

General Terms and Conditions for PostNord International Agreements

1 June 2026

1. Scope

These General Terms and Conditions for PostNord International together with the relevant **Special Terms** and Conditions govern services which companies belonging to the PostNord group (hereinafter referred to as "PostNord") perform in accordance with a specific PostNord International Customer Agreement (hereinafter referred to as the "Agreement").

These General Terms and Conditions can only be derogated according to a written agreement between the Parties. Such an agreement shall take precedence over these General Terms and Conditions.

The General Terms and Conditions, the Special Terms and Conditions as well as guides and other written instructions from PostNord are applicable unless otherwise specifically agreed.

2. Prices and price changes

The Customer shall pay prices, charges and fees in accordance with the Agreement. Any reference to prices in this document shall cover both prices, fees and any kind of charges. With respect to administrative service and additional charges as well as in the absence of an Agreement governing prices, PostNord's current regular price lists applicable from time to time shall apply. All prices are stated exclusive of VAT. The applicable currency for each Agreement shall be set out in the Customer Agreement. Where a service is exempt from VAT, this will be stated in the applicable price list or Customer Agreement.

Changes in PostNord's regular price lists are published on the national PostNord's website at least 1 month before the changed prices enter into force.

Changes in agreed prices will be notified to the Customer with at least one month's prior written notice. If the Customer does not wish to accept the change in agreed prices, the Customer shall be entitled to terminate the Agreement with one month prior written notice. Such notification must be given before the change enters into force.

If the Customer's purchases under the Agreement – including with regard to

volume, shipping profile, terms and conditions and other specific circumstances in relation to the individual product – are inconsistent with the assumptions of the Customer Agreement, PostNord will be entitled to adjust the price prospectively. The reason for this is that changes in the agreed assumptions may have an impact on PostNord's sales and, as a result, on the costs associated with the Agreement. The Customer will receive notification from PostNord regarding any such price adjustment, which will come into effect immediately.

Further, PostNord is entitled to adjust prices if PostNord deems that necessary due to changes in legislation or other governmental decisions. The Customer will in these cases receive a written notification on the price adjustment which will generally enter into force with immediate effect.

PostNord is also entitled to – without prior notice and with immediate effect – change prices, or implement new charges and fees going forward, as a result of changes in taxes, VAT, customs tariffs and other public charges. The same applies for changes to prices, and implementation of new charges and fees, due to increased fuel costs, exchange rate changes and other costs which are beyond PostNord's control.

More information about prices, charges and fees can be found at PostNord's price lists and relevant price pages applicable from time to time at the national PostNord websites.

3. Payment, invoicing and credit terms

Payment period and invoicing frequency is listed in the Agreement.

The due amount must be paid no later than on the final due date for payment. If payment is not made on time, default interest is charged as of the due date.

The default interest on the delay is determined in accordance with the national Interest Act of the country of the billing PostNord company.

Furthermore, a reminder fee permitted by national law of the billing PostNord company will be charged.

PostNord shall be entitled, at any time during the term of a credit, to obtain sufficient security from the Customer for the credit, to require the Customer to deposit an amount as security for payment, or, alternatively, to require advance payment for each individual order or consignment within an invoicing period.

If the Customer's credit requirements or credit rating change during the term of the Agreement, PostNord may carry out a new credit assessment and require the provision of security, a deposit or advance payment, or require additional security or deposit.

PostNord shall be entitled to terminate the credit with immediate effect and demand immediate payment of any outstanding claims where:

- the Customer is in arrears with any payment to PostNord International,
- in PostNord's opinion, security provided by the Customer to PostNord is no longer sufficient,
- after PostNord has so demanded, the Customer fails to provide sufficient security, or
- the Customer has applied for or been placed into bankruptcy, commenced composition proceedings, suspended its payments or otherwise can be feared to be insolvent or has entered into liquidation.

PostNord may collect information about the Customer from reputable credit information agencies.

Complaints about errors on invoices or other payment claims issued by PostNord must be made without undue delay and no later than 30 days after the due date for payment. If the Customer fails to present the claim to PostNord in writing within this period, the Customer loses the right to the claim.

PostNord is permitted to transfer its claims and the right to invoice and receive payment in accordance with the Agreement to another company.

4. Changes to terms and conditions

These General Terms and Conditions for PostNord International as well as the Special Terms and Conditions for the services may be amended twice per

year, with effect from 1st January and 1st May through publication on www.postnord.com or the national PostNord websites at least 30 days before effective date. On effective date, the new version of the terms and conditions shall apply between the Parties. If the Customer does not wish to accept the amendment, the Customer shall be entitled to immediately terminate the Agreement for the services concerned. In such case, the Customer must notify PostNord thereof not later than the weekday prior to the effective date of the amendment.

Notwithstanding the above, PostNord is at all time entitled to amend the General Terms and Conditions for PostNord International and the Special Terms and Conditions when PostNord deems that the amendment is necessary by publication on <https://www.postnord.com/services/general-terms-conditions/> or the national PostNord website at least 30 days before effective date. No specific notification is provided, and the Customer shall therefore keep updated as to any changes thereof through <https://www.postnord.com/services/general-terms-conditions/>. However, PostNord must inform the Customer at least 30 days in advance in the event that major changes essential to the Customer are made in the General Terms and Conditions for PostNord International or in the Special Terms and Conditions. Notification of the changes can be sent to the e-mail given by the Customer in the Customer Agreement. In the event that major changes essential to the Customer are made, and the Customer does not wish to accept the amendment, the Customer shall be entitled to terminate the Agreement for the services concerned with immediate effect. In such case, the Customer must notify PostNord thereof no later than the weekday prior to the effective date of the amendment.

5. Liability

The liability of the parties for damages is governed by NSAB 2015 (the General Conditions of the Nordic Association of Freight Forwarders 2015), with the exceptions set out in the Customer Agreement, these Terms and Conditions, and the Special Terms and Conditions for

the relevant Service, as well as applicable postal and transport legislation. In the event of any conflict between these Terms and Conditions and the Special Terms and Conditions for the relevant Service, the Special Terms and Conditions shall prevail.

PostNord is not liable for loss, damage, delay, or other consequences arising in connection with shipments that do not comply with the terms and conditions applicable to the relevant service.

The Parties are under no circumstance liable for any indirect damage or consequential loss, e.g. lost profits, loss of markets, or other similar damage or loss.

5a. Limitation period

Legal proceedings against PostNord must be commenced within one (1) year. The limitation period runs:

- a) for loss of, depreciation of, or damage to goods: from the day on which the goods were delivered to the recipient;
- b) for delay, total loss of a consignment, or other loss: from the time at which the delay, total loss, or other loss could at the earliest have been noticed;
- c) in all other cases: from the time at which the cause on which the claim is based could at the earliest have been noticed.

If legal proceedings are not commenced within the above period, the right of claim is forfeited.

Where a specific mode of transport has been expressly agreed upon, or where it is proved that the loss, depreciation, damage, or delay occurred whilst the goods were being carried by a particular means of transport, the mandatory rules and commonly used conditions of carriage applicable to that mode of transport shall apply to the extent that they deviate from the above.

6. Force majeure

Events beyond the Parties' control, such as an industrial dispute, fire, chemical spill or the risk thereof, flooding, lightning strike, power failure or similar supply failures, acts of God, war or war-like conditions, terror, bomb threats, confiscation, exchange controls, unrest, epidemics or quarantines/isolation imposed by national authorities, scarcity of goods, restrictions in motive power and missing sub-supplies caused by some of the stated events and whose replacement either is impossible or only is possible under particularly onerous conditions, shall lead to an exemption from liability if they are a hindrance to the performance of the Agreement or make the performance unreasonably onerous. The aforementioned events shall only lead to an exemption from liability if they could not properly be anticipated at the conclusion of the Agreement.

PostNord shall also be exempted from liability where normal communications are interrupted by difficulties caused by

snow and ice or similar weather conditions or traffic obstacles which make it impossible for PostNord to perform the Agreement including delivery times and similar or make the performance unreasonably onerous.

Furthermore, PostNord is entitled, temporarily or permanently, to suspend or stop all or specific services to specific countries, if new or changed custom tariffs are imposed or if changes in tariffs and charges, import restrictions, government decisions, trade sanctions or other regulatory actions prevent or make it significantly more difficult to perform the service. PostNord will inform the Customer as soon as possible about such suspensions.

7. Sanctions

The Customer warrants that it or the recipient neither directly nor indirectly are subject to any international sanctions (trade and financial sanctions) mandated by the UN, EU, UK or USA. The Customer shall immediately inform PostNord in the case the Customer or the recipient are subject to any sanctions. If the Customer or the recipient are, directly or indirectly, subject to any sanctions, PostNord shall be entitled to refuse to fulfill contractual obligations, terminate the Agreement and be compensated for any damage.

8. Intellectual property rights

All intellectual property rights and technical solutions in connection with PostNord's services and associated software are and shall remain the property of PostNord and shall not be considered transferred to the Customer, nor may they be utilized by the Customer over and above what is specifically permitted under the Agreement.

9. Direct Customs representative

In the event that PostNord, or the person PostNord appoints in its place, prepares customs declarations on behalf of the Customer when goods are exported or imported, PostNord, or the person appointed by PostNord, shall act as a direct customs representative (in the name of the Customer and on behalf of the Customer). In this connection, PostNord's national Special Terms and Conditions for Customs Representative applicable from time to time apply.

10. Confidentiality

PostNord complies with national and international rules regarding postal service, data protection and telecommunication. PostNord will treat all information concerning the Customer's use of postal service confidential.

The Parties are obliged to handle confidential information according to NSAB.

Confidential information includes the Agreement and any information of a

technical, commercial, financial or other nature, which by its nature constitutes confidential information (e.g. customer registers, commercial information on individual business events, prices and pricing calculations), or which has been clearly specified by the disclosing part as confidential by labeling or otherwise.

The Parties may not inform third parties regarding the Agreement unless otherwise agreed in writing or prescribed by law. However, both Parties shall be entitled to provide such information regarding the Agreement as required to enable a supplier or service provider to perform its services. Such information shall not include price information. The supplier or service provider which receives information regarding the Agreement must also be obliged to comply with the confidentiality provisions above.

PostNord is entitled to pass on all documentation and information which PostNord has received from the Customer in order to handle or assess claims from the Customer, if PostNord wishes to recourse claims against a third party, among others but not limited to sub-suppliers or insurance companies.

PostNord may inform other companies within the PostNord Group in respect of the Agreement. In connection with the transfer of activities to another legal entity or the transfer of shares in a subsidiary, PostNord shall, however, be entitled to present the Agreement to the receiving company.

If a Party is required to notify a public authority of the Agreement, such shall occur with a request that the Agreement be classified as confidential while lodged with the public authority.

The Customer must ensure that documentation and instructions made available from PostNord are kept in a safe manner and do not fall into the hands of third parties, and that the documentation is handed over to PostNord at the termination of the Agreement.

The confidentiality obligations are binding until 5 years after termination of the Agreement.

11. Scanning of items

If PostNord deems it necessary for compliance with the Agreement or legislation, PostNord shall be entitled to check content of items through X-ray machine or similar.

12. Processing of personal data

The Parties are responsible for complying with the applicable data protection legislation. Unless stated otherwise in the Special Terms and Conditions, each Party determines the purposes and means for its processing of personal data and is therefore an independent controller for such processing.

For services where PostNord is the processor, the stipulations in the Special

Terms and Conditions for the specific service apply.

When providing the services under this Agreement, PostNord does not process personal data in items handled by PostNord and is therefore neither the controller nor the processor for such processing. The sender of the item is the controller for the processing of such personal data.

PostNord's processing of personal data as controller is described in PostNord's Privacy Notice, available at <https://www.postnord.com/privacy-policy/>, and as updated from time to time.

13. Changed circumstances

The Customer must inform PostNord in respect of changes – especially with regard to name or company name, e-mail address, postal address, and where applicable, credit cards and account numbers for autogiro transfers – which, taking into account agreements between the Parties, are of significance for PostNord. All changes must be notified in due time.

14. Assignment

The Customer's rights and obligations in accordance with the Agreement may not be assigned to a third party without PostNord's written consent.

PostNord shall be entitled, without the Customer's consent, to assign its rights and obligations, in one or more stages, either in whole or in part, to any company, including affiliated companies, within the PostNord Group. However, PostNord shall always inform the Customer about such assignment.

PostNord is entitled to use sub suppliers to perform its obligations according to the Agreement.

15. Notifications

For both Parties apply that notifications must be sent to the address (physical or electronic) and contact information given in the Agreement, to a new address supplied after the conclusion of the Agreement or to the latest known address.

16. Termination

16.1 Termination for convenience

The Agreement may be terminated pursuant to the provisions concerning same in the Customer Agreement. If the Agreement covers multiple services, the Agreement may be terminated on corresponding terms for one or more services, such that the Agreement remains in effect in respect of the remaining services.

PostNord also has the right to terminate a service with three months' notice if PostNord is completely discontinuing the service.

By the termination of the Agreement the Customer must refrain from using and immediately return all properties of

PostNord. PostNord may without payment request the return of PostNord forms remaining in the possession of the Customer.

16.2 Termination for cause

Either Party is entitled to terminate the Agreement with immediate effect in the event of material breach of contract by the other Party. This may, for example, comprise:

- The other Party having significantly failed to fulfil its obligations, and failing to remedy the situation within a reasonable period of time having been made aware of the situation.
- The other Party is in default of payment for a period of more than ten days following the due date for payment and does not rectify the breach within a reasonable time of a demand for rectification of the breach.
- The Customer failing, immediately after having been requested to do so by PostNord, to post sufficient security for the Customer's payment of amounts fallen due, in the form of an irrevocable bank guarantee or similar.
- The Customer being subject to compulsory composition, entering into liquidation, issuing a statement of insolvency, being declared bankrupt or entering into any other arrangement that results in the Customer's creditors being unable to have their claims covered in full, or if the state of the Customer's assets otherwise gives grounds to assume that the Customer will be unable to pay any amount when it falls due under the Agreement.

If the Agreement is terminated by PostNord pursuant to the present section, the Customer shall not be entitled to reimbursement of any payments already made.

17. Governing law and venue

The Agreement and all matters relating thereto is governed by the laws of the country of the signing PostNord company.

The venue for any dispute arising out of the Agreement shall be the City Court of the capital of the country of the signing PostNord company.