

Annex G to Transport Agreement 2021

PostNL Pakketten België NV Service Frameworks

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1 General

Packaging guidelines

- Always use extra outer packaging.
- Make sure the packaging is properly closed, preferably with tape.
- Choose for rigid/strong packaging material, in line with the contents.
- Avoid pressure points (in particular feet, corners, protrusions).
- Try to distribute the weight evenly by using filling material.
- Fix the content in the packaging (so that it cannot slide).
- In the case of breakable or otherwise fragile items, provide a material buffer between the wall of the packaging and the product.
- Avoid empty spaces in the box. A box derives its strength partly from the compactness of the content.
- Do not use wooden, foil or metal packaging for parcels because of the risk of damaging other shipments.
- Anti-theft advice for valuable items such as telephones and consumer electronics: use opaque, neutral packaging (no indication of brand or content) and seal the product carrier with dark plastic.
- Packaging should moreover be such that the parcel can withstand the wear and tear that occurs during transport and during automatic sorting processes and therefore a drop from a height of 80 cm, irrespective of whether the parcel falls on a flat side or an angle. Furthermore, the parcel must be able to withstand rain, wind, snow and other forms of precipitation as well as atmospheric pressure variations. In addition the packaging must be such so that the parcel cannot be opened without leaving visible traces.

Delivery time

- The delivery time is the time between the moment that the parcel is delivered at PostNL and the first attempt to deliver it to the recipient.
- PostNL aims for a 24-hour delivery time for parcels destined for Belgium and the Netherlands.

Shipping applications

All parcels, pallets or general cargo must be provided with a shipping label in accordance with the specifications of PostNL. The labels can be made with applications that are provided by PostNL (see Table 1).

Pre-registration

Pre-registration is important for the delivery time and the quality that PostNL strives for. The additional handling for parcels without prior or proper pre-registration increases the cost of a parcel, consequently a “no pre-registration” charge applies. Furthermore, the delivery of such parcels may be delayed. PostNL Pakketten shall not be held liable for service not provided properly in the event of untimely, incorrect or no pre-registration. Parcels which are offered after this period shall be treated as not pre-registered, for which a “no pre-registration” charge shall apply also. Subpar barcode quality on the label can lead to extra costs and delays in the delivery time.

Transportation units/materials

PostNL Pakketten is pleased to be at your service to ensure a smooth delivery of your parcels. Special PostNL (Pakketten) roll containers are available for this purpose. You can use these roll containers to prepare your consignment parcels for shipment. No other use is authorized. PostNL Pakketten may charge a fee for this service.

Consignments

Consignment parcels that deviate from the regular shipping pattern must be notified to PostNL Pakketten at least five business days in advance. A surcharge shall be applied in the absence of notification. The delivery time may be delayed if the notification is late.

T&T

All your shipments can be tracked via www.postnl.be, where you can also view the recipient's signature, if applicable. You can access your personal track & trace information via mijn.postnl.nl. T&T is exclusively intended to inform you about your shipments (or parcels, if we do not adjust this in the service frameworks). T&T information may under no circumstances be used for other (commercial) purposes. Track & trace information can also be obtained via an integrated service. Information about your shipments can be retrieved and used only through the combination of your customer number, customer code and the API key linked to your contract. This information may be shared with third parties only if it concerns an integrator or logistics partner with whom you have a shipping contract. PostNL reserves the right to terminate this track & trace service if you share these data with a party other than those listed above.

Integrated services

PostNL offers various options for linking certain PostNL services (including delivery options, and time, period, barcode, and label generation) to your systems, known also as integrated services. Table 1 provides an overview of the applications. The following service frameworks apply to integrated services:

Use of data

- Although PostNL endeavours to provide accurate, complete and up-to-date information, it cannot guarantee, explicitly or implicitly, that the information provided with an integrated service is accurate, complete or up-to-date.
- The use of an integrated service that may hinder other Internet users, endanger the functioning of the website and/or affect the information on the website or the underlying software is not permitted.
- The API shipping status is used to retrieve the track & trace status of your shipments. Our network does not have unlimited capacity, however. You are entitled to query the service every 15 minutes for each shipment up to 'delivered' status. If it should appear that the service is used excessively, PostNL reserves the right to limit or terminate the use thereof.
- You are expected to make a maximum effort to meet the delivery preferences as indicated by the recipient. You must provide adequate security for the data made available by PostNL and use them only to complete and execute the order at issue.
- If the data include personal information, you must guarantee that such personal details are used in full compliance with the Personal Data Protection Act and related laws and regulations.

Use of PostNL logo, icons and buttons

You must use the data that PostNL makes available for integrated services (such as the PostNL logo, icons and the various buttons) unchanged. These items shall remain the property of PostNL and are protected by copyright. The use of an integrated service must be stopped immediately if PostNL has so requested (by post or e-mail). In the event of such a request, you must remove the integrated service and all related content (text, banner, images) immediately.

Security

PostNL provides adequate protection of confidential data, but cannot however guarantee that the integrated services will work flawlessly and without interruption.

Timeframes

Timeframes indicated for the provision of a service are for information only. PostNL shall not be held liable for non-compliance therewith.

Delivery periods

The timeframe indicated by the recipient in his or her Profile shall be taken into consideration as much as possible. Indicated delivery times are for information only. PostNL shall not be held liable for non-compliance therewith.

Further development and upgrades

PostNL integrated services may be improved and extended with new products and features. PostNL expects users to carry out regular updates so as to keep up to date of the most recent versions of the integrated services. Users may be required to upgrade. PostNL reserves the right to discontinue delivery options, applications and versions of applications. A reasonable period of time will be granted between the initial announcement and the actual termination.

Safeguard

You shall hold PostNL harmless from any claims by third parties (including recipients) in connection with the provision of the service.

Liability of PostNL

PostNL shall not be held liable for direct and/or indirect, immaterial or consequential damage including loss of earnings arising in any way from, and not necessarily limited to (i) defects, viruses or other malfunctions of hardware or other software in connection with access to or the use of the integrated service; (ii) the information provided on or through the integrated service; (iii) the interception, modification or inappropriate use of information sent to PostNL or to yourself; (iv) the operation or unavailability of the integrated service; (v) misuse of the integrated service; (vi) loss of data; (vii) the downloading or using of software made available via the integrated service; or (viii) claims by third parties in connection with the use of the integrated service.

Table 1 – Overview of PostNL integrated services

| Application | Description |
|---|--|
| My PostNL | This is an online application where shipping labels are generated, notifications configured, the status of parcels can be searched for, etc. |
| Application Programming Interface (API) | With the PostNL API customers can integrate PostNL functionality in their system by means of programming. |
| Plug Ins | A plug-in is a ready-to-use module which can be installed on web shop software to provide customers with PostNL functionality |
| Destination module | This is an overlay based on Javascript used to present delivery options in the web shop. |

ATTENTION: If you are using an application that is not supported (any longer) such as Parcelware Desktop and My PostNL Connector, Post NL reserves the right not to accept pre-registrations and/or labels any longer or to apply surcharges. A reasonable period of time will be granted between the initial announcement and the actual termination.

2 Parcels - Belgium

2.1 Delivery

Handing over parcels

PostNL uses standard specifications for handing over parcels

Table 2 – PostNL België specifications for handing over parcels

| Characteristic | Specifications |
|-------------------------------|---|
| Delivery day and time | Standard: Monday to Saturday, 8:30 am to 9:30 pm |
| Non-delivery | If the parcel could not be handed over, it will be available at an indicated PostNL location the following day. Here the parcel remains available to the recipient for 7 calendar days. |
| Collection at PostNL Location | * After the first delivery attempt, the parcel can be collected at a PostNL location within 7 days by or on behalf of the recipient by presenting proof of identity. * If a Signature for Receipt is required, it shall be requested at the PostNL location. |

Additional services

Type of shipment

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

Table 3 - Specifications for additional services

| Additional Service | Specifications |
|-----------------------|---|
| Home Address Only | With "Home Address Only" the parcel will not be left with the neighbours. |
| Signature for Receipt | *With "Signature for Receipt," the recipient, adult housemate or adult neighbours can sign on the hand-held terminal or distribution list (including the name in block letters) when the parcel is handed over. * Signature for Receipt can be combined with Home Address Only. |
| Extended Liability | * With extended Liability you can take out insurance coverage against loss or damage. * The liability can be increased in increments of €500 up to a maximum of €2000. The liability of PostNL shall be limited to the amount stipulated in Article 23, section 3 of the CMR Convention. Any higher compensation, up to a maximum of €2000 per parcel, shall only be granted on condition that the parcel has been subjected to a so-called proof of acceptance scan at the sorting centre. *For securities, precious metals, call credits, plastic money, admission tickets and costs incurred by phoning via a subscription, the liability shall always be limited to the maximum stipulated in Article 23, section 3 of the CMR Convention. |
| Notification Service | *The customer must always provide the recipient's e-mail address in the pre-registration. *The Notification Service shall inform the recipient proactively about the status of your shipment via e-mail or SMS |

| | |
|--|---|
| | <p>* PostNL sends notifications by e-mail by default unless they do not constitute a standard component of the (additional) service concerned.</p> <p>*The exclusion of notification by e-mail must be reported explicitly to PostNL.</p> <p>*The sender shall spare no effort to provide PostNL with the e-mail recipients of the recipients required for sending notifications.</p> |
|--|---|

Monday Delivery

With Monday Delivery you can bring your parcels to PostNL in the weekend, and they will be delivered to your customers on Monday.

Specifications:

- 1 Parcels sent to an address in Belgium or the Netherlands are delivered on Monday.
- Parcels sent to an address on the Wadden Islands (with the exception of Texel), abroad (with the exception of the Netherlands) or to a P.O. box address (even if a reply number is linked to the P.O. box) will be delivered 1 day later than the regular delivery time.
- Monday Delivery can be combined with all additional services.

Collection at PostNL Location

With Collection at PostNL Location you can send your parcel directly to a PostNL location, which can be chosen by your customer him/herself. PostNL Pakketten can send a notification to inform your customer about his or her shipment.

Specifications:

- The parcel is available as of 5:00 pm.
- The recipient can choose from a large number of locations.
- The PostNL locations have extended opening hours (including on shopping evenings, Saturdays and sometimes on Sunday).
- The standard maximum dimensions and weights for parcels apply.
- Signature for Receipt and ID verifications are standard for Collection at PostNL Location.
- Collection at PostNL Location can be combined with Extended Liability and Notification Service.
- The PostNL location holder will be able to find the parcel on the basis of a digital pick-up receipt or by asking for the house number or possibly the barcode. The location holder will ask for proof of identity and a signature. The number of the proof of identity and the signature will be stored. The signature will become available digitally.
- The parcel will be kept at the PostNL Location for 7 days maximum.

2.2 Transfer to PostNL: Pick-up service and Self delivery

It is important to have shipments transferred properly to PostNL so as to make sure that they are delivered. The transfer to PostNL can be carried out by means of different PostNL services:

- PostNL Pick-up service
- Bringing the parcel to a PostNL presentation point yourself: PostNL location
- Bringing the parcel to a PostNL presentation point yourself: PostNL Pakketten sorting centre

Shipments in connection with “Transfer to PostNL” shall refer to parcels unless explicitly agreed otherwise.

Pick-up service

With the PostNL Pick-up service, parcels are picked up by PostNL and taken to one of the PostNL sorting centres. The service starts when the parcels are received and ends when they have been delivered.

The options in the pick-up service are determined on the basis of the customer's shipping profile, which consists of the following characteristics:

- Type of shipment
- Number of shipments and characteristics thereof
- Location of the collection address

Table 4 - Specifications for the Pick-up service

| Characteristic | Specifications | |
|--------------------|--|--|
| | During the day | Evening |
| Collection days | .Monday to Friday .Saturday* | .Monday to Friday |
| Time slots | 1 hour 2 hours Longer time slot * | 1 hour 2 hours Longer time slot * |
| Collection times | | . until 8:00 pm . Later in the evening in consultation with PostNL contact person |
| Packaging material | Roll containers and/or postal bags, unless agreed otherwise. | Roll containers, unless agreed otherwise. |

*Only in consultation with the PostNL contact person and depending on the customer's shipping profile

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

If PostNL cannot provide the service, it will consult with the client on remedial measures.

Packaging service

| Characteristic | Specifications | |
|-------------------|---|---|
| | Up to 6 roll containers | As of 6 roll containers |
| Packaging service | *Transport of packaging material is arranged specifically *Number of roll containers needed per day or per week Quantities to be adapted for larger volumes, as long as stock lasts | *Separate transport of packaging material *Number of roll containers needed per day or per week Quantities to be adapted for larger volumes, as long as stock lasts |

Services

PostNL offers the client the option of managing the Pick-up service appointments by means of the services below.

| Characteristic | Specifications |
|----------------------------|---|
| Request, change and cancel | <p>This concerns the request, change and cancellation of one-off, periodic or fixed appointments of our pick-up service.</p> <p>Changes such as more or fewer roll containers (or other packaging materials agreed), drop-off day, period, time slot and location must be notified at the latest by 3:00 pm one day prior to execution.</p> <p>Other maximum times apply during peak periods and on public holidays. Different specifications may also apply to your extra transport runs from your standard service.</p> |

| | |
|--|---|
| | PostNL will inform you of these peak periods, cut off times and different specifications. |
|--|---|

Terms and conditions

| Characteristic | Specifications |
|-------------------|--|
| Terms of delivery | <p>The shipment must be ready for pick up unless explicitly stated otherwise</p> <ul style="list-style-type: none"> * at the beginning of the previous time slot *at the agreed location *with the right packaging material <p>If the shipment is not ready, PostNL shall be entitled to charge for extra waiting time or to pick up only what is ready.</p> <p>The batch on the designated packaging material must be suitable for transport and must not cause damage to other freight.</p> <p>If other freight and/or the vehicle appears to have been damaged due to an improper delivery, the Client shall hold PostNL harmless from third-party claims.</p> <p>Parcels processed differently must be presented on separate roll containers if there are at least 20,000 such parcels per year. If this is not possible, the delivery time of the parcels may be affected. PostNL shall not be held liable on this account. This is not necessary for fewer than 70 parcels per day.</p> <p>Parcels sent to Belgium must be presented on a separate roll container if a customer has more than 70 parcels per day sent to Belgium.</p> <p>In consultation with the PostNL contact person, the packaging materials must be provided with an indication card affixed to the designated holders. Such indication cards must be ordered from the PostNL contact person and must indicate the following type of shipments:</p> <ul style="list-style-type: none"> -regular shipments -Not suitable for machine processing as of 70 parcels per day -Belgium as of 70 packages per day - Combination of regular parcels and parcels not suitable for machine processing <p>If the terms of delivery are not met, PostNL shall be at liberty not to accept the consignments and to charge any costs incurred.</p> |
| Packaging | <p>Parcels should be delivered on roll containers by default. If the customer desires, they may be delivered exceptionally on different packaging materials agreed with PostNL. In such a case, PostNL may set additional conditions on the shipments and charge an additional fee.</p> <p>The volume of packaging must be appropriate to the number of shipments, with a fair margin for any additional volume.</p> |
| Transfer | <p>The driver shall be responsible for recording the number of loaded roll containers.</p> <p>The client shall be responsible for ensuring safe loading and unloading conditions for loading and unloading in accordance with the standards in force at the workplace.</p> <p>The driver shall not be responsible for requests for changes, disruptions or complaints regarding the pick-up order. Please get in touch with the relevant contact person at PostNL for such matters.</p> |

PostNL Bring parcels to a presentation point yourself

Shipments have been received by PostNL if a proof of acceptance scan has been carried out for them at the PostNL location.

PostNL may set additional conditions on dropping off parcels at the PostNL location, but also stipulate that it is not possible to drop off parcels at certain PostNL locations.

Dropping off parcels at a PostNL location

| Characteristic | Specifications |
|---------------------------|---|
| Type of shipment | Available for parcels compliant with “authorized shipments” (described in Chapter 1). |
| Volume | Delivery is possible as of the 1 st package |
| Collection days and times | The delivery times may differ per location. The most current opening is posted in the PostNL location pointer https://www.postnl.be/locatiewijzer/ . |

Bring parcels yourself to a PostNL Pakketten sorting centre

The service and specifications below are coordinated with the contact person at PostNL and availability depends on our operational capacity.

| Characteristic | Specifications |
|---------------------------|--|
| Type of shipment | Available for parcels compliant with “authorized shipments” (described in Chapter 1). |
| Volume | Available as of a volume exceeding 15,000 units per year |
| Collection days and times | Drop-off days* Monday to Sunday Drop-off times: 1:00 PM to 12:00 midnight |
| Drop-off location | You can bring parcels to different PostNL sorting centres yourself. The appropriate sorting centre is determined in consultation with your PostNL contact person. |
| Terms of delivery | <p>The means of transport used by the customer must be suitable for proper unloading according to the specifications of the PostNL parcel sorting centre. The driver must comply with the company rules and code of conduct applicable at such a sorting centre, and follow any instructions and guidelines issued by PostNL. The latter shall be entitled to remove the driver in question from the premises at all times for such reasons as it shall deem appropriate.</p> <p>Parcels must be delivered on roll containers, unless explicitly agreed otherwise with PostNL. Roll containers can be ordered via the contact person at PostNL.</p> <p>Parcels processed differently must be presented on separate roll containers if there are at least 20,000 such parcels per year (70 per day on average). If this is not possible, the delivery time of the parcels may be affected. PostNL shall not be held liable on this account. The delivery need not be split if there are fewer than 70 parcels per day on average.</p> <p>The packaging material must be provided with an indication card, affixed on the appropriate holders (or on the outside of the sealed pallet). The indication cards can be ordered from the PostNL contact person and must indicate the following type of shipments</p> <ul style="list-style-type: none"> - Regular shipment - Not suitable for machine processing as of 70 parcels per day - Belgium as of 70 parcels per day <p>Or a mix of the above-mentioned shipments</p> |

| | |
|---------------------|---|
| Change | Changes such as more or fewer roll containers (or other packaging materials agreed), drop-off day, period and time slot must be notified at the latest by 3:00 pm one day prior to execution. |
| Cancel | An appointment to drop-off parcels can be cancelled up to 3:00 PM one business day before the day of said appointment. If the appointment is not cancelled or is cancelled after said deadline, PostNL reserves the right to pass on the costs incurred. |
| Transfer | PostNL can guarantee that parcels can be dropped off at a sorting centre only if an arrangement has been made for the parcels to be brought there. If no drop-off times have agreed and the parcels do not arrive on time, the shipment will be transferred as soon as space is available. |
| Packaging | <p>The transport of packaging material has to be purchased in order to get the roll containers delivered, unless an alternative form of packaging has been chosen in agreement with PostNL.</p> <p>Drop-off days and times: Monday to Friday, 11:00 am to 4:00 pm The volume of packaging must be appropriate to the number of shipments, with a fair margin for any additional volume.</p> <p>Transport of packaging material for a different volume: if more containers have been received than required for the volume of parcels, the subsequent delivery shall be at least a supplement to the number of roll containers required as agreed.</p> <p>The same arrangements as those set out under “request, change, cancel” shall apply for changes to and/or cancellations of the transport of packaging material.</p> |
| Additional services | Drop off parcels yourself on Saturday and Sunday. |

2.3 Returns

With the return service, you pay the shipping costs for the package your customer returns.

Specifications:

- Your customer drops off the return package at a PostNL location.
- The standard dimensions of a package shall apply for the return service. The maximum weight is 30 kg.

With the PostNL Return service, a return label can be provided with the outward shipment so as to optimize the return process and be able to track and trace returned shipments. There are no extra costs for this service.

3 Parcels - the Netherlands

3.1 Delivery

Handing over parcels

PostNL uses standard specifications for handing over parcels

Table 2 – PostNL Nederland specifications for handing over parcels

| Characteristic | Specifications |
|--|---|
| Delivery day and time | Standard: Monday to Saturday, 8:00 am to 10:00 pm Evening: 6:00 to 10:00 pm Sunday: 10:00 am to 8:00 pm |
| Non-delivery | If the parcel could not be handed over after 1 delivery attempt, it will be available at an indicated PostNL location the following day as of 3:00 PM. For shipments of pharmaceutical products, evening deliveries, guaranteed deliveries, Sunday deliveries or same day deliveries, the 2 nd delivery attempt on the following day applies. |
| Change of delivery address and/or time | <ul style="list-style-type: none"> * The recipient can change the time or address of delivery (retail point) before the 1st delivery attempt. * To change the delivery time and/or address, the recipient goes to the PostNL website and uses the track and trace code or the data which are on the notification left behind. * The recipient can change the delivery time or address without the intervention of the sender. * PostNL Pakketten will carry out the delivery as requested by the recipient, and can therefore differ from the original delivery. * In certain cases, PostNL shall be entitled to charge a fee to the sender for the change of the delivery time or address. * In certain cases, PostNL shall be entitled to charge a fee to the sender for the request to return a shipment before the delivery time at the recipient. * The recipient may contact PostNL Pakketten for information, complaints or requests for reimbursement of fees paid due to the changed delivery. * The recipient will not be offered this option if a parcel cannot be rerouted. |
| Collection at PostNL Location | <ul style="list-style-type: none"> * After the first delivery attempt, the parcel can be collected at a PostNL location by or on behalf of the recipient by presenting proof of identity. * If a Signature for Receipt is required, it shall be requested at the PostNL location. * Once the address of delivery has been changed to a PostNL location, the parcel can be collected there by or on behalf of the recipient by presenting proof of identity. A Signature for Receipt is required and the document numbers of the proof of identity are noted down. |

Additional services

Type of shipment

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

Table 3 - Specifications for additional services

| Additional Service | Specifications |
|-------------------------|--|
| Home Address Only | With "Home Address Only" the parcel will not be left with the neighbours. |
| Signature for Receipt | *With "Signature for Receipt," the recipient, adult housemate or adult neighbours can sign on the hand-held terminal or distribution list (including the name in block letters) when the parcel is handed over. * Signature for Receipt can be combined with Home Address Only. |
| Enhanced Liability | * With Enhanced Liability you can take out insurance coverage against loss or damage. * The liability can be increased in increments of €100, €250 and €500 up to a maximum of €2000. The liability of PostNL shall be limited to the amount stipulated in Article 23, section 3 of the CMR Convention. Any higher compensation, up to a maximum of €2000 per parcel, shall be granted only on condition that the parcel has been subjected to a so-called proof of acceptance scan at the sorting centre. *For securities, precious metals, call credits, plastic money, admission tickets and costs incurred by phoning via a subscription, the liability shall always be limited to the maximum stipulated in Article 23, section 3 of the CMR Convention. * Enhanced Liability includes the "Signature for Receipt" and "Home Address Only" services by default, and can be combined with Return for Non-Delivery. |
| Return for Non-Delivery | *With Return for Non-Delivery, you can opt to have your parcel returned after the first failed delivery attempt *The recipient cannot pick up the parcel at a PostNL location as a result. |
| Age Check | *With Age Check, the parcel will be handed over only if the recipient is older than the indicate age *The parcel deliverer checks the recipient's proof of identity at the door and requests Signature for Receipt *Age Check can be combined with Enhanced Liability, Return for Non-Delivery, Notification Services and Collection at PostNL Location |
| Notification Service | *The customer must provide the recipient's e-mail address in the pre-registration in all cases. *The Notification Service shall inform the recipient proactively about the status of your shipment via e-mail or SMS. * PostNL sends notifications by e-mail by default unless they do not constitute a standard component of the (additional) service concerned. *The exclusion of notification by e-mail must be reported explicitly to PostNL. *To send a notification via SMS, the cell phone number must be included in the notification. *Notifications vua SMS are an optional service. *The sender shall spare no effort to provide PostNL with the e-mail recipients of the recipients required for sending notifications. |

Evening Delivery

With Evening Delivery you can have your parcels delivered to your customer in the evening (between 6:00 and 10:00 o'clock).

Specifications:

- Deliveries are made Monday to Friday, from 6:00 to 10:00 pm.
- The second delivery attempt is made the next day in the evening, except on Saturday, when delivery is attempted during the day.

- Parcels for Evening Delivery that are dropped off at PostNL on Friday will be delivered on Saturday during the day.
- Evening Delivery service is available nationwide with the exception of a few postal codes. PostNL manages the postal codes where the Evening Delivery is / is not available; these must be requested per order via the PostNL API.
- Evening Delivery can be combined with Home Address Only, Signature for Receipt, Return for Non-Delivery and Enhanced Liability.

Same Day Delivery

With Same Day Delivery you can have parcels delivered to your customer on the day of the order.

Specifications:

- Deliveries are made Monday to Friday, from 6:00 to 10:00 pm.
 - 4 Same Day Delivery is available only for postal codes where PostNL offers the “Evening Delivery” service. Evening Delivery is available nationwide with the exception of a few postal codes. PostNL manages the postal codes where the Evening Delivery is / is not available; these must be requested per order via the PostNL API.
 - 5 The second delivery attempt is made the next day in the evening, except on Saturday.
 - 6 Only parcels for ‘Same Day Delivery’ can be delivered during the agreed time slot. If other parcels are delivered at the same time with parcels for Same day delivery, the surcharge stipulated in the agreement for “Delivery outside the terms and conditions” is applied..
 - 7 The recipient of a parcel for Evening Delivery will receive a standard notification from PostNL on the indicated e-mail address and/or mobile number that the parcel is under way.
 - 8 Same Day Delivery can be combined with Home address alone, Signature for Receipt and Enhanced liability.

Monday Delivery

With Monday Delivery you can bring your parcels to PostNL in the weekend, and they will be delivered to your customers on Monday.

Specifications:

- 9 Parcels sent to an address in Belgium or the Netherlands are delivered on Monday.
- Parcels sent to an address on the Wadden Islands (with the exception of Texel), abroad (with the exception of the Netherlands) or to a P.O. box address (even if a reply number is linked to the P.O. box) will be delivered 1 day later than the regular delivery time.
- Monday Delivery can be combined with all additional services.

Sunday Delivery

You can have your parcels delivered to your customer on Sunday.

Specifications:

- Deliveries are made on Sunday from 10:00 am to 8:00 pm.
- The second delivery attempt is made on Monday.
- Sunday Delivery is possible for parcels sent to an address in the Netherlands with the exception of the Wadden Islands and P.O. Box recipients (even if a reply number is linked to the P.O. box).
- The recipient of a parcel for Sunday Delivery will receive a standard notification from PostNL that the parcel is on the way, provided the contact details are indicated in the pre-registration.
- Parcels not marked for Sunday Delivery will not be delivered on Sunday.
- Sunday Delivery is possible only in combination with ‘Home Address Only’ or an additional service where ‘Home Address Only’ is already included.
- Sunday Delivery can be combined with Return for Non-Delivery and Enhanced Liability.

Guaranteed Delivery

With Guaranteed Delivery you have your parcels delivered i) before 9:00 am; ii) before 10:00 am; iii) before 12:00 noon; or iv) before 5:00 pm.

Specifications:

- The second delivery attempt is made the next day during the day.
- If two delivery attempts fail, the parcel will be returned to sender.
- The recipient of a Guaranteed Delivery gets a standard notification from PostNL that the parcel is underway on the indicated e-mail address and/or mobile number.
- If the delivery is delayed, a request for a refund of the surcharge can be submitted via the service team.
- The Guaranteed Delivery service is available throughout the Netherlands, except for the Wadden Islands.
- Delivery on Saturday and Sunday is not possible; for delivery on Friday the parcel will be offered on Monday.
- Guaranteed Delivery can be combined with Signature for Receipt, Enhanced Liability, Return for Non-Delivery and Home Address Only.
- Guaranteed delivery cannot be combined with Premium Pick-up service.
- Parcels presented on Saturday and Sunday will in principle be delivered on Tuesday, unless the Monday Delivery service is also purchased.
- In the event of incorrect or incomplete pre-registration, the parcel will be distributed during the day without Guaranteed Delivery.

Age Check

With Age Check, the parcel will be handed over only if the recipient is older than the indicate age. The parcel deliverer checks the recipient's proof of identity and the latter is asked for a Signature for Receipt. This signature for receipt will become digitally available.

Specifications:

- The following documents are considered as valid proof of identity:
 - Dutch identity card or passport
 - Dutch driving licence
 - Dutch alien's document
 - European identity card or Foreign passport
- After the initial delivery attempt (Table 2, Non-delivery), the recipient can collect the parcel at a PostNL location.
- Age Check shipments cannot be sent to a reply number or a P.O. Box address.
- Age Check can be combined with Enhanced Liability or Collection at PostNL Location.

Collection at PostNL Location

With Collection at PostNL Location you can send your parcel directly to a PostNL location, which can be chosen by your customer him/herself. PostNL Pakketten can send a notification to inform your customer about his or her shipment.

Specifications:

- The parcel is available as of 3:00 pm.
- Deliveries can be made from Sunday to Friday; the parcel is available at a Post NL location on the following day.
- The recipient can choose from a large number of locations.
- The PostNL location have extended opening hours (including on shopping evenings, Saturdays and sometimes on Sunday).
- The standard maximum dimensions and weights for parcels apply.
- Signature for Receipt and ID verifications are standard for Collection at PostNL Location.
- Collection at PostNL Location can be combined with Enhanced Liability and Notification Service.

- The PostNL location holder will be able to find the parcel on the basis of a digital pick-up receipt or by asking for the house number or possibly the barcode. The location holder will ask for proof of identity and a signature. The number of the proof of identity and the signature will be stored. The signature will become available digitally.

Delivery by Appointment

With the “Delivery by Appointment” service you can have your parcels delivered to your customer in a 2-hour period of your choice.

Specifications:

- Parcels for “Delivery by Appointment” which are indicated on the label and in the pre-registration by the sender, are delivered within the 2-hour period stipulated by the customer.
- This applies from Monday to Saturday. Two-hour time periods can be selected between 8:00 am and 12:00 noon and 3:00 and 8:00 pm from Monday to Friday, and between 9:00 am and 12:00 noon on Saturday.
- The service is available throughout the Netherlands with the exception of the Wadden Islands. Some postal code areas are excepted for periods after 6:00 PM (we are aiming for a minimum coverage of 90% of recipients in the Netherlands).
- If an address cannot be reached during the selected time period, due to traffic or other circumstances beyond PostNL’s control for instance, the parcel cannot be delivered and PostNL cannot be held responsible.
- The second delivery attempt will be made the next day between 8:00 am and 10:00 pm (except on Sundays).
- Parcels have to be dropped off the day before delivery and parcels to be delivered on Monday have to be dropped off on the Friday before.
- The date in the pre-registration or on the label is not taken into account for the delivery, except for parcels for Monday. If the parcel is delivered on the wrong day, it will be delivered with a delay of at least one day, and the indicated period will not be taken into account.
- Parcels for “Delivery by Appointment” must be delivered in a separate roll container.
- We must be pre-registered for 90% of the parcels before 6:00 pm and for 100% before 10:00 pm.
- Notification by e-mail is a standard part of this services.
- Once the order is scheduled, a shorter delivery period of one hour will be notified to the recipient.
- It is not possible to change the delivery to another time or location before or after the first delivery attempt.
- The QR barcode serves as a supplement to the 3S barcode with the aforementioned information.

3.2 Transfer to PostNL: Pick-up service and Self delivery

It is important to have shipments transferred properly to PostNL so as to make sure that they are delivered. The transfer to PostNL can be carried out by means of different PostNL services:

- PostNL Pick-up service
- Bringing the parcel to a PostNL presentation point yourself: PostNL location
- Bringing the parcel to a PostNL presentation point yourself: PostNL Pakketten sorting centre

Shipments in connection with “Transfer to PostNL” shall refer to parcels unless explicitly agreed otherwise.

Pick-up service

With the PostNL Pick-up service, parcels are picked up by PostNL and taken to one of the PostNL sorting centres. The service starts when the parcels are received and ends when they have been delivered.

The options in the pick-up service are determined on the basis of the customer’s shipping profile, which consists of the following characteristics:

- Type of shipment
- Number of shipments and characteristics thereof
- Location of the collection address

Table 4 - Specifications for the Pick-up service

| Characteristic | Specifications | |
|--------------------|--|--|
| | During the day | Evening |
| Collection days | .Monday to Friday .Saturday* | .Monday to Friday |
| Time slots | 1 hour 2 hours Longer time slot * | 1 hour 2 hours Longer time slot * |
| Collection times | | . until 8:00 pm . Later in the evening in consultation with PostNL contact person |
| Packaging material | Roll containers and/or postal bags, unless agreed otherwise. | Roll containers, unless agreed otherwise. |

*Only in consultation with the PostNL contact person and depending on the customer's shipping profile

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

If PostNL cannot provide the service, it will consult with the client on remedial measures.

Packaging service

| Characteristic | Specifications | |
|-------------------|---|---|
| | Up to 6 roll containers | As of 6 roll containers |
| Packaging service | *Transport of packaging material is arranged specifically *Number of roll containers needed per day or per week Quantities to be adapted for larger volumes, as long as stock lasts | *Separate transport of packaging material *Number of roll containers needed per day or per week Quantities to be adapted for larger volumes, as long as stock lasts |

Services

PostNL offers the client the option of managing the Pick-up service appointments by means of the services below.

| Characteristic | Specifications |
|----------------------------|--|
| Request, change and cancel | <p>This concerns the request, change and cancellation of one-off, periodic or fixed appointments of our pick-up service.</p> <p>Changes pertaining, e.g. to more or fewer roll containers (or other packaging materials agreed), drop-off day, period, time slot and drop-off location must be notified at the latest by 3:00 pm one day prior to execution.</p> <p>Other maximum times apply during peak periods and on public holidays. Different specifications may also apply to your extra transport runs from your standard service. PostNL will inform you of these peak periods, maximum times and different specifications.</p> |

Terms and conditions

| Characteristic | Specifications |
|-------------------|--|
| Terms of delivery | <p>The shipment must be ready unless explicitly stated otherwise</p> <ul style="list-style-type: none"> * at the beginning of the previous time slot *at the agreed location *with the right packaging material <p>If the shipment is not ready, PostNL shall be entitled to charge for extra waiting time or to pick up only what is ready.</p> <p>The batch on the designated packaging material must be suitable for transport and must not cause damage to other freight. If other freight and/or the vehicle appears to have been damaged due to an improper delivery, the Clients shall hold PostNL harmless from third-party claims.</p> <p>Parcels processed differently must be presented on separate roll containers if there are at least 20,000 such parcels per year. If this is not possible, the delivery time of the parcels may be affected. PostNL shall not be held liable on this account. This is not necessary for fewer than 7 parcels per day.</p> <p>Parcels sent to the Netherlands must be presented on a separate roll container if a customer has more than 70 parcels per day sent to the Netherlands.</p> <p>In consultation with the PostNL contact person, the packaging materials must be provided with an indication card affixed to the designated holders. Such indication cards must be ordered from the PostNL contact person and must indicate the following type of shipments:</p> <ul style="list-style-type: none"> -regular shipments -Not suitable for machine processing as of 70 parcels per day -Belgium as of 70 packages per day -Combination of regular parcels and parcels not suitable for machine processing <p>If the terms of delivery are not met, PostNL shall be at liberty not to accept the consignments and to charge any costs incurred.</p> |
| Packaging | <p>Parcels should be delivered on roll containers by default. If the customer desires, they may be delivered exceptionally on different packaging materials agreed with PostNL. In such a case, PostNL may set additional conditions on the shipments and charge an additional fee.</p> <p>The volume of packaging must be appropriate to the number of shipments, with a fair margin for any additional volume.</p> |
| Transfer | <p>The driver shall be responsible for recording the number of loaded roll containers.</p> <p>The client shall be responsible for ensuring safe loading and unloading conditions for loading and unloading in accordance with the standards in force at the workplace.</p> <p>The driver shall not be responsible for requests for changes, disruptions or complaints regarding the pick-up order. Please get in touch with the relevant contact person at PostNL for such matters.</p> |

PostNL Bring parcels to a presentation point yourself

Shipments have been received by PostNL if a proof of acceptance scan has been carried out for them at the PostNL location.

PostNL may set additional conditions on dropping off parcels at the PostNL location, but also stipulate that it is not possible to drop off parcels at certain PostNL locations.

Dropping off parcels at a PostNL location

| Characteristic | Specifications |
|---------------------------|---|
| Type of shipment | Available for parcels compliant with “authorized shipments” (described in Chapter 1). |
| Volume | Delivery is possible as of the 1 st package |
| Collection days and times | The delivery times may differ per location. The most current opening is posted in the PostNL location pointer https://www.postnl.be/locatiewijzer/ . |

Bring parcels yourself to a PostNL Pakketten sorting centre

The service and specifications below are coordinated with the contact person at PostNL and availability depends on our operational capacity.

| Characteristic | Specifications |
|---------------------------|--|
| Type of shipment | Available for parcels compliant with “authorized shipments” (described in Chapter 1). |
| Volume | Available as of a volume exceeding 15,000 units per year |
| Collection days and times | Drop-off days* Monday to Sunday Drop-off times: 1:00 PM to 12:00 midnight |
| Drop-off location | You can bring parcels to different PostNL sorting centres yourself. The appropriate sorting centre is determined in consultation with your PostNL contact person. |
| Terms of delivery | <p>The means of transport used by the customer must be suitable for proper unloading according to the specifications of PostNL parcel sorting centre. The driver must comply with the company rules and code of conduct applicable at such a sorting centre, and follow any instructions and guidelines issued by PostNL. The latter shall be entitled to remove the driver in question from the premises at all times for such reasons as it shall deem appropriate.</p> <p>Parcels must be delivered on roll containers, unless explicitly agreed otherwise with PostNL. Roll containers can be ordered via the contact person at PostNL.</p> <p>Parcels processed differently must be presented on separate roll containers if there are at least 20,000 such parcels per year (70 per day on average). If this is not possible, the delivery time of the parcels may be affected. PostNL shall not be held liable on this account. The delivery need not be split if there are fewer than 70 parcels per day on average.</p> <p>The packaging material must be provided with an indication card, affixed on the appropriate holders (or on the outside of the sealed pallet).</p> <p>The indication cards can be ordered from the PostNL contact person and must indicate the following type of shipments:</p> <ul style="list-style-type: none"> - Regular shipment - Not suitable for machine processing as of 70 parcels per day - Belgium as of 70 parcels per day <p>Or a mix of the above-mentioned shipments</p> |
| Change | Changes such as more or fewer roll containers (or other packaging materials agreed), drop-off day, period and time slot must be notified at the latest by 3:00 pm one day prior to execution. |
| Cancel | An appointment to drop-off parcels can be cancelled up to 3:00 PM one business day before the day of said appointment. If the appointment is not cancelled or is cancelled after said deadline, PostNL reserves the right to pass on the costs incurred. |
| Transfer | PostNL can guarantee that parcels can be dropped off at a sorting centre only if an arrangement has been made for the parcels to be brought there. If no drop-off times have been agreed and the parcels do not arrive on time, the shipment will be transferred as soon as space is available. |

| | |
|---------------------|---|
| Packaging | <p>The transport of packaging material has to be purchased in order to get the roll containers delivered, unless an alternative form of packaging has been chosen in agreement with PostNL.</p> <p>Drop-off days and times: Monday to Friday, 11:00 am to 4:00 pm.</p> <p>The volume of packaging must be appropriate to the number of shipments, with a fair margin for any additional volume.</p> <p>Transport of packaging material for a different volume: if more containers have been received than required for the volume of parcels, the subsequent delivery shall be at least a supplement to the number of roll containers required as agreed.</p> <p>The same arrangements as those set out under “request, change, cancel” shall apply for changes to and/or cancellations of the transport of packaging material.</p> |
| Additional services | Drop off parcels yourself on Saturday and Sunday. |

4 Parcels – International

4.1 Delivery

EU parcels (EPS) with the exception of the Netherlands

With the European Parcel Service (EPS) you can have your parcel shipped quickly, economically and with extra security in many European countries. Delivery times are indicated to give customers an idea of when to expect delivery.

Specifications:

- EU parcels can be sent to business and consumer recipients alike.
- If the recipient is absent, a notification will be left behind indicating how the recipient can get the parcel as soon as possible. In some countries, parcels will be left with your neighbours without your explicit consent.
- Depending on the destination, delivery will be attempted 1 to 3 times or the parcel will be delivered directly to a pick-up point, depending on the standard delivery per destination.
- If a parcel cannot be delivered, it will be returned to the sender. The sender and the return address must be in Belgium.
- Signature for Receipt and Enhanced Liability up to €500 are standard for EU parcels.
- The parcel must meet the following requirements: the maximum weight per parcel: 31.5 kg; maximum size: not larger than 175 x 78 x 58 cm and not smaller than 10 x 10 x 1 cm.
- Packages with an international destination are subject to shipping restrictions. These are posted on <http://www.postnl.com/parcels/international-parcel-delivery/international-mailing-restrictions-limitations/>.
- The delivery time depends on the destination (see Table 4 for an indication per country), correct and complete details (e-mail, telephone number abroad) in the pre-registration and the size and weight of the parcel.
- An e-mail address and/or mobile telephone number of the recipient are necessary for a correct and timely delivery.
- Multi-parcel rates do not apply (pricing per parcel).
- Shipments to P.O. box address / poste restante (general delivery) and pack stations are not possible.
- If desired, EU parcels destined for Germany, France and the UK can be sent directly to a pick-up location. Different sizes and weights apply per country for this option.
- Parcels for international shipment must be presented separately from parcels for domestic shipment.
- The liability of PostNL shall be limited to the amount stipulated in Article 23, section 3 of the CMR Convention. Any higher compensation, up to a maximum of €500 per parcel, shall be granted only on condition that the parcel has been subjected to a so-called proof of acceptance scan at the sorting centre. For securities, precious metals, call credits, plastic money, admission tickets and costs incurred by phoning via a subscription, the liability shall always be limited to the maximum stipulated in Article 23, section 3 of the CMR Convention.

Non-EU parcels (Global Pack)

With Global Pack you can ship your parcels economically and reliably to all other international destinations.

Specifications:

- If the recipient is absent, a notification will be left in the letterbox indicating where the parcel can be picked up. Delivery will be attempted once or twice, depending on the country of destination.
- The parcel will be returned to the sender if the address is not correct, for instance. A return address must be indicated without fail.
- The delivery time shall be:
 - Exclusive of the handling time at customs in the country of destination; this may vary from country to country and depending on the contents of the shipment.
 - Depending on the destination (see Table 6 for an indication per country), and subject to correct and complete details (e-mail address, telephone number abroad) on the pre-registration.
 - Depending on the size and weight of the parcel.
- There is a standard liability of €200 per parcel. Signature for Receipt is standard.
- The parcel must meet the conditions for size, weight and packaging.
- A Global Pack shipment may not exceed 20 kg. The maximum dimensions are: not larger than 150 x 70 x 50 cm and not smaller than 10 x 10 x 1 cm.
- Multi-parcel rates do not apply (pricing per parcel).
- The sender shall be responsible for the content of the parcel and any related customs documents at all times. PostNL Pakketten can advise the sender on this matter.
- It is advisable to enclose a (commercial) invoice on the outside of the parcel in order to speed up customs clearance formalities in the country of destination.
- The liability of PostNL shall be limited to the amount stipulated in Article 23 section 3 of the CMR Convention, as per EPS, with a maximum compensation of €200.
- Parcels for international shipment must be presented separately from parcels for domestic shipment.