification unless the recipient of the parcel has validated their identity in the PostNord app using their MitID, in which case the QR code in the PostNord app must be shown by the person picking up the parcel.

The deadline for picking up Postal Parcel Home is fourteen (14) days. The final pick-up date will be stated in the notification. The pick-up period cannot be extended. Whoever picks up the consignment must present proof of identity.

#### Postal Parcel Collect

For Postal Parcel Collect, the sender is required to specify at which PostNord Parcel Shop or parcel locker terminal the consignment is to be placed for pick-up.

If there is no available capacity at the selected PostNord Parcel Shop or in the selected parcel locker terminal or on the day of delivery, the consignment will be set aside for pick-up at a (different) PostNord Parcel Shop.

When a Postal Parcel Collect is ready for pick-up, PostNord will send notification to this effect to the recipient (see section 10). There are the following collection options:

- Parcel Locker: For pick-up at a Parcel Locker Terminal the two pin codes sent are to be used as identification. The Postal Parcel will be delivered to the person who is possession of the two pin codes when picking up the

consignment. The recipient is responsible for storing the PIN codes securely so that they do not fall into the hands of unauthorized persons.

- Local Parcel Locker: For pick-up at a Local Parcel Locker is required the recipient to have installed the PostNord app on a smartphone, because the Local Parcel Locker is unlocked from the app via Bluetooth.
- PostNord Parcel Shop/Business Drop-off point: To pick up a Postal Parcel Collect from a PostNord Parcel Shop or Business Drop-off point, notification must be presented. Forwarded notification is deemed equivalent to authorization having been given to the person in question to pick up the consignment. The person picking up the consignment must provide identification unless the recipient of the parcel has validated their identity in the PostNord app using their MitID, in which case the QR code in the PostNord app must be shown by the person picking up the parcel.

The deadline for picking up Postal Parcel Collect is seven (7) days. The final pick-up date will be stated in the notification. The pick-up period cannot be extended. The person picking up the consignment must present proof of identity.

#### Insured Items

Insured Items may only be handed over to the recipient to whom the consignment is addressed, meaning that no one else may be authorized to pick up the consignment on behalf of the recipient. The notification and identification must be presented upon pick-up.

Insured items must be picked up within 14 days. The final pick-up date will be stated in the notification. The pick-up period cannot be extended.

##### 9.1.3 Return to sender

If PostNord is unable to deliver a Postal Parcel to the recipient, or if the deadline for a possibly issued notification has expired, the Postal Parcel will be returned to the sender.

##### 9.2 Abroad

Postal Parcel for international destinations, the Faroe Islands and Greenland will be delivered and made available for pick-up pursuant to regulations of the country of destination.

If a Postal Parcel cannot be delivered to the recipient, or the deadline for any notification of delivery has expired, the consignment will be returned to sender at the sender's expense, unless the sender waived to have the shipment returned in the event that the consignment cannot be delivered when purchasing the postage label via Online Porto or in the PostNord Parcel Shop.

##### 9.3 Permanent change of address

If the recipient has moved, the Postal Parcel will be returned to the sender with the information "Recipient unknown at the address".

##### 9.4 Undeliverable parcels

Undeliverable PARCELS are handled by PostNord pursuant to provisions laid down in Section 6 of Executive Order No. 1651 of December 12, 2023, on Postal Services and Postal Service Providers.

## 10 Notification

### 10.1 Definition

Notification is a message sent to the recipient stating that a consignment is on its way and/or that a

Postal Parcel has now arrived at a specified delivery location.

Notification may take the form of text message notification, email notification or notification in the PostNord app.

Text message notifications are sent to recipients in the period 6:30 am – 9:30 pm, and app and email notifications are sent 24 hours a day.

Notifications are generated on the basis of a scan done by PostNord.

### 10.2 Trustpilot

If the sender has chosen email notification, the sender accepts that PostNord may also use the recipient's name and email address to send a separate email to the recipient with an invitation to submit a review of PostNord's delivery service. This email will be sent by Trustpilot on PostNord's behalf.

### 10.3 Compensation

Section 11 applies to Postal Parcel sent with notifications. However, PostNord will not be liable for the contents, delay or non-receipt of the notification, regardless of the reason for this. No claim of any kind may be brought against PostNord for notifications.

## 11 Liability

### 11.1 PostNord's liability

PostNord's liability for damages with regard to Postal Parcels is governed by NSAB 2015 with the exemptions that follow these Special Terms and Conditions as postal legislation.

PostNord will pay compensation for Postal Parcel Collect and Postal Parcel Home up to 20 kg and for Insured Items sent to international destinations, the Faroe Islands and Greenland under the rules of the Universal Postal Convention and related provisions, but with a higher compensation limit (see section 11.1.2).

The basis of liability for domestic Postal Parcels follows from the rules of NSAB 2015 (Sections 15ff), provided that the rules on compensation therein put the sender in a more favorable position than the rules in the Individual Authorization.

Compensation will only be paid if proper documentation of the claim is provided.

PostNord does not pay compensation for Postal Parcel that fail to comply with the weight limits or the maximum dimensions for the specific parcel product, cf. section 2.

#### 11.1.1 Compensation for delay

PostNord is not liable for compensation in case of delayed collection. Thus, in the absence of any specific agreement to the contrary, Sections 7, 15 and 19 of NSAB 2015 will not apply to the collection of Postal Parcels.

PostNord is solely liable for ensuring that domestic Postal Parcels arrive within a reasonable time (without a time guarantee) (see Section 7(1) of NSAB 2015). Section 19B of NSAB 2015 concerning time guarantees will consequently not apply.

Postal Parcels sent to destinations in Denmark where delivery is not made on a daily basis (see section 1) will not, however, be deemed as delayed unless the actual carriage time exceeds the time that can reasonably be expected under normal circumstances.

In special cases, PostNord may require the sender to obtain a written declaration from the recipient that a Postal Parcel was delayed.

Compensation will only be paid for the sender's documented financial loss, and compensation cannot exceed an amount equivalent to the price charged for carrying the delayed Postal Parcel, excluding surcharges for any services. The recipient is not entitled to compensation for delay.

In addition to the grounds for exemption from liability that follow from NSAB 2015, PostNord will not pay any compensation for delay in force majeure situations as described in detail in the Customer Agreement, nor for situations in which delivery of the Postal Parcel to the recipient has not been possible or has been associated with risk (see section 1).

Under no circumstances will compensation be paid for delay of Postal Parcels sent to international destinations, the Faroe Islands and Greenland.

### 11.1.2 Compensation for loss and damage

PostNord will only pay compensation for loss of the Postal Parcel if it has been scanned by PostNord.

Postal Parcel which are sent by Flex Delivery, or which have been delivered in the recipient's mailbox or which, by arrangement with the recipient (such as Recipient Flex or FlexChange) have been delivered by being left at the recipient's address will be regarded as received once the Postal Parcel has been scanned as delivered by PostNord. After any such delivery/handover, PostNord cannot consequently be held liable for any loss or deterioration of, or damage to, the Postal Parcel.

Delivery of a Postal Parcel to a person other than the one to whom PostNord is entitled to hand over the Postal Parcel is equated with loss if the Postal Parcel is not subsequently received by the appropriate recipient.

Compensation for loss, deterioration or damage to Postal Parcels is determined in accordance with the regulations laid down in NSAB 2015.

If the Postal Parcel contained goods, compensation will be paid on the basis of the purchase price for the same (invoice value, less mark-up and VAT, unless the sender is a private individual, in which case mark-up and VAT will not be deducted). If documentation of the actual profit mark-up is not available, the value will be determined on the basis of an ordinary estimated mark-up. Otherwise, the value of the Postal Parcel will be set at the market price for, or the usual value of, objects of the same type and condition, e.g., correspondingly used objects. Under no circumstances will compensation be payable for antique value, sentimental value or loss of profit (see Section 17 of NSAB 2015).

If the consignment is being sent as part of a transaction, compensation is payable on the basis of the purchase price of the good (sales invoice value, less mark-up and VAT, unless the sender is a private individual, in which case mark-up and VAT will not be deducted). If documentation of the actual profit mark-up is not available, the value will be determined on the basis of an ordinary estimated mark-up. If the parcel does not contain a commercial product, the value of the PARCEL will be set at the market price for or the usual value of objects of the same type and condition, e.g., corresponding second-hand objects. Under no circumstances will compensation be payable for antique value, sentimental value or loss of profit (see Section 17 of NSAB 2015).

Compensation for damage is paid in an amount equivalent to the loss of value, as the sender is responsible for proving that the contents of the Postal Parcel have no residual value, if this is indeed the case. No compensation will be payable if the Postal Parcel was insufficiently packaged.

The compensation payable cannot exceed DKK 4,800 per Postal Parcel, however.

For full or partial loss, impairment or damage to/of one or more consignments of a sender's Postal Parcels, or parts thereof, the sum of the individual compensation arising from the same incident may not exceed DKK 30,000. Thus, the total compensation payable to the sender for an incident cannot exceed this amount.

Payment of compensation for the loss of mobile phones, computer equipment, other electronics and watches is contingent on the sender providing PostNord with the IMEI number or serial number of the lost equipment. If the sender does not meet this requirement, the sender is unable to obtain compensation.

For Insured Items, the compensation may not exceed an amount equivalent to the value stated on the consignment. If the Insured Item contains bearer securities, this will be calculated on the basis of the current value of the document. If a value is not specified for the document, or if the value stated in the document does not represent the current value, the sender must specify a value equating to the commercial value represented by the document. PostNord may request the sender to provide documentation of the commercial value stated by the sender. If a Postal Parcel, due to its contents, should have been sent as an Insured Items in accordance with these Special Terms and Conditions, and it has not been sent as an Insured Items, PostNord is entitled to completely reject liability to pay compensation for loss or damage or, based on a specific assessment, to reduce the payment of compensation.

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

Payment of compensation for full or partial loss or deterioration may be contingent on the recipient signing a statutory declaration that the recipient has not received the Postal Parcel or the contents in question.

Compensation is payable to the sender, regardless of whether the recipient may bear the forwarding risk. If the Postal Parcel is received by the addressee, compensation may be paid in full to the addressee as well, however.

If PostNord has paid compensation for the full loss of the sender, ownership of the contents of the Postal Parcel will be transferred to PostNord.

### 11.2 Complaint periods

Complaints must be filed within the deadlines stated in NSAB 2015. This means that complaints concerning visible damage must be filed immediately, and complaints concerning non-visible damage/loss must be filed within seven (7) days, cf. Section 27 of NSAB 2015. For other types of claims, a complaint must be filed within fourteen (14) days from when the sender became aware of or should have become aware of its claim.

In addition to NSAB 2015, a complaint must have been filed in any case—including in the event of total loss no later than six (6) months after the Postal Parcel was handed over to PostNord. If a complaint is not filed within the deadline, the claim will be forfeited.

Complaints must be filed with PostNord. For further information on complaints, see [www.postnord.dk](http://www.postnord.dk).

### 11.3 Period of limitation

Pursuant to NSAB 2015, claims against PostNord will be time-barred after one (1) year.

### 11.4 Sender's liability in damages

If the consignee bears the risk of a shipment, the consignor is obliged to inform the consignee in advance of the conditions of carriage in accordance with these Terms and Conditions.

The sender is obliged to indemnify PostNord for any loss and any cost incurred by PostNord, including claims brought by a third party against PostNord as a result of the following:

- PostNord is ordered to pay compensation to a recipient or third party and said compensation exceeds the compensation that PostNord would have been obliged to pay to the sender under these Special Terms and Conditions, provided that the sender had been entitled to compensation, or
- the contents or packaging of a Postal Parcel does not comply with the requirements for contents and packaging in these Special Terms and Conditions, including the requirements of sections 4 and 6.

Moreover, the sender is liable for damages pursuant to the rules of NSAB 2015.

## 12 Other

### 12.1 Right of disposal

For Postal Parcels to addresses in Denmark and a number of other countries of destination, the sender is entitled to request that the Postal Parcel be returned or delivered to a different recipient until the Postal Parcel has been delivered to the recipient stated on the Postal Parcel. PostNord cannot guarantee that the Postal Parcel can be stopped if, for example, it is handed over to a different carrier outside Denmark.

PostNord does not refund the price of returned Postal Parcels. If the sender exercises the right of disposal, PostNord is entitled to charge a fee—in addition to the price of the return consignment or for redirection to the new address—for forwarding the request for the changed delivery, as well as any non-canceled duties, charges and fees.

### 12.2 Confidentiality and the opening of mail

PostNord treats any information concerning the sender's use of postal services as confidential.

In cases in which it has not been possible to find the addressee or sender, or in cases in which it may be necessary to establish the extent of, or minimize any damage to the Postal Parcel, a Postal Parcel may be opened by PostNord without a court order, cf. Section 12(1) of the Danish Postal Services Act (*Postloven*).

### 12.3 Processing 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>.

### 12.4 Duty of disclosure

Certain PostNord products are exempt from VAT.

Out of consideration for the settlement of price and VAT, the sender undertakes to specify which type of consignment is involved, and this must be done in accordance with the PostNord guidelines for the use of consignment notes and barcode labels. PostNord carries out random checks of compliance with these guidelines.

If the sender has not provided correct information, PostNord is entitled to rectify the situation by either subsequently charging the correct VAT to the sender or by issuing a credit note pursuant to the rules of the Danish Value Added Tax Act. PostNord is also entitled to charge a fee of DKK 100 in connection with the handling of such errors.

PostNord will also have a right of recourse for any claim that the Danish tax authorities may bring against PostNord as a result of the error.

#### 12.5 Customer enquiries and Complaints

The PostNord Customer Service can be contacted via PostNord App or PostNord's website [www.postnord.dk](http://www.postnord.dk).

If a sender or recipient wishes to complain about PostNord's delivery of a Postal Parcel or Insured Items covered by the universal service obligation, the complaint must be submitted to PostNord, Customer Service.

Such complaints must be submitted within six (6) months of the consignment having been handed over for delivery. As regards claims for compensation, see the deadlines for complaints set out in Section 11.2.

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

The decision of the Customer Service department 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's procedure related to services covered by a universal service obligation.