

Special Terms and Conditions

RECIPIENT FLEX

General information

These Special Terms and Conditions apply to Recipient Flex. In addition, PostNord A/S' ('PostNord') other special terms and conditions and Fact Sheets for the individual products apply.

PostNord may change these Special Terms and Conditions by making the changed version available on PostNord's website www.postnord.dk minimum one month before they enter into force. However, significant changes will always be announced individually and in writing at one month's notice.

1.0 Recipient Flex

1.1 Definition

Recipient Flex is an agreement between the recipient customer and PostNord under which the recipient customer accepts that PostNord drops off the consignment at an agreed location at the recipient's address.

1.2 Conclusion of agreement

In order to receive consignments with Recipient Flex, the recipient must be registered with the scheme. Private individuals can register via the PostNord app using MitID. Companies can register by completing a form on www.postnord.dk.

Recipient Flex cannot be set up for residents of second homes that are only occupied for part of the year.

The registration applies to the whole household. If the recipient customer is a company, the registration applies to all companies at the address.

The recipient also accepts that information about the registration for Recipient Flex is disclosed to the sender of the consignment.

Upon registration, the recipient accepts that information about the registration for Recipient Flex is disclosed to the sender of the consignment.

In order for the registration to be accepted, the applicant must be at least 18 years old and of full legal capacity. The agreement enters into force for consignments no later than seven (7) working days after PostNord has received the registration.

1.3 Consignments covered by Recipient Flex

Recipient Flex can be used for consignments distributed by PostNord. This also applies to consignments distributed on behalf of other distributors.

However, Recipient Flex is not available for Insured Items, registered consignments or other consignments requiring the recipient's signature for receipt thereof.

Consignments that do not meet the conditions for Recipient Flex will be placed for collection at a PostNord Parcel Shop. The recipient will be notified by PostNord when the consignment is ready for collection. Such notification will be given by a text message and/or an email being sent to the mobile number/email address that PostNord has received from

the sender of the consignment, or by a notification card being placed in the recipient's mailbox/mail slot.

1.4 Delivery

PostNord will deliver the consignment at the place agreed with the recipient. However, PostNord may deliver the consignment in the recipient's mailbox or mail slot if the dimensions and weight of the consignment permit this.

If the sender has entered into an agreement with PostNord on Flex Delivery, PostNord may instead choose to drop off the consignment at the location proposed by the sender. There must be easy and unobstructed access to the place of delivery.

For delivery with Recipient Flex, the postman will not ring the doorbell, but will drop off the consignment at the location designated by the recipient.

The distance between the location designated by the recipient for Recipient Flex and the location where consignments, etc. are otherwise delivered to the recipient must be within a reasonable distance.

When a consignment is distributed with Recipient Flex, PostNord will notify the recipient when the consignment has been delivered. Such notification will be given by a text message and/or an email being sent to the mobile number/email address that PostNord has received from the sender of the consignment, via the PostNord app or by a notification card being placed in the recipient's mailbox/mail slot.

If PostNord is prevented from delivering a consignment at the agreed location due to conditions at the recipient's premises, the consignment will be placed for collection in accordance with the rules described in clause 1.3 above. This applies, for example, if the recipient lives in a locked apartment building to which the distributor cannot gain access.

1.5 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>

1.6 Termination

As a general rule, termination of Recipient Flex agreement must be done via the PostNord app. Companies must terminate the agreement by using the notification card Recipient Flex Business, which is available on www.postnord.dk. Consignments that are received after receipt of the notice of termination by PostNord may be delivered as usual.

The termination will take effect after seven (7) weekdays at the latest.

In the event of a change of address, the Recipient Flex agreement will automatically terminate.

1.7 Right of disposal and liability for damages

When a consignment is received under the Recipient Flex scheme, PostNord's liability for damages will

cease after the distributor has delivered the consignment at the location designated by the recipient. PostNord is not liable for what happens to the consignment once it has been delivered at the recipient address – either in case of loss, weather damage or the like.

The recipient is responsible for ensuring that PostNord can legally deliver the consignment at the agreed location.

1.8 Customer enquiries

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