

# Service Frameworks

PostNL Pakketten Benelux B.V. & PostNL Transport B.V.

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Available at <https://www.postnl.nl/en/terms-and-conditions><sup>1)</sup>

<sup>1)</sup> We can provide you with an electronic version of these documents on request. No rights may be derived from this publication.

## Article 1

# General

### Permitted Shipments

- The minimum dimensions are 10 cm (longest side) x 1 cm (shortest side) x 10 cm (other sides), and the maximum dimensions are 175 cm (longest side) x 58 cm (shortest side) x 78 cm (other sides). The maximum dimensions for Shipments that can be delivered in a PostNL Parcel and Letter machine are 61 cm (longest side) x 41 cm (shortest side) x 52.5 cm (other sides) The maximum weight per package is 31.5 kg.
- The non-standard processing surcharge will be applied to Shipments larger than 100 cm (longest side) x 58 cm (shortest side) x 70 cm (other side) and/or with a weight between 23 kg and 31.5 kg.
- Surcharges are applied to Shipments larger than 50 dm<sup>3</sup>. These surcharges depend on the size of the package and apply as of 50 dm<sup>3</sup>, 100 dm<sup>3</sup> and 200 dm<sup>3</sup>.
- The packages must have satisfactory packaging.
- A Shipment with a destination within the Netherlands may consist of multiple separate packages. A package must consist of one box, bag or tube and may not consist of multiple separate packages that have been taped together.

### Appropriate packaging guidelines

- Use secondary packaging where necessary. Opt for a material that is sufficiently robust and will not damage other packages (such as wood or metal).
- The packaging is robust if it can withstand any wear and tear that occurs during transport, can cope with all weather conditions and if the package cannot be opened without leaving evidence of tampering.
- Non-transparent, neutral packaging must be used for packaging valuable goods.
- Make sure the packaging is properly sealed, preferably using tape.
- Avoid pressure points (such as legs, corners, protrusions) and unfilled spaces. Evenly distribute the weight, for example, using filling material. This prevents the product shifting about inside the packaging.
- For breakable or other fragile goods, a material buffer between the wall of the package and the product is recommended.
- Contact PostNL if you require advice on suitable packaging.

### Delivery time

- The delivery time is the time between the parcel's proof-of-acceptance scan at PostNL and the first attempt to deliver the package to the Addressee. The recipient could be a business, private or P.O. Box address (in the Netherlands).
- PostNL strives to deliver package with a destination within the Netherlands and Belgium in the course of the next delivery day (**Table 2**).
- Packages sent to an address on the Wadden Islands, abroad or a P.O. Box (also if a Freepost number is linked to a P.O. Box) are not delivered on Monday.  
Packages sent abroad (except for Belgium) may not be delivered on Monday; this depends on the destination.

### Changing Service Frameworks

PostNL is entitled to unilaterally amend and/or supplement the Service Frameworks. If PostNL proceeds to do so, it will communicate this in writing (including by email) to all customers with an Agreement at least thirty (30) calendar days before the amendment and/or supplement enters into effect. Capitalised words have the meaning assigned to them in these Service Frameworks or the GTCTC.

## Packaging

PostNL is pleased to provide you with a flexible parcel delivery service. Special PostNL roller containers are available for this purpose. You can use the roller containers to prepare your bulk parcel shipments. No other use is permitted. PostNL may apply additional charges if this happens. See also: Appendix 5: General Terms and Conditions for the Use of Receptacles.

## Bulk shipments

To prevent the delivery time of bulk shipments being delayed, we request a notification be provided to PostNL at least five days in advance for:

- Bulk shipments of over 1,000 packages with destinations within the Netherlands.
- Bulk shipments of over 100 packages subject to non-standard processing or destined for the EU/Non-EU.

## Shipping applications

All parcels, pallets or break bulk cargo must be accompanied by a shipping label in accordance with PostNL specifications. PostNL has applications available for pre-registering packages and creating labels (see Table 1).

## Pre-registration

Pre-registration is essential for the quality and delivery time for which PostNL strives. Therefore, all Shipments must be pre-registered by the Addressee using one of the applications (see Table 1). Supplying the recipient's email address in the pre-registration makes a significant contribution to the quality and delivery time. This is why you must always provide the recipient's email address in the pre-registration, if you know it. PostNL does not accept any liability for services not performed correctly if the pre-registration was not performed, not performed on time or was incorrect. The extra handling for packages that are not pre-registered or not pre-registered correctly increases the cost of those packages. The Non-pre-registered surcharge applies in this case. PostNL applies a storage period of seven (7) calendar days for pre-registration. Parcels presented after this seven-calendar day period will not be handled as pre-registered. The Non-pre-registered surcharge also applies to these packages. Insufficient quality of the barcode on the label may result in additional costs and a delay in the delivery time. If in doubt, you can always have it tested.

## Track & Trace

All your Shipments can be traced via [www.postnl.nl](http://www.postnl.nl). If applicable, you can also view the recipient's signature. You can access your personal Track & Trace information via [mijn.postnl.nl](http://mijn.postnl.nl). Track & Trace is exclusively intended to inform you about your Shipments. You are explicitly prohibited from using Track & Trace information for other (commercial) purposes. It is also possible to obtain Track & Trace information via an integrated service. If you are the party notifying your customers you are obliged to always use the latest links to Track & Trace in your confirmation email. You can find out how to do this via this link. The use and retrieval of information related to your shipments are limited to the combination of your client number, client code and API key linked to your contract. Track & Trace information will remain the property of PostNL. This information will be shared with you so that you can see the status of your Shipments in the PostNL process. Sharing this data with third parties is only permitted if it concerns an integrator or logistic partner which is engaged by you for the transport of packages with PostNL, both physically and via a technical integration. If you do share this data with a party other than that mentioned above, PostNL reserves the right to terminate the Track & Trace service.

## Notifications

Email notifications proactively inform the recipient about the status of your Shipment via the recipient's email address you supplied. Email notifications are sent by PostNL as standard.

Correct pre-registration, including the recipient's email address is essential for notifications to be sent. If you know the recipient's email address, you must provide it in the pre-registration in all cases, so that PostNL is able to send e-mail notifications.

## Integrated services

PostNL provides different options with which you can link certain PostNL services (including delivery options, time slot generation, barcode generation and label generation) to your systems. These are also referred to as integrated services. Table 1 provides a list of the applications.

The following service frameworks apply to the integrated services:

## **Use Developer Portal**

You are responsible for the correct implementation of the integrated services. In order to guarantee the continuity of our integrated services, it's necessary that you consult and use the most recent (technical) documentation included in the Developer Portal.

## **Data use**

- Although PostNL aims to provide correct, complete and up-to-date information, PostNL cannot explicitly or implicitly guarantee that the information provided for an integrated service is correct, complete or up to date.
- Using an integrated service that may hinder other Internet users, pose a threat to the functioning of the website and/or could affect the information on the website or the underlying software, is not permitted.
- It's not permitted to use data that PostNL makes available in integrated services for commercial, non-technical purposes, including mass downloads of content, the creation of a database, big data or the provision of the data to third parties for analytical purposes.
- Use of the Shipping status API is intended for retrieving the Track & Trace status of your Shipments. Our network does not have unlimited capacity. For each shipment you have the right to consult the service every 15 minutes until the 'delivered' status is displayed. If it appears that disproportionate use is being made of the service, PostNL reserves the right to limit or terminate use of this service.
- You are expected to do your utmost to comply with the delivery preferences as indicated by the Addressee. You must provide adequate security for the data provided by PostNL and may only use this data to carry out and complete the order concerned.
- If the data contains personal data, you must guarantee that the personal data is used solely in accordance with the General Data Protection Regulation and related laws and regulations (including the Email Code 2012).

## **Use of the PostNL logo, icons and buttons**

You must use the data provided by PostNL for integrated services (such as the PostNL logo, icons and different buttons) without making any changes to them. These items remain the property of PostNL and are copyright protected. Use of an integrated service must be halted immediately if PostNL issues a request for you to do so; you must delete all related content (text, banner, images) immediately.

## **Security**

PostNL ensures adequate security for confidential data, but cannot guarantee that the integrated service will function without error or any interruptions.

## **Time slot indication**

Delivery times provided for the service are indicative. PostNL does not accept any liability if delivery times are not met.

## **Delivery times**

The time slot indication entered by the recipient in his/her profile will be taken into account as much as possible. However, the delivery times provided are indicative. PostNL does not accept any liability if delivery times are not met.

## **Continued development and upgrades**

PostNL integrated services may be improved and expanded with new products and functionalities. PostNL expects users to regularly perform updates, so they use the latest versions of the integrated services. Users can be forced to upgrade if an adjustment has taken place. If this isn't done within the period determined by PostNL, this may result in the integrated service in question no longer being used. PostNL reserves the right to terminate delivery options, applications and versions of applications. In this case a reasonable period of time will be adopted between the first announcement and the actual termination.

## **Indemnification**

You indemnify PostNL from any claims by third parties (including recipients) in relation to the performance of the service.

### PostNL's liability

PostNL accepts no liability whatsoever for direct and/or indirect, intangible or consequential damage, including the loss of profit, which arises in any way whatsoever from, but not necessarily limited to (I) defects, viruses or other failings to equipment and other software in relation to accessing or using the integrated service, (II) the information that is supplied on or via the integrated service, (III) the interception, modification or improper use of information sent to PostNL or to you, (IV) the functioning or unavailability of the integrated service, (V) misuse of the integrated service, (VI) loss of data, (VII) downloading or using software made available through the integrated service or (VIII) claims made by in relation to use of the integrated service.

Table 1 - Overview of PostNL's integrated services

Application	Description
MyPostNL	This is an online application in which shipping labels, among other things, are generated, notifications are configured and the status of packages can be consulted.
Application Programming Interface (API)	Clients can use PostNL's API to integrate PostNL functionality in their systems using programming.
Plug-ins	A plug-in is a ready-made module that can be installed in online store software that customers can use to have PostNL functionalities.
DIY*	This provides clients with the instructions to create labels themselves. The software for this functionality operates locally on the client's systems. Pre-registration is made on an SFTP server and retrieved by PostNL. The labels first have to be physically tested and approved by PostNL before they can be used.

\*DIY is only permitted in consultation with PostNL.

PLEASE NOTE: If you use an application that is not (or no longer) supported, PostNL reserves the right to no longer accept pre-registrations and/or labels or to apply surcharges. In this case a reasonable deadline will be adopted between the first announcement and the actual implementation.

## Article 2

# Parcels, the Netherlands

## 2.1 Delivery

### Parcel delivery

PostNL applies standard specifications for delivering packages.

Table 2 - Specifications for delivering parcels, in the Netherlands

Reference	Specifications
Delivery days and times	<ul style="list-style-type: none"><li>Monday to Saturday inclusive: 8:00 to 22:00.</li><li>Evening: 17:30 to 22:00 (only for Evening Delivery).</li></ul>
If no answer	<ul style="list-style-type: none"><li>The package is available next day, at a designated PostNL location, except on Saturdays (in this case the package will be available on Monday). For Pharmaceutical shipments, respectively Guaranteed deliveries the following applies: 2nd delivery attempt the next day during the day (not on Sunday).</li></ul>
Delivery preferences	<ul style="list-style-type: none"><li>The Addressee of a Shipment can use the PostNL app or web page of PostNL to set its PostNL account to have the Shipments shipped to its home address sent directly to a PostNL location by default, i.e. before the first delivery attempt. The package can be collected by or on behalf of the Addressee on presentation of proof of identity.</li><li>The Addressee of a Shipment can arrange via the PostNL app or web page of PostNL in its PostNL account where the Shipments that are shipped to its home address must be delivered if the Addressee is not at home, with the Addressee having the choice between the neighbours, the Agreed Location selected in the account, or a PostNL location in the neighbourhood.</li></ul>
Change Delivery option	<ul style="list-style-type: none"><li>The Addressee of a Shipment can set the PostNL app or web page of PostNL to set up in its PostNL account to have the Shipments shipped to its home address sent directly to a PostNL location, i.e. before the first delivery attempt. After the second delivery attempt, the package can be collected from a PostNL location by or on behalf of the Addressee, on presentation of proof of identity.</li><li>The Addressee of a Shipment can change the delivery time and/or delivery address or choose an Agreed Location before the delivery attempt.</li><li>For this purpose, the Addressee will use the PostNL app or the PostNL web page. To implement the change, the Addressee uses the Track &amp; Trace code in combination with its postcode, the details specified on the notification left behind in combination with its postcode, or the data included in the personal PostNL account.</li><li>The Addressee can make changes to the delivery time and/or delivery address and/or an Agreed Location without the intervention and/or approval of the Sender.</li><li>PostNL will perform the delivery in accordance with the Addressee's request and may thus deviate from the original delivery.</li><li>In certain cases, PostNL will be entitled to ask the Addressee for a contribution for changing the delivery.</li><li>In certain cases, PostNL will be entitled to ask the Sender for a contribution for returning a Shipment on request before delivery to the Addressee.</li><li>For information, complaints or requests for a refund of paid contributions due to changed deliveries, the Addressee can contact PostNL.</li><li>If it is not possible to change the delivery time or address or opt for an Agreed Location, the Addressee will not be offered this option.</li></ul>

Reference	Specifications
Collect from a PostNL location	<ul style="list-style-type: none"> <li>▪ 1) After the 1st delivery attempt, or in the case of a 2nd delivery attempt (Table 2, If no answer) the package can be collected from a PostNL location by or on behalf of the Addressee, on presentation of proof of identity and signing for receipt.</li> <li>▪ 2) After Change Delivery to a PostNL location, the package can be collected by or on behalf of the Addressee from a PostNL location, on presentation of proof of identity. A signature is required upon receipt and the document number of the ID document is recorded.</li> </ul>

## Additional Services

You can have your package delivered with the following additional services:

Table 3 - Specifications for additional services

Additional service	Specifications
Home Address only	<ul style="list-style-type: none"> <li>▪ With Home Address only the package is not delivered to the neighbours or to an Agreed Location.</li> <li>▪ Home Address only can be combined with No-answer return.</li> </ul>
Signature for Delivery	<ul style="list-style-type: none"> <li>▪ With Signature upon Delivery, the Addressee, the housemates or the neighbours of the Addressee must sign for delivery of the package, on the hand-held terminal or distribution list (including the name in capital letters).</li> <li>▪ Signature for delivery can be combined with Home Address only and No-answer return.</li> </ul>
Increased liability	<ul style="list-style-type: none"> <li>▪ With Increased liability you can be insured against missing or damaged packages.</li> <li>▪ Liability can be increased incrementally in steps of €100, €250 and €500 to a maximum of €5,000 per Shipment.</li> <li>▪ PostNL's liability is confined to the limit specified in Article 13 of the General Transport Conditions ("GTC"). A potentially higher compensation up to a maximum of €5,000 per package is only paid out under the condition that the parcel has undergone a proof of acceptance scan at the sorting centre.</li> <li>▪ For securities, precious metals, jewels, pearls, objects or documents with an art-related or collection-related value, travel documents, call credit, plastic money, admission tickets and costs related to making calls under a subscription, liability is always confined to the limit of Article 13 GTC.</li> <li>▪ Increased liability is included as standard for the Signature for Delivery and Home Address only services. Increased liability can be combined with No-answer return.</li> </ul>
No-answer return	<ul style="list-style-type: none"> <li>▪ With No-answer return you can choose to have your package returned immediately after a first or second failed delivery attempt (if applicable, see Table 2, If no answer).</li> <li>▪ This means the addressee will not be able to collect the package from a PostNL location.</li> </ul>
Choice of delivery day	<ul style="list-style-type: none"> <li>▪ If you use PostNL's API, your customer can choose a specific delivery day with Choice delivery day.</li> <li>▪ Your customer can choose a delivery day for the next 7 calendar days.</li> <li>▪ Only parcels that are delivered to PostNL one day before the chosen delivery day can be delivered on the Choice of delivery day. For parcels that are delivered to PostNL earlier or later, PostNL strives to deliver the parcel in the course of the next delivery day following the day the parcel is handed over to PostNL.</li> <li>▪ If your customer chooses a delivery day/time for which you do not have an agreement with PostNL, PostNL is free to deliver on a different day and/or time.</li> </ul>



Additional service	Specifications
Text message notification service	<ul style="list-style-type: none"> <li>▪ PostNL sends email notifications as standard.</li> <li>▪ Notifications by text message are an optional service, for which a surcharge applies.</li> <li>▪ For sending a notification by text message, the mobile phone number must be provided in the pre-registration.</li> </ul>
Evening Delivery	<ul style="list-style-type: none"> <li>▪ With Evening Delivery you can have your packages delivered to your customer in the evening.</li> <li>▪ Deliveries are made in the evening, Monday to Friday inclusive from 17:30 to 22:00.</li> <li>▪ Packages handed over to PostNL on Friday are delivered on Saturday during the day.</li> <li>▪ Evening Delivery is possible for packages shipped to addresses in densely populated areas in the Netherlands. PostNL manages the postcodes that are/are not eligible for Evening Delivery; they must be verified per order via the PostNL API.</li> <li>▪ Evening Delivery can be combined with Home Address only, Signature for Delivery, No-answer return and Increased liability.</li> </ul>
Guaranteed delivery	<ul style="list-style-type: none"> <li>▪ You can have your packages delivered before I) 10:00, II) 12:00 or III) 17:00.</li> <li>▪ The second delivery attempt is made the next day between 8:00 and 22:00.</li> <li>▪ If there is no answer during the second attempt, the package will be returned to Sender.</li> <li>▪ If the delivery is delayed, a request for refund of the surcharge can be submitted to the service team.</li> <li>▪ Delivery before 9:00/10:00/12:00/17:00 is possible for packages shipped to an address in the Netherlands, except for addresses on the Wadden Islands, and P.O. Box addresses (also if a Freepost number is linked to a P.O. Box).</li> <li>▪ Delivery on Saturday and Sunday is not possible; if the package is handed over to PostNL on Friday, the package will be delivered on Monday.</li> <li>▪ Delivery before 9:00/10:00/12:00/17:00 can be combined with Signature for Delivery, Increased liability, Home Address only and No-answer return.</li> <li>▪ Guaranteed Delivery before 9:00/10:00/12:00/17:00 is not possible in combination with the Premium Collection service.</li> <li>▪ In the event of incorrect or incomplete pre-registration, the package will be distributed during the day without guaranteed delivery. In this case the surcharge will not be applied.</li> </ul>

Additional service	Specifications
18+ age check	<ul style="list-style-type: none"> <li>▪ The package is only delivered if the person taking receipt of the package is older than the age specified.</li> <li>▪ The courier checks the age of the recipient at the door via a proof of identity. The following documents qualify as a valid proof of identity: <ul style="list-style-type: none"> <li>- Dutch identity card</li> <li>- Dutch passport</li> <li>- Dutch driving license</li> <li>- Dutch foreign national document</li> <li>- European identity card</li> <li>- Foreign passport</li> </ul> </li> <li>▪ The recipient of the package is asked to sign for it. The Signature for Delivery is available electronically.</li> <li>▪ Home Address only is standard for the additional service 18+ age check. The package will not be delivered at the neighbours.</li> <li>▪ After the first or second delivery attempt (Table 2, If no answer) the Addressee can collect the package from a PostNL location.</li> <li>▪ Age check shipments cannot be shipped to a P.O. box or Freepost address.</li> <li>▪ Age check can be combined with Increased liability, No-answer return, Notification services and Collect from a PostNL location.</li> <li>▪ For all Shipments that legally require a certain age for taking receipt of a Shipment the additional service '18+ age check' must be included.</li> </ul>
Collection from a PostNL location	<ul style="list-style-type: none"> <li>▪ You can ship your package directly to one of the 3500+ PostNL locations. Your customer can choose the location.</li> <li>▪ The package is available by no later than 15:00.</li> <li>▪ Tendering is possible on Sunday to Friday inclusive, the next day the package will be available at a PostNL location.</li> <li>▪ The PostNL locations have extensive opening hours (also during late night shopping, on Saturday and sometimes on Sunday).</li> <li>▪ The standard maximum dimensions and weights for packages apply (see 'Permitted Shipments').</li> <li>▪ Signature for Delivery and ID verification are standard for Collect from a PostNL Location.</li> <li>▪ Collect from a PostNL Location can be combined with Increased liability, 18+ age check and Notification services.</li> <li>▪ Your customer collects the package on presentation of an electronic proof of collection, name and address details or the barcode of the Shipment.</li> <li>▪ The location manager asks for proof of ID and a signature. The number on the proof of ID and the signature is recorded.</li> </ul>
Collection from a PostNL Parcel and Letter machine	<ul style="list-style-type: none"> <li>▪ With Collection from a PostNL Parcel and Letter machine, you can collect your packages 7 days a week, 24 hours a day.</li> <li>▪ The maximum dimensions and weights for packages in PostNL Parcel and Letter machines apply (see 'Permitted Shipments').</li> <li>▪ Your customer collects the Shipment using a notification with PIN code. The correct pre-notification of contact information of the Addressee is necessary in order to be able to share the PIN.</li> <li>▪ Shipments will remain in the PostNL Parcel and Letter machine for 72 hours for collection by the Addressee.</li> <li>▪ Collection from a PostNL Parcel and Letter machine cannot be combined with an Additional Service, with the exception of Signature for Delivery (by means of PIN code).</li> <li>▪ If no locker is available in the chosen PostNL Parcel and Letter machine, the Shipment will be rerouted to a nearby PostNL location at an early stage, during the sorting process. The Addressee will receive an excuses notification stating the address of the PostNL location where the Addressee will be able to collect the Shipment on the same day.</li> <li>▪ PostNL is free to expand or reduce the number of PostNL Parcel and Letter machines and to also exclude certain shipping options from Collection from a PostNL Parcel and Letter machine.</li> </ul>

PostNL may choose at any time to change, (temporarily) discontinue or (temporarily) no longer offer certain additional services. In such a case, senders with whom PostNL has concluded an Agreement for the transport of Shipments will be informed sixty (60) calendar days in advance.

## **2.2 Handover to PostNL: Collection service & Handover**

To ensure that Shipments are delivered it is important that the Shipments are handed over to PostNL in the right way. PostNL provides several services for this purpose:

- Pickup service
- Handover at a PostNL location
- Handover at a PostNL Parcels sorting centre

### **Pickup service**

With the Collection service packages are collected by PostNL from the designated collection location. They are subsequently handed over to one of PostNL's sorting centres. The service begins with taking receipt of the packages at the collection location (as indicated in the consignment note) and ends when the packages have been delivered to the PostNL handover location concerned (and the consignment note has been signed for receipt).

Options related to the collection service are determined based on the client-shipment profile. The client-shipment profile consists of the following references:

- Shipment type
- Number of Shipments and references of the Shipments
- Location of the collection address

Table 4 - Specifications for the Collection service

Reference	Specificaties
Volume	<ul style="list-style-type: none"> <li>▪ From 1 roller container per day</li> <li>▪ Letterbox packages+ and/or letters, if any, must be separated from the packages</li> </ul>
Pickup days	<ul style="list-style-type: none"> <li>▪ Monday to Friday inclusive</li> <li>▪ Saturday in consultation with PostNL</li> <li>▪ Sunday (&gt; 6 roller containers)</li> </ul>
Time slots	<ul style="list-style-type: none"> <li>▪ 30 minutes</li> <li>▪ 1 hour</li> <li>▪ 2 hours</li> <li>▪ Multiple-hour time slot</li> </ul>
Collection times	<ul style="list-style-type: none"> <li>▪ Until 18:00</li> <li>▪ Until 20:00, and in consultation with PostNL until 23:00 (&gt; 6 roller containers)</li> </ul>
Packaging receptacle	Roller containers, unless agreed otherwise.

Collection days, time slots and collection times are coordinated with your contact at PostNL, and availability depends on our operational capacity.

PostNL strives to perform the collection service within the agreed time slots. If this is not possible, PostNL will repair this within 1 working day if operational capacity so permits. The timeliness are measured over the collection appointments in 1 week, excluding collection appointments in the event of force majeure (such as extreme weather conditions or strikes).

**Additional services**

The following services are possible in addition to the Collection service.

These options depend on the client-shipment profile and operational feasibility; only in coordination with your designated PostNL contact.

Table 5 - Additional services for Collection Service

Additional services*	Specifications
'Wait till end time' time slot	<ul style="list-style-type: none"> <li>▪ We wait until the end of the indicated time slot.</li> </ul>
Packaging options	<p>PostNL also collects other packaging receptacles:</p> <ul style="list-style-type: none"> <li>▪ Pallets: If desired and agreed, empty pallets can also be returned.</li> <li>▪ Swap trailer.</li> </ul>
Sealed transport	<ul style="list-style-type: none"> <li>▪ The possibility to seal the cargo space. After being loaded, PostNL transports the shipments sealed to our sorting centres.</li> <li>▪ Including transport seal via PostNL or use of your own seal if you wish.</li> <li>▪ The seal's unique code is also specified in the consignment note.</li> </ul>
Combi-collection service	<ul style="list-style-type: none"> <li>▪ PostNL collects the parcels, general cargo and pallets from a handover address.</li> </ul>

If high-quality products are shipped, PostNL reserves the right to set additional safety requirements for the transport to be deployed for the Collection service. Any additional costs for this will be borne by the customer.

\*During busy periods, including Peak periods and public holiday periods, and in the run-up to public holidays, the possibility of additional services for extra or modified trips is limited. PostNL reserves the right not to offer them, or to apply a surcharge.

## Handover at a PostNL location

Packages can be handed over at one of the PostNL locations. Packages have been received by PostNL once a proof-of-acceptance scan of the package has been produced at the PostNL location. If the Shipments are tendered in a roller container, there will be no proof-of-acceptance scan for the package at a PostNL location. PostNL will then have taken receipt of packages if there is a scan at the sorting centre. The following specifications apply to this service.

Table 6 - Specifications for handover at a PostNL location

Reference	Specifications
Handover specifications and volume	<ul style="list-style-type: none"> <li>▪ Handover at PostNL locations is permitted up to 30,000 packages per year, depending on the size of a package or the total dm<sup>3</sup> of Shipments per day, as formulated below.</li> <li>▪ The maximum number of dm<sup>3</sup> of Shipments per day may vary for each PostNL location. Consult the PostNL location guide or the Business Location advice at MyPostNL for the suitable PostNL locations, and the maximum volume permitted. <ul style="list-style-type: none"> <li>▫ At the largest PostNL locations, a dm<sup>3</sup> of no more than 5 roller containers per day can be handed over.</li> <li>▫ In the event of a structural volume of &gt;3 roller containers per delivery or deviating parcel sizes, PostNL reserves the right to request that the customer uses a sorting centre as a handover location or purchases a Collection service.</li> </ul> </li> <li>▪ Packages larger than 100 cm (longest side) X 50 cm x 50 cm can only be handed over at the largest PostNL locations, which can be found via the PostNL location guide or location advice on MyPostNL.</li> <li>▪ It is not possible to tender Shipments that require cooling.</li> <li>▪ Parcels and letterbox packages+ can be handed over at our PostNL locations. It is not possible to hand over packages at all our PostNL locations; this may also apply to other types of Shipments, such as letters. Which type of Shipments can be handed over can be checked on the PostNL location guide or via the Business location advice at MyPostNL.</li> </ul>
Handover deadline, delivery time and opening hours	<ul style="list-style-type: none"> <li>▪ Handover times vary for each PostNL location. Consult the PostNL location guide or the Business location advice at MyPostNL to see which handover time applies to which PostNL location.</li> <li>▪ National handover deadlines <ul style="list-style-type: none"> <li>▫ Monday - Friday: before 18:30</li> <li>▫ Saturday: before 17:00</li> </ul> </li> <li>▪ PostNL aims to deliver packages handed over on Monday through Friday on the next working day (including Saturday), provided that the packages have been handed over at the PostNL location before the deadline. For a select number of PostNL locations at which packages are handed over during the weekend, PostNL also aims to deliver them on Monday. The proof-of-acceptance scan at a PostNL location stands for the moment of transfer, which must be before the handover deadline for delivery on the next working day.</li> <li>▪ Opening hours vary for each PostNL location. These can be found in the PostNL location guide and in the Business location advice via MyPostNL. The opening hours may differ from the handover deadline and cannot be used for the sender's delivery promise to the Addressee.</li> </ul>

Reference	Specifications
Business location advice PostNL location via MyPostNL	<ul style="list-style-type: none"> <li>▪ MyPostNL indicates via the Business location advice which PostNL location is most suitable for the Shipments of a specific customer.</li> <li>▪ This advice is based on, among other things, the number and size (dm<sup>3</sup>) of the packages to be handed over per day.</li> <li>▪ If the location guide or Business location advice is not consulted and followed, it is not certain that all Shipments can be handed over at another chosen PostNL location.</li> <li>▪ The Business location advice can also be used to search for the most suitable PostNL location based on preferences. For example, preferences such as: distance to the PostNL location, handover deadline, and self-service at a PostNL location.</li> </ul>

## Handover at a PostNL sorting centre

Packages can be handed over at one of the PostNL sorting centres. This service starts when the transport vehicle is allowed on to the sorting centre's site and ends when the packages have been unloaded.

The availability of this service depends on the client-shipment profile and operational feasibility and is only possible in coordination with your designated PostNL contact.

The following specifications apply to this service.

Table 7 - Specifications for handover at a PostNL sorting centre

Reference	Specifications
Handover dates	<ul style="list-style-type: none"> <li>▪ Monday to Friday inclusive</li> <li>▪ Saturday (depending on sorting centre)</li> <li>▪ Sunday (depending on sorting centre)</li> </ul>
Handover times	<ul style="list-style-type: none"> <li>▪ From 14:30 to 22:00</li> <li>▪ Handover times may vary for each sorting centre and day of the week</li> </ul>
Delivery location	<ul style="list-style-type: none"> <li>▪ Handover is possible at various PostNL sorting centres. In consultation with PostNL's contact person, it will be determined which PostNL sorting centre fits in best with the customer's shipping profile and the means of transport used by the customer. Handover is only possible at this agreed handover location(s).</li> <li>▪ PostNL reserves the right to refer to another handover location if the customer's shipping profile or means of transport used deviates from what was previously agreed.</li> </ul>

If PostNL cannot provide the service, PostNL will take remedial measures if operational capacity allows.

### Packaging

PostNL supports the Collection and Handover services at a PostNL sorting centre with packaging by making roller containers available, on which the packages can be stacked.

Tabel 8 - Emballage kenmerken en specificaties

Reference	Specifications Up to and including 6 roller containers per day	Specifications > 6 roller containers a day
Packaging service	<ul style="list-style-type: none"> <li>▪ On arrival of the agreed Shipment to be handed over, packaging is provided for the following day</li> <li>▪ With a maximum of the required daily number of roller containers</li> <li>▪ In the event of additional volume, quantities can be adjusted as long as stocks last.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Separate packaging trip</li> <li>▪ Required weekly or daily numbers of roller containers</li> <li>▪ In the event of additional volume, quantities can be adjusted as long as stocks last.</li> </ul>

The packaging volume must be appropriate for the quantity of Shipments, with a reasonable margin for any additional volume. If more roller containers are received than appropriate for the volume of packages, the subsequent delivery will be a maximum supplement until the number of roller containers arranged in the agreement has been reached.

**Requesting and changing collection service, packaging or handover to a PostNL sorting centre**

The structural agreements for the collection service, packaging or handover at a PostNL sorting centre are established in consultation between PostNL and the customer.

The following requests related to these agreements must be presented to PostNL in a timely manner:

- Higher or lower volumes of roller containers or other packaging receptacles agreed in advance, to be collected or handed over. For a specific collection appointment, day, period or for the structural appointment. We also ask you to indicate the type of packages that will be tendered (for destinations within the Netherlands, Belgium or export; regular or non-machine suitable; intended for the Small Parcels Sorting Centre)
- Change in the collection location or handover location.
- Change in the collection time or handover time.
- Temporary suspension of the series of appointments for one or more days.
- Cancellation of a single appointment.
- Changes in load type ratios in accordance with Table 9.

PostNL indicates the deadlines for communicating one of the above-mentioned changes in MijnPostNL or they can be requested by telephone. Deadlines may change during busy periods. If you do not communicate requests or changes to journeys in time PostNL cannot comply with your request.

The request will only be in force if confirmed by PostNL. This confirmation can be found via MyPostNL or via the contact person at PostNL. PostNL aims to confirm or reject the request within a reasonable period - and at least before the start of the day/time to which the request relates.

**Conditions**

If the established handover conditions specified below are not met or only met in part, PostNL will be entitled not to take receipt of the Shipments and to charge the costs incurred.

Table 9 - Conditions for handover to PostNL

Reference	Specifications
Shipment type	<p>Available for</p> <ul style="list-style-type: none"> <li>▪ Packages in accordance with ‘Permitted shipments’ (described in chapter 1).</li> <li>▪ Packages shipped abroad (Export, including Belgium).</li> <li>▪ Non-machine-suitable parcels.</li> <li>▪ Parcels intended for Small Parcels Sorting Centre.</li> <li>▪ (Consignments of) Letter Box mail, provided that it is tendered separately by means of a suitable receptacle and agreed with PostNL.</li> </ul>
Packages handover	<ul style="list-style-type: none"> <li>▪ Packages must be handed over in roller containers, unless explicitly agreed otherwise with PostNL.</li> <li>▪ Packages subject to non-standard processing non-machine suitable, must be handed over in a separate roller container in the case of at least 20,000 packages requiring non-standard processing a year (an average of 70 a day). If this is not possible, it could have consequences for the delivery time of the packages. PostNL does not accept any liability in this case.</li> <li>▪ Packages to be shipped to Belgium must be handed over in a separate roller container, if, on average, a customer ships over 70 packages a day to Belgium. If this is not possible, it could have consequences for the delivery time of the packages.</li> <li>▪ If it has been agreed with PostNL that (part of) the packages must be delivered to the Small Parcels Sorting Centre, Small Parcels intended for the Small Parcels Sorting Centre must be delivered on a separate receptacle intended for the purpose.</li> </ul>

Reference	Specifications
	<p>The packaging receptacle must have an indication card, affixed to the holders provided for this purpose (or the exterior of the sealed pallet). The indication cards can be ordered via MyPostNL or from your PostNL contact and must indicate the following types of Shipments:</p> <ul style="list-style-type: none"> <li>▫ Standard shipment;</li> <li>▫ Non-machine-suitable, from 70 packages a day;</li> <li>▫ Shipments to Belgium, from 70 packages a day;</li> <li>▫ Packages intended for Small Parcels Sorting Centre; or</li> <li>▫ Mix: a combination of the Shipments specified above.</li> </ul>
Specific provisions of the Collection service	<ul style="list-style-type: none"> <li>▪ Only the cargo, number of roller containers or equivalent as agreed with PostNL can be handed over to PostNL.</li> <li>▪ The cargo must be ready, in accordance with the following conditions, unless explicitly agreed otherwise: <ul style="list-style-type: none"> <li>At the beginning of the agreed time slot <ul style="list-style-type: none"> <li>▫ On the agreed packaging receptacle</li> <li>▫ At the agreed location on the customer's premises</li> </ul> </li> </ul> </li> <li>▪ If the cargo is not ready in accordance with these terms and conditions, PostNL reserves the right to take only the cargo that is ready, or this may have consequences for the delivery time of the Shipments.</li> <li>▪ The carrier will wait at the collection location until the end of the agreed time slot</li> <li>▪ When selecting the time for the collection appointment, the end time of the time slot is at least half an hour before the closing time of the collection location. If less than half an hour difference between the end of the time slot and closing time is maintained, this may have consequences for the delivery time of the Shipments.</li> <li>▪ The cargo on the designated packaging receptacle must be suitable for transport and not cause damage to any other cargo. If it appears that damage has been caused to the other cargo and/or the vehicle due to inappropriate handover conditions, the client indemnifies PostNL from claims from third parties.</li> <li>▪ Only the driver will load the freight into the vehicle. The customer is not permitted to enter the vehicle.</li> <li>▪ Sealing of the loading doors or tailgate will be carried out by the customer. The driver checks whether the seal number on the consignment note is the same as the number on the seal.</li> <li>▪ Upon transfer to PostNL at the time of the collection appointment, the consignment note will also be handed over from the customer to PostNL.</li> <li>▪ The customer is responsible for ensuring safe conditions for loading and unloading in accordance with general health and safety standards.</li> <li>▪ The driver bears no responsibility for requests, changes, disruptions or complaints related to the collection order. These can only be communicated via MyPostNL or via the designated contact person at PostNL.</li> </ul>
Specific conditions for handover at a sorting centre	<ul style="list-style-type: none"> <li>▪ The means of transport used by the customer must meet the specifications of a PostNL sorting centre for proper unloading. Specifications must be determined with PostNL depending on the type of handover location. If the means of transport used by the customer deviate from the agreed specifications, this may have consequences for the assigned handover location. PostNL reserves the right to set additional safety requirements to the vehicle.</li> </ul>



Reference	Specifications
	<ul style="list-style-type: none"> <li>▪ At the PostNL sorting centre site, the driver must adhere to the applicable house rules and code of conduct. All PostNL instructions and guidelines must be respected. PostNL has the right at all times to remove the driver, or have him/her removed, from the site for reasons it deems appropriate.</li> <li>▪ The cargo on the designated packaging receptacle must be suitable for transport and not cause damage to any other cargo. If it appears that damage has been caused to the other cargo and/or the location due to inappropriate handover conditions, the client will indemnify PostNL against claims by third parties.</li> <li>▪ On handover, the party effecting the transfer for the customer must also hand over the consignment note to PostNL.</li> <li>▪ The customer is responsible for safe conditions for unloading in accordance with general health and safety standards.</li> <li>▪ PostNL can only guarantee that unloading at a PostNL sorting centre will be possible if a specific handover arrangement is in place.</li> <li>▪ If the cargo does not arrive on time, handover will take place as soon as space is available.</li> <li>▪ Only the cargo, number of roller containers or equivalent agreed with PostNL can be handed over to PostNL.</li> </ul>

## 2.3 Returns

### Freepost

With Freepost (Antwoordnummer) you pay the shipping costs of a package your customer returns.

#### Specifications

- Your customer can hand over the return package at a PostNL location, a PostNL Parcel and Letter machine or a Scan&Go, with smart returns being excluded from the PostNL Parcel and Letter machines and Scan & Go.
- PostNL is entitled at all times to exclude the PostNL Parcel and Letter machine and Scan & Go for the use of Freepost.
- Freepost packages from 0 to 10 kg are subject to 21% VAT.
- The standard parcel sizes apply to Freepost packages. The maximum weight is 31.5 kg.
- With respect of return packages with a value of €250 or more, the option reference “valuable returns” must be ticked in the pre-registration. These return packages can only be dropped off at a (staffed) PostNL location.
- There are several label options to offer the return label to a freepost number to the consumer (e.g. a forward & back label), depending on the integrated service used.
- Returned Shipments can be tracked with Track & Trace. This service does not involve any extra costs (in addition to those that apply to Freepost (Antwoordnummer)).

### Returns to Home Address, the Netherlands

With Returns to Home Address you pay the shipping costs of a package your customer returns.

#### Specifications

- Your customer can hand over the return package at a PostNL location, a PostNL Parcel and Letter machine or a Scan&Go, with smart returns being excluded from the PostNL Parcel and Letter machines and Scan & Go.
- PostNL is entitled at all times to exclude the PostNL Parcel and Letter machine and Scan & Go for the use of Returns to Home Address.
- The return label is addressed to a home address.
- Returns to Home Address packages from 0 to 10 kg are subject to 21% VAT.
- The standard sizes of a package apply and the maximum weight is 31.5 kg.

- With respect of return packages with a value of €250 or more, the option reference “valuable returns” must be ticked in the pre-registration. These return packages can only be dropped off at a (staffed) PostNL location.
- There are several label options to offer the return label to a Return to Home Address to the consumer (e.g. smart returns), depending on the integrated service.
- Returned Shipments can be tracked with Track & Trace. This service does not involve any extra costs.

## Collection service Basic and Plus, the Netherlands

With the collection service you can have a return package collected and delivered to any address of your choice within the Netherlands. With Collection service Plus packages collected are insured up to €500 per package as standard. Packages that are collected using the Collection service Basic are not insured.

### Specifications

- Packages that are collected using the Collection service Basic must be shipped to a Freepost number.
- Packages that are collected using the Collection service Plus must be shipped to a home address.
- A maximum of five (5) packages can be collected per address in a single collection order; you pay the collection rate once (the number of parcels to be collected must be communicated in advance).
- A package can be collected Monday to Saturday inclusive between 8:00 and 22:00.
- If there is no answer, a second collection attempt will be made the following day or Monday in case of a first collection attempt on Saturday.
- If there is no answer during the second collection attempt, the order expires; the collection rate will be charged, though.
- The standard package size and weight requirements apply to Collection service Basic and Plus.
- Shipments can be collected from physical addresses throughout the Netherlands, but not from P.O. Box addresses.
- You can submit a collection order for the following day until 22:00 at the latest; during weekends the following applies: if registered before 22:00 Saturday or Sunday, collection will take place on Monday.
- Orders may be submitted no more than 7 days in advance.
- Your customer receives a collection receipt (barcode number of the package).
- As standard, your customer receives an email notification from PostNL of the time of collection, sent to the email address and/or mobile number provided by you.

## Return to the door, the Netherlands

With Return to the door your customer can hand over a returns package to the courier, without an arrangement. The package must be accompanied by a valid shipping label with a barcode.

### Specifications

- Return at the door is not a separate collection order; the package is handed over to the PostNL parcel deliverer if he or she comes to deliver something (maximum of 5 packages at the same time). The product code of the return package remains unchanged.
- Collection of Return at the door is only possible at addresses where a Shipment is delivered by a PostNL parcel deliverer and not on the basis of an explicit order.
- The package must have a valid shipping label with a barcode, shipped to a Freepost number or home address.
- The package must be packaged in proper packaging.
- A deliverer may refuse collection if, for example, his/her bus is full.

## Return by appointment

With Return by appointment you can have your returns, addressed to a Freepost address (Antwoordnummer), collected within a 2-hour time slot of your choice.

### Specifications

- The package can be collected within a preferred two-hour time slot, from Monday to Friday between 8:00-12:00 and 15:00-20:00.
- Available via API or Plug & Play in accordance with your corporate identity (including notifications in your own house style).
- If a collection order is created before 12:00, the parcel can be collected the same day.

- If there is no answer, you or your customer can create a new collection order. This collection order will be charged.
- The customer receives an email confirmation of the collection order including the 3S barcode that can be used to track the package.
- The package must be accompanied by a returns label with a 3S barcode and be addressed to a Freepost number.
- The package must be packaged in proper packaging.
- If the above two points are not met, a deliverer may refuse the package.

## **E-waste**

Our e-waste proposition allows you to recycle waste electrical and electronic equipment. This electrical and electronic waste is sent to our recycling partner by means of a Freepost number.

### **Specifications**

- Your customer can hand over the return package at a PostNL location or as a Return at the door, including the applicable basic specifications for returns and/or Return at the door.
- E-waste packages must meet the standard size and weight requirements for returns.
- The customer must provide the electrical/electronic device with a proper packaging and return label with barcode, which can be printed via our website or at a PostNL location.
- E-waste returns are transported to our recycling partner.
- If the electrical/electronic device has personal data on it, the sender itself is responsible for the erasure of all data prior to transport.

## Article 3

# Parcels, the Netherlands - Belgium

### 3.1 Delivery

#### Parcel delivery

With Parcels, the Netherlands - Belgium you can ship your parcel efficiently from the Netherlands to Belgium.

#### Specifications

- As standard, the package is delivered the following working day.
- Shipments to P.O. Box addresses/poste restante are not possible.
- The return address must be based in the Netherlands.
- The package must comply with the regulations for permitted Shipments.

Table 10 - Specifications Parcels, the Netherlands - Belgium

Reference	Specifications
Delivery days and times	<ul style="list-style-type: none"><li>▪ Monday to Saturday inclusive: 8:00 to 22:00.</li><li>▪ A surcharge applies for delivery on Monday.</li></ul>
If no answer	<ul style="list-style-type: none"><li>▪ Parcels, the Netherlands - Belgium are delivered as standard to a neighbour if there is no answer. If the package is delivered to a neighbour the Addressee is informed through a notification. If the package cannot be handed over to the neighbours, the package will be ready for collection at a designated PostNL location on the next day, with the exception of Saturday (the package will be ready on Monday). The Addressee will be informed of this by means of a notification.</li></ul>
Change delivery option	<ul style="list-style-type: none"><li>▪ In certain cases, PostNL is entitled to ask the Addressee for a contribution for changing the delivery.</li><li>▪ In certain cases, PostNL is entitled to ask the Sender for a contribution for returning a Shipment on request prior to delivery to the Addressee.</li><li>▪ For information, complaints or requests for refund of paid contributions due to changed deliveries, the Addressee can contact PostNL.</li><li>▪ If it is not possible to change the delivery time or address, the Addressee will not be offered this option.</li></ul>
Collection from a PostNL location	<ul style="list-style-type: none"><li>▪ After the second delivery attempt, the package can be collected from a PostNL location by or on behalf of the Addressee, on presentation of proof of identity.</li><li>▪ If a Signature for Delivery is required, the PostNL location will request one.</li></ul>
Return to Sender after refusal or if undeliverable	<ul style="list-style-type: none"><li>▪ After the second delivery attempt, the package can be collected from a PostNL location by or on behalf of the Addressee, on presentation of proof of identity.</li><li>▪ If a Signature for Delivery is required, the PostNL location will request one.</li><li>▪ After Changes to the delivery to a PostNL location, the package can be collected from a PostNL location by or on behalf of the Addressee, on presentation of proof of identity. A signature is required upon receipt and the document number of the ID document is recorded.</li></ul>

## Additional

You can have your package delivered with the following additional services:

Table 11 - Specifications for additional services for Parcels, the Netherlands - Belgium

Additional service	Specifications
Home Address only	<ul style="list-style-type: none"><li>▪ The package is not delivered to the neighbours.</li></ul>
Signature for Delivery	<ul style="list-style-type: none"><li>▪ The Addressee, adult housemates or adult neighbours must sign upon delivery of the package, on the hand-held terminal or distribution list (including the name in capital letters).</li></ul>
Increased liability	<ul style="list-style-type: none"><li>▪ With Increased liability you can be insured against missing or damaged packages.</li><li>▪ Liability can be increased incrementally in steps of €100, €250 and €500 to a maximum of €5,000 per Shipment.</li><li>▪ PostNL's liability is confined to the limit specified in Article 13 of the GTC. A potentially higher compensation up to a maximum of €5,000 per parcel is only paid out under the condition that the parcel has undergone a proof of acceptance scan at the sorting centre of PostNL.</li><li>▪ For securities, precious metals, jewels, pearls, objects or documents with an art-related or collection-related value, travel documents, call credit, plastic money, admission tickets and costs related to making calls under a subscription, liability is always confined to the limit of Article 13 GTC.</li><li>▪ Increased liability is standard including the services Signature on Delivery and Home Address only.</li></ul>

## Shipment type

### Collect from a PostNL location, Belgium

With Collect from a PostNL location, Belgium you can ship your package directly to one of the PostNL locations in Belgium. Your customer can choose the location. PostNL sends a notification to inform your customer about the Shipment.

#### Specifications

- The package is available by no later than 17:00.
- Tendering is possible on Sunday to Friday inclusive, the next day the package will be available at a PostNL location.
- The PostNL locations have extensive opening hours (also during late night shopping, on Saturday and sometimes on Sunday).
- The standard maximum sizes and weights for packages apply.
- ID verification is standard for Collect from a PostNL Location.
- Your customer collects the package on presentation of an electronic proof of collection, name and address or the barcode of the Shipment.
- The location manager asks for proof of ID and a signature. The number on the proof of ID and the signature is recorded.

## 3.2 Returns Belgium - the Netherlands

The product Returns Belgium offers a uniform returns solution for the Benelux. With Returns Belgium, consumers can easily return a package at any of our PostNL locations in Belgium.

#### Specifications

- In order to process return packages in Belgium a printed label is required and must be affixed to the box; you can choose to send the label with the package (label in the box) or to send a returns label separately.
- The standard requirements for sizes and weight apply to Returns Belgium.
- A Freepost address is compulsory for returns sent from Belgium to the Netherlands. The same Freepost address (Antwoordnummer) can be used as a returns address for returns sent from Belgium to the Netherlands.
- For this product you can use Track & Trace for the entire returns process.
- When handing over the returns package, an electronic proof of shipping is sent to the email address provided to PostNL.

## Article 4

# Parcels International

Table 12 - Definitions of Parcels EU and Parcels Non-EU

Europe (Parcels-EU)	Rest of Europe (Parcels Non-EU)	Rest of the world (Parcels Non-EU)
Bulgaria, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden and the Czech Republic.	Albania, Andorra, Bosnia Herzegovina, Canary Islands, Faroe Islands, Gibraltar, Greenland, Channel Islands, Liechtenstein, Moldova, Montenegro, North Macedonia, Norway, Ukraine, San Marino, Serbia, Turkey, Vatican City, United Kingdom, Iceland, Belarus and Switzerland.	All other countries outside of Europe.

### 4.1 Parcels EU

With Parcels EU (see Table 12 for the definition of the EU) you can ship your packages quickly, cheaply and with additional security within many European countries.

#### Specifications

- Parcels EU can be shipped to both business addresses and consumer addresses.
- In there is no answer, a (digital or physical) notification will be left behind. It specifies how the Addressee can get hold of its package as quickly as possible. In some countries deliveries are made to neighbours without your explicit permission.
- Depending on the destination, there may be one to three attempts to deliver Parcels EU, or they may be delivered directly to a collection location. This depends on the standard delivery per destination.
- If a package cannot be delivered, it will be returned to the Sender. The return address must be based in the Netherlands.
- The package must comply with the maximum requirements for weight and size that also apply within the Netherlands, see 'Permitted shipments'.
- Parcels EU contains the Track & Trace functionality as standard.
- Shipping restrictions apply to packages with an international destination. There are published here.
- The delivery time depends on the destination (see **here** for the latest indication per country), the accuracy and completeness (email, foreign telephone number) of the pre-registration, and the size and weight of the package.
- For accurate and timely delivery, the addressee's email address and/or mobile phone number are required.
- Shipments to P.O. Box addresses/poste restante and packing stations are not possible.
- There are no applicable multi-package rates (rate per package).

### 4.2 Parcels Non-EU

With Parcels Non-EU, (see Table 12 for the definition of Non-EU), you can send your packages reliably and cheaply to all other international destinations.

#### Specifications

- If the Addressee is absent, a notification is left stating where the package can be collected. Depending on the destination country, the package may be subject to one or two delivery attempts.
- The package is returned to Sender, for example, if the address is incorrect; specifying a return address is compulsory.
- The delivery time:
  - is exclusive of customs handling time in the destination country; this may vary for each country and depend on the contents of the International Shipment.
  - depends on the destination (see **here** for an indication per country), accuracy and completeness (email, foreign telephone number) of the pre-registration.
  - depends on the size and weight of the package.
- A standard liability of €200 per package applies. Signature upon receipt is standard.
- The package must comply with the conditions related to size, weight and packaging.

- A Parcel Non-EU Shipment may weigh no more than 20 kg. The maximum dimensions are: no bigger than 150 cm x 70 cm x 50 cm and no smaller than 10 cm x 10 cm x 1 cm.
- Parcels Non-EU includes the Track & Trace functionality as standard.
- There are no applicable multi-package rates (rate per package).
- The Sender is responsible at all times for the contents of the package and any corresponding customs documents. PostNL can advise the Sender on this matter.
- To speed up customs clearance in the destination country it is recommended that you affix a (commercial) invoice to the exterior of the package or to provide it digitally as coordinated with PostNL.

## Additional services for Parcels EU and Parcels Non-EU

You can have your Parcels EU and Parcels Non-EU delivered with the following additional services:

Table 13 - Specifications of additional services for Parcels EU and Parcels Non-EU

Additional service	Specifications
Track & Trace Insured	<ul style="list-style-type: none"> <li>▪ Track &amp; Trace</li> <li>▪ Signature for Delivery With Signature for Delivery, the Addressee, adult housemates or adult neighbours must sign upon delivery of the package, on the hand-held terminal or distribution list (including the name in capital letters). Depending on (the procedure in) the country of destination, International Shipments may be provided with proof of delivery in a different manner.</li> <li>▪ Increased liability of €50 per International Shipment sent with Track &amp; Trace Insured. With Increased liability you can be insured against missing or damaged packages. A potentially higher compensation up to a maximum of €50 per package is only paid out under the condition that the package has undergone a proof-of-acceptance scan at PostNL's sorting centre.</li> <li>▪ For securities, precious metals, jewels, pearls, objects or documents with an art-related or collection-related value, travel documents, call credit, plastic money, admission tickets and costs related to making calls under a subscription, liability is always confined to the limit of Article 23.3 of the CMR, Article 22.3 of the Montreal Convention and Article 22.2b of the Warsaw Convention respectively.</li> </ul>
Track & Trace Insured Plus	<ul style="list-style-type: none"> <li>▪ Track &amp; Trace</li> <li>▪ Signature for Delivery. With Signature for Delivery, the Addressee, adult housemates or adult neighbours must sign upon delivery of the package, on the hand-held terminal or distribution list (including the name in capital letters). Depending on (the procedure in) the country of destination, International Shipments may be provided with proof of delivery in a different manner.</li> <li>▪ Increased liability of €500 per International Shipment sent with Track &amp; Trace Insured Plus. With Increased liability you can be insured against missing or damaged packages. A potentially higher compensation up to a maximum of €500 per package is only paid out under the condition that the package has undergone a proof-of-acceptance scan at PostNL's sorting centre.</li> <li>▪ For securities, precious metals, jewels, pearls, objects or documents with an art-related or collection-related value, travel documents, call credit, plastic money, admission tickets and costs related to making calls under a subscription, liability is always confined to the limit of Article 23.3 of the CMR and the Air Transport Agreements.</li> </ul>

## 4.3 Returns, International

### Parcels, Europe Returns (ERS)

With Parcels Europe Returns, also called Easy Return Service (“ERS”), your customer can return a package easily and free of charge in twenty-four European countries via a local post office. Your return Shipments are delivered to you separately. If you are looking for a different returns solution we also offer Returns International, which are returned to you consolidated.

#### Specifications

- The indicative delivery time and number of post offices depends on the destination (see [here](#))
- Parcels Europe Returns can only be shipped to an address in the Netherlands.
- Parcels Europe Returns can be shipped to an address or P.O. Box address, but not to a Freepost address.
- All Parcels Europe Returns must have a returns label; this can be requested via the ERS web application.
- The foreign customer prints out the label, affixes it to the Shipment, which can then be handed over at the post office.
- For Parcels Europe Returns, Signature for Delivery and Increased liability up to €500 are standard.
- The weight of a Shipment may be no more than 30 kg per package. The maximum dimensions are: longest side 150 cm, shortest side 58 cm, other side 78 cm. And length plus circumference may not be more than 300 cm.
- There are no applicable multi-package rates (rate per package).
- The consumer receives a receipt when the Shipment is handed over at the post office.
- PostNL is responsible for the Shipment after the first sorting scan has been performed abroad. The liability of PostNL is restricted to the limit specified in Article 23, paragraph 3 of the CMR, in accordance with that described in Parcels EU.

### Returns International

With the Returns International service the client, being the contracting party of PostNL (“Client”) offers its own customer (“End customer”) the possibility of returning a shipment (via the best returns network system selected by PostNL) easily and free of charge. This is possible from twenty-six countries.

#### Returns International service

One or more International Shipments originating from outside the Netherlands, sent by the End customer to a final destination in the Netherlands. This service begins at the moment the International Shipment is handed over by the End customer at a handover location abroad and ends when the International Shipment(s) destined for the Client, are consolidated by PostNL after arriving in the Netherlands. The Returns International service can only be arranged in combination with the PostNL ‘Parcels, the Netherlands’ service or ‘Pallet shipment’ (EUR-pallet), so that the consolidated International Shipments can be delivered per pallet or box to the Client’s address.

#### Specifications

- The Client opts for a postal or commercial network with corresponding Handover locations for its End customer.
- The indicative delivery time depends on the destination\*.
- The number of Handover locations differs from one country to another\*.
- A Returns International Shipment can be followed using Track & Trace from the moment it is handed over at a Handover location by the End customer until it arrives at PostNL in the Netherlands.
- All Returns International Shipments must have a returns label; this can be requested via the consumer portal or customer portal or via an API connection.
- The End customer prints out the return label, affixes it to the International Shipment and can then hand it over at the agreed Handover location.
- An International Shipment may weigh no more than 30 kg per package. The maximum parcel dimensions differ from one country to another.
- There are no applicable multi-package rates (rate per parcel International Shipment).
- The frequency with which the International Shipments are consolidated when they arrive in the Netherlands is agreed with the Client.



\* More information per destination regarding Handover locations, (indicative) delivery times, maximum weight and size can be consulted on this website.

Other terms and conditions:

1. The Client guarantees that the Customer and End customer are authorised to hand over the International Shipments to PostNL for transport and processing thereof. PostNL is not liable for the accuracy and completeness of the contents of International Shipments, which it receives from the Client or End customer.
2. The Client can follow the shipping status of the International Returns insofar as this is possible and permitted in the country or countries concerned. PostNL is subject to a best efforts obligation related to the execution of the Track & Trace functionality and is in no way liable for any damage and/or costs incurred by the Client or third parties related to the Track & Trace functionality, including but not limited to the (temporary) unavailability of the functionality.
3. Articles 12 and 13 of the GTCTG do not apply to the Returns International service.
4. If and insofar as PostNL continues to receive any International Shipment(s) after termination of the Agreement, PostNL will be entitled to charge the relevant costs as agreed in the Agreement and the Client will be obliged to pay these costs.

## Article 5 Freight

### General service frameworks

There are two Freight solutions, in which the differentiation is made between cargo Shipments to the Benelux (Benelux Freight) and to Europe (Euro Freight). The following specifications apply to both Benelux Freight and Euro Freight.

### Specifications

- Pre-registration of cargo Shipments is compulsory.
- We strive to deliver cargo Shipments pre-registered before 20:00 within 24 hours in the Netherlands and within 48 hours in Belgium and Luxembourg.
- Invoicing is based on the pre-registration.
- Cargo Shipments that are pre-registered, but not handed over to us, are still charged.
- Track & Trace via [www.postnl.nl](http://www.postnl.nl).
- Signature upon receipt is standard.
- Digital signatures for delivery (POD) are available online free of charge, original signatures can be requested for a fee.
- The outgoing rate applies for a second delivery attempt or return Shipment.
- Shipments can only be delivered to a physical business address (no P.O. Boxes).
- Delivery takes place on working days (Monday to Friday inclusive) between 8:00 and 18:00. If it is not possible to deliver to the address provided we will contact the shipper for further instructions.

### Refused Shipments

If your customer refuses the Shipment you will be informed accordingly. You can then decide whether the Shipment should be subject to a second delivery attempt or be returned to you. PostNL applies a surcharge for this.

### Address error

If your Shipment is undeliverable because there is an error in the address, you will be informed accordingly. This could have consequences for the delivery time. The Shipment will subsequently be delivered to the correct address if you so wish. If required, the Shipment can be returned to you. PostNL applies a surcharge for this.

## 5.1 Benelux Freight

### Destinations

Addresses in the Benelux.

### Wadden Islands

Deliveries to your customer on the Wadden Islands is possible, and is subject to a surcharge.

Table 14 - Sizes and weights for Benelux Freight

Type of freight	Min. dimensions (lxwxh) (cm)	Max. dimensions (lxwxh) (cm)	Max. weight (kg)	Explanation
EUR-pallet	120x80x180	120x80x180	800	
Half EUR-pallet	80x60x150	80x60x150	200	
Break bulk cargo	N/A	Longest side 300	50	Max. volume factor 0.3m3 per shipment

We recommend you use Direct Freight as of five pallets per delivery address. Please contact your account manager or PostNL for this matter.

## 5.2 Euro Freight

### Destinations

Euro Freight delivers to a number of countries. For a list of destinations and delivery times per destination see [here](#).

### Remote areas

An extra rate is applied for deliveries to your customers who live on islands. Please contact your account manager or PostNL to discuss this matter.

Table 15 - Sizes and weights for Euro Freight

Type of freight	Min. dimensions (lxwxh) (cm)	Max. dimensions (lxwxh) (cm)	Max. weight (kg)	Explanation
EUR-pallet	120x80x180	120x80x180	800	
Break bulk	N/A	Longest side 300	70	Max. volume factor 0.3m3 per shipment

### Liability and Terms & Conditions

PostNL is liable in accordance with the provisions in the international applicable CMR conditions. In this regard we are obliged to compensate the actual proven damage up to the limits that apply on the basis of the aforementioned provisions. The actual weight of the freight shipped must be demonstrated by the client.

### Do you have any questions?

General questions and minor matters: 088 86 86 868

We can be reached from Monday to Friday inclusive from 8:00 to 18:00.

PostNL Pakketten Benelux B.V., The Hague

Trade Register Chamber of Commerce Amsterdam 34337145 2020

