

General Terms And Conditions for Parcels

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General Terms and Conditions for Parcels applicable from 1 June 2022

I. INTRODUCTION

1. Definitions

The following definitions apply to these General Terms and Conditions:

bpost: the limited liability company under public law bpost, with registered office at Boulevard Anspach 1 Box 1, 1000 Brussels and listed in the Crossroads Bank for Enterprises under number 0214.596.464 (and its employees, agents and independent subcontractors).

Customer: any natural person or legal entity that presents a Parcel for Transport to bpost and/or any person able to assert any interest, as sender, addressee or in any other capacity, in the Parcel or its delivery.

Contractual Customer: Every Customer bound by a special agreement with bpost ("Parcels contract") concerning the Transport of Parcels.

Non-contractual Customer: Every Customer not bound by a special agreement with bpost ("Parcels contract") regarding the Transport of Parcels.

Operational Guides: all technical or operational guidelines (or instructions) published by bpost and relating to Parcel drops, as adapted from time to time and available in particular at

http://www.bpost.be/site/nl/business/send_post/deposit/masspost

Parcel: any envelope, package, bag or any load fulfilling the requirements for Transport as a Parcel, as defined in the regulations, these General Terms and Conditions and the Operational Guides entrusted by the Customer to bpost for Transport.

Transport: all actions and services concerning the Parcel (including – if applicable – pick-up, sorting, transport and delivery to the destination address).

Parcel Locker: Automated locker station wherein the Customer can drop off Parcels for further treatment by bpost, as indicated hereunder and the addressee can pick up Parcels.

Drop-off Box: Box wherein the Customer can drop off Parcels for further treatment by bpost, as indicated hereunder.

Pick-up Box: Box in which the addressee can pickup Parcels.

2. Scope

These General Terms and Conditions for Parcels (hereinafter referred to as the 'General Terms and Conditions') come into effect on the date stated above and apply to the following Parcels Transport services provided by bpost: bpack 24h Pro, domestic and international pick-up points (bpack@bpost), domestic and international parcel lockers (bpack 24/7), bpack World Express, bpack World Express Pro, bpack World Business, bpack Europe Business, bpack 24h Business, bpack Easy Retour, bpack retour retail and bpack World Easy Return, bpack XL, as well as the options offered for these services.

These services and the contractual relation between the Customer and bpost are subject to the provisions of the CMR Convention of 19 May 1956 on the Contract for the International Carriage of Goods by Road and / or the Montreal Convention of 28 May 1999 for the Unification of Certain Rules Relating to International Carriage by Air, as appropriate.

3. Acceptance of the General Terms and Conditions

3.1 When a Customer drops a Parcel with bpost for sending (or has it picked up by one of the bpost pick-up services, which is covered by the term "drop" in these General Terms and Conditions), the Customer accepts these General Terms and Conditions without reservation, on its own behalf and on behalf of any person involved in the Parcel.

These General Terms and Conditions also apply to the services provided by any person to whom bpost relies on to collect the Parcel (unless the collection service is subject to specific conditions; in that case, they are sent to the Customer for approval), transport and/or deliver it.

No member of staff, agent or subcontractor of bpost is authorized to ignore, change or adapt these General Terms and Conditions. If the Customer entrusts the Parcel with oral or written instructions contrary to these

General Terms and Conditions, bpost shall not be bound by such instructions. Derogations from these General Terms and Conditions are possible only on the basis of written confirmation detailing the exact scope of those derogations made on behalf of bpost by a person duly authorized to do so.

The General or Special Terms and Conditions of the Customer or of other parties than bpost shall never apply.

3.2. The General Terms and Conditions can be accessed at any time in the parcels section of the bpost website <http://www.bpost.be/nl/terms-and-conditions> and are available at post offices and the other locations at which bpost accepts parcel drops (with the exception of Parcel Lockers and Drop-off Lockers).

The applicable rules as stated in bpost's Operational Guides also apply to the Parcel Transport services referred to in these General Terms and Conditions.

The Operational Guides can also be accessed at the bpost website (<http://www.bpost.be/site/nl/professionele-oplossingen/brieven-en-kaarten/masspost>)

3.3. bpost reserves the right to unilaterally change the Special Agreement, the Tariffs, the General Conditions Parcels, the Operational Guides and the License Contract at any time, on the understanding that such a decision will have no impact on the Transport conditions for Parcels previously entrusted to bpost. In the event of a change, bpost will notify the Customer of this in writing at the latest thirty (30) calendar days before the changes take effect. If the Customer does not agree with these changes, he can terminate the services without compensation by sending bpost a registered letter within twenty (20) calendar days following the notification by bpost of the change. Such early termination by the Customer will commence on the last working day of the month in which the Customer informed bpost of the early termination by registered letter.

II. PRESENTATION OF THE PARCELS

1. Dangerous goods and other prohibited goods

1.1. bpost will not transport any goods that are illegal or that cannot be transported safely (hereinafter referred to as "Prohibited Goods").

Parties accept that bpost is not liable for Prohibited Goods.

Prohibited Goods amongst others include:

- drugs, narcotics and psychotropic substances;
- chemical products, explosive, flammable or radioactive substances and other hazardous substances, carbon dioxide in solid form (carbon dioxide snow);
- pressurized gas, poisonous or corrosive substances, fuels and organic peroxides;
- Perishable biological and/or infectious substances, foodstuffs and tobacco-based products or other products liable to excise duty;
- Vegetable products, live animals, parasites or animal products;
- Weapons, essential parts of weapons and ammunition, imitation weapons, knives, swords, daggers and any other sharp or cutting object;
- Objects, documents or substances in general whose import, export, production, circulation, distribution, use, possession, sale or transport is prohibited by law;
- Objects bearing statements that are contrary to public order or common decency;
- Objects that due to their shape, nature or packaging could constitute a danger to people, or could damage other mail items, bpost material or goods of third parties (including Parcels);
- Mail items to prohibited destinations or containing prohibited goods under trade law;
- Mail items containing counterfeit goods;
- Bearer securities, with the exception of cheques to a named payee in the sum of up to EUR 500 per Parcel and sent if a basic warranty is bought (see article VI.3.1), coins, banknotes;
- Jewelry, (not including trinkets, provided they do not contain gold, silver or precious stones, the value does not exceed EUR 500 per Parcel and if a basic warranty is bought (see article VI.3.1), works of art and collectibles or other valuable materials, including animal furs;
- Parcels with a value that exceeds EUR 5,000.

1.2. Parcels whose Transport and handling are subject to ICAO (International Civil Aviation Organization) and IATA (International Air Transport Association) rules for the international transport of dangerous goods, ADR ('Accord Dangereux Routier', the European Agreement concerning the International Carriage of Dangerous Goods by Road) rules and other relevant national or international rules (hereinafter referred to as "Dangerous Goods") cannot be dropped for Transport with bpost without the prior written agreement of bpost.

The list of Prohibited and Dangerous Goods can also be read in bpost's Operational Guides.

2. Special safety stipulations for air cargo

2.1. If the dropped Parcel is to be transported by air, the Customer must provide a full description of the contents of the Parcel on the waybill, docket or document serving to that end.

2.2. Air cargo may be subjected to content restrictions, as established by ICAO/IATA. No parcel is permitted to have any contents that contravene these restrictions.

2.3. Under EU rules, all airmail is subjected to security checks before it is loaded onto the aircraft.

3. Obligations of the Customer

Dropping Parcels with bpost for Transport implies that:

- i. the Customer has prepared the Parcel or has had a trustworthy person to do this and the Parcel is protected from illegal interference during preparation, storage and transport before it was dropped with bpost;
- ii. the contents of the Parcel are correctly described, where applicable;
- iii. the delivery address and all other data needed to deliver the Parcel are precise, legible and complete; bpost reserves the right to apply a tariff surcharge if the Parcel cannot be delivered due to missing or incorrect address details;
- iv. the sender's address (or the return address) is precise, legible and complete and is located in Belgium;
- v. the Parcel bears a readable barcode. If the barcode is missing or unreadable, bpost reserves the right to affix one and to apply a tariff surcharge;
- vi. the Parcel has been carefully packaged in suitable, homogeneous packaging, so that the Parcel is able to withstand the disadvantages and risks of Transport and cannot cause any damage to bpost or third parties. If the Parcel comprises more than one part, that these cannot become separated from each other; Different Parcels must not be bound to each other; It must be possible to deliver the Parcel in its original packaging. For more guidelines, see our Operational Guides;
- vii. the shape, contents and dimensions of the Parcel are such that it can be handled automatically by bpost. For more guidelines, see Operational Guides. If automated sorting by bpost is not deemed possible, bpost reserves the right to apply a tariff surcharge;
- viii. an electronic file will be provided when the Parcels are dropped. If there is no such file or the file is missing essential information for delivery, bpost reserves the right to apply a tariff surcharge;
- ix. For a bpack XL Parcel: the mail address of the addressee, the dimensions and the weight of the

Parcel must be provided electronically with the announcement. If such information is missing or incorrect, bpost reserves the right to apply a tariff surcharge;

- x. the Parcel does not contain alcohol if the addressee is a persona that does not meet the minimum national age requirement for the consumption of alcohol. The Customer is liable for checking the addressee meets the minimum national age requirement when sending alcohol;
- xi. all applicable laws and regulations with respect to customs, import, export, embargo and other laws and regulations are fulfilled;
- xii. unless the prior written agreement of bpost, the Package does not contain any Prohibited or Dangerous Goods, as described in Article II.

Without prejudice to the other rights of bpost, the Customer will indemnify bpost against all claims of third parties ensuing from the Transport of Prohibited or Dangerous Goods and the Customer will compensate bpost for all damage or losses suffered as a consequence, including legal costs.

4. Customs formalities

4.1. The Customer is exclusively liable for customs formalities, observance of applicable regulations and the submission to the authorities of all necessary and useful documents. bpost does not accept any liability vis-à-vis the customs authorities with respect to the Parcels.

4.2. If, owing to circumstances, bpost is obliged or willing to act as an intermediary with respect to customs formalities, these duties shall be discharged by bpost or by a customs representative appointed by bpost on the Customer's behalf and at the Customer's expense or on behalf and at the expense of the addressee of the Parcel.

If a customs authority demands additional documents to confirm bpost's authority to act as an intermediary with respect to the customs formalities, the Customer is responsible for providing such documents at its own expense.

4.3. The Customer confirms that all declarations and information provided by it with respect to the export and import of the Parcel are true and correct. It acknowledges that it will be liable to civil and/or criminal prosecution if it makes untrue or misleading declarations about the Parcel or the Parcel's contents, which may give rise to the confiscation and sale of the Parcel, among other things.

4.4. Any intermediation or assistance by bpost with respect to customs formalities shall be entirely at the Customer's expense, responsibility and risk. The Customer indemnifies bpost against any claim brought against bpost



in relation to the information provided to bpost by the Customer and shall compensate bpost in full with respect to this.

4.5. All customs penalties, storage costs and other costs incurred by bpost with respect to a Parcel shall be charged to the Customer. If bpost decides to present the addressee of the Parcel with the bill and the addressee refuses to pay it, the sender agrees to pay these costs.

5. Acceptance of Parcels by bpost

5.1. The acceptance by bpost of a Parcel for Transport does not entail any acknowledgement by bpost that the Parcel fulfils all conditions of Transport. The Customer is liable for ensuring the Parcel fulfils the conditions of Transport by virtue of the applicable laws and regulations and these General Terms and Conditions.

5.2. If a Parcel does not fulfil the conditions set down in article II.1 of these General Terms and Conditions or the applicable laws and regulations, based on its nature (such as size, format and weight), its contents or in another way, bpost has the right to:

- i. refuse to accept the Parcel;
- ii. return or keep the Parcel if it has already been accepted;
- iii. if allowed, transport the Parcel by another means of transport than agreed (e.g. a Parcel not permitted as air cargo may be transported by road) without notifying the Customer in advance.

5.3. The Customer is liable towards bpost if the refusal or suspension of the Transport results in any costs or liability of bpost. bpost may require the Customer to pay the extra costs and expenses as provided for in article IV.1.

5.4. If bpost observes that a Parcel could pose a danger to people or objects, bpost is entitled to have the Parcel destroyed at the Customer's expense and risk and on the Customer's responsibility.

5.5. The Customer will indemnify bpost against all losses and damage ensuing from the Customer's failure to observe all applicable laws and regulations and against the Customer's non-fulfilment of its obligations.

III. TRANSPORT OF PARCELS

1. Right of inspection

The Customer agrees that bpost and any state authority,

including the customs service, may open and inspect the Parcel at any time, without its prior agreement.

2. Route

bpost carries out the Transport to the destination address as it sees fit, being understood that the Transport from Belgium to an address in Belgium will always be made by road.

3. Delivery

3.1. Domestic Parcels Transport Services

3.1.1. The delivery of the Parcel consists of its delivery at the address provided by the Customer in the electronic announcement file. If this data is missing, bpost foresees the delivery on the address mentioned on the shipping label on the Parcel.

The place of delivery must be freely accessible without obstacles and must be accessible using certain means of transport. If the Customer or an addressee provides additional information about the desired place of delivery, bpost has no contractual obligation to take this information into account.

bpost has no obligation to give the parcel to the addressee in person at the stated address. If there is a reception at the stated address, delivery can be made there. If the address is in an apartment building, bpost can deliver the Parcel at the entrance to the building.

If no one is present at the stated address, bpost reserves the right to deliver the Parcel to a safe place at the stated address or to a neighbour. The addressee will be notified of this in writing by bpost.

3.1.2. The addressee may give permission for the Parcel to be delivered to another location (if no one is present at the stated address) by means of a method of communication chosen by bpost when this service is offered by bpost.

Another location may be:

- i. a neighbour, defined as a specific neighbour selected by the addressee or any neighbour, defined as a person who is present in the same or a neighbouring building, no more than 50 metres from the original address stated on the Parcel;
- ii. a safe place, being a place chosen by the addressee and located at the original address stated on the Parcel. The addressee is asked to designate an accessible and dry Safe Place that is not visible from

the public highway;

- iii. a Pick-up point, which means (1) a Post Office or (2) a Post Point or (3) a bpost Parcel Point or (4) a Parcel Locker. The addressee may choose to have the Parcel delivered directly to a Pick-up Point without bpost first having tried to deliver the Parcel to the address stated on the Parcel.

bpost reserves the right to deliver the Parcel directly to a Pick-up Point if bpost deems this change to be in the interests of the addressee, in which case bpost will notify the addressee by email.

If the execution of the Preferences is not operationally possible, bpost reserves the right to deliver according to the standard modalities as described in 3.1.1.

3.1.3. In case of delivery to a safe place, bpost has the right to take a picture of the Parcel at the safe place.

3.1.4. If the stated address contains the identification details of a Parcel Locker or a Pick-up Locker, the Parcel will be placed in a Parcel Locker or Pick-up Locker at the stated location, where it can be picked-up by entering or scanning a unique code. In that case, the delivery by bpost is completed when the Parcel is placed in the Parcel Locker or the Pick-up Locker.

3.1.5. Certain parcel transport services include a second presentation (automatically or as a paid option) at the stated address the next business day if the Parcel cannot be delivered at the first presentation, as stated in the above articles.

If the Parcel cannot be delivered at the first presentation or, where applicable, the second presentation, a notice will be left at the address of the addressee.

If the Parcel is delivered to a bpost Parcel Locker, it will remain there for 5 calendar days (not including the day of presentation) before it is returned to the sender.

If the Parcel is delivered to a bpost Pick-up Point, it will remain there for maximally 15 calendar days (not including the day of presentation) before it is returned to the sender.

The Customer acknowledges acceptance of the consequences of the delivery of a Parcel to a Pick-up Point for up to maximally 15 calendar days (especially with regard to a consumer's right to return goods bought online).

3.1.6. A Parcel that is not accepted when presented or that is not picked up within the aforementioned term during which it is kept, will be returned to the Belgian address of the sender or the return address stated on

the Parcel. bpost reserves the right to charge a tariff surcharge.

If bpost is unable to return the Parcel to the sender or the stated return address or the sender's address or the return address is located in a foreign country, bpost reserves the right to destroy or sell the Parcel as it sees fit. The revenue from that sale will first be used to meet the transport costs and other costs or outstanding expenses with respect to the Parcel.

3.1.7. A Parcel cannot be delivered to a PO box. For the other conditions with regard to this, see the General Terms and Conditions of the Service for the Hire of PO Boxes, which can be read on the bpost website at <http://www.bpost.be/nl/terms-and-conditions>

3.2. Outbound International Parcels Transport Services.

3.2.1. Parcels subject to outbound international Parcels Transport shall be delivered in accordance with the laws and regulations of the destination country and with the procedures of delivery partners that bpost uses in these destination countries.

3.2.2. The delivery of the Parcel consists in its delivery at the address stated by the sender, insofar as provided for by the laws and regulations of the destination country and by the procedures of bpost commercial partners.

- bpost is not obliged to deliver the Parcel personally to the addressee;
- the place of delivery must be freely accessible without obstacles and must be accessible with the aid of certain means of transport;
- if the address stated by the sender has a reception, the Parcel may be delivered to that reception;
- Unless agreed otherwise, the Parcel is only presented once to the destination delivery address. If, upon this presentation, the Parcel cannot be delivered, a notice shall be left at the destination address. The Parcel is then kept in accordance with the terms set out in the laws and regulations of the destination country and the procedures of bpost partners.

The person taking receipt of the Parcel signs a receipt of delivery of the Parcel, except where this service is not available in the destination country or where the address stated by the sender of the Parcel corresponds to a PO box or a poste restante address (if this service is accepted in the destination country).

3.2.3. A Parcel will not be delivered to a PO Box. If a PO Box is incorrectly stated as the delivery address, the further handling of the Parcel is subject to the laws and regulations of the destination country and the procedures

of bpost partners are applicable.

3.2.4. A Parcel that is refused during its delivery or not picked up from the place where it is held after attempted delivery within the period stated above shall be returned to the sender's address in Belgium unless it has been agreed that bpost shall destroy the Parcel. Any extra costs connected with this return (customs duties, taxes, VAT, storage costs and costs billed by bpost in the event of refusal, failure to collect or impossibility of delivering a parcel within the framework of the bpack Europe Business service, and so on) will be payable by the Customer. If bpost is unable to return the Parcel to the sender or if the address of the sender is located in

a foreign country, bpost reserves the right to destroy or sell the Parcel, as it sees fit. The revenue of such a sale shall be used to meet the transport costs, other costs or outstanding expenses with respect to the Parcel.

4. Delivery terms

4.1. Domestic Parcels Transport Services (indicative timeframes)

bpost will do its utmost to present the Parcel at the destination address within the timeframes applicable to the service in question, which are available from the bpost website. bpost neither underwrites nor guarantees in any way the actual delivery within these timeframes. The Customer recognizes that bpost cannot be held responsible for delays.

4.2. Outbound International Parcels Transport Services

a) bpack World Business: as a guideline, bpost will do its utmost to present the Parcels at the destination address within the following delivery times:

- For Luxembourg and the Netherlands: the first working day after the drop day (D+1);
- For other countries inside and outside the European Union: see the website www.bpost.be/bpack (product bpack World Business).

bpost neither underwrites nor guarantees in any way the actual delivery within these terms.

The Customer recognizes that bpost cannot be held responsible for delays.

b) bpack World Express Pro:

- See www.bpost.be/bpack (bpack World Express Pro product);

- The terms stated for the bpack World Express Pro product are plus 1 to 3 Business Days for deliveries in difficult to access zones (such as islands and remote territories).

The Express delivery shall be considered as a late delivery (as defined in the CMR Convention) when the first attempt at delivery did not take place after a period equivalent to twice these delivery times.

5 Delivery with proof of receipt (= Signature option)

5.1. Domestic Parcel Transport service

5.1.1. If the sender has selected Delivery with proof of receipt, the Parcel will be delivered with proof of receipt.

In the event of delivery to the addressee's address, the proof of receipt will be the signature of the person who takes receipt of the Parcel.

In the event of delivery to a neighbour, the proof of receipt will be the signature of the person who takes receipt of the Parcel at the neighbour's address.

If the Parcel is delivered to a safe place, the proof of receipt will be the photo taken by bpost at the safe place.

If the Parcel is delivered to a bpost Parcel Locker, the proof of receipt will be the opening of the Locker with the barcode sent by bpost to the email address provided by the sender or the email address linked to the delivery preferences by means of matching.

This proof of receipt is made available in electronic form (scan) at www.bpost.be/bpack (bpost business active e-services e-tracker), as described in more detail in the Operational Guides.

The Customer acknowledges that the proof of receipt as kept by bpost in its registers and made available to the Customer at the aforementioned address constitutes irrefutable proof of delivery.

5.2. International Parcels Transport Services

5.2.1. The 'Signature' option is optional and subject to an additional charge insofar as this option is available in the destination country. In this case, the person who takes receipt of the Parcel at the destination address must sign for it. This signature is not made available in electronic form to the sender at www.bpost.be/bpack, but is available on request from Customer Service (Phone: 02 201 11 11) or service.centre@bpost.be).

6. Pallet exchange

bpost can never be responsible for the exchange or recuperation of pallets transferred to or via bpost, unless expressly and by contract agreed between Parties.

M. RATES AND PAYMENT

1. The Customer must pay the price for the Transport of the Parcels that are dropped with bpost for Transport, as well as the price of the selected options and the additional surcharges, costs and expenses (return costs, storage costs, etc.) as described in the special agreement.

Unless expressly agreed otherwise, this price is established on the basis of the tariffs valid on the date of issue of the Parcel. If bpost establishes that a given Parcel for Transport has been offered at a price that does not correspond to the applicable prices, bpost may refuse or suspend the Transport of this Parcel as well as charge the Customer the difference between the tariff paid and the applicable tariff.

2. The prices are excluding VAT. VAT and all other current and future indirect taxes, all taxes, duties and charges imposed by or on the authority of any government by virtue of or as a result of these General Terms and Conditions (excluding tax on income or profit) are always payable by the Customer and will, where applicable, be added to and be due with the price.

3. bpost reserves the right to apply additional surcharges to the prices. The amount and the terms and conditions of application will be established by bpost. bpost has the right to apply or change surcharges at any time without prior notice, provided bpost notifies the Customer about this in an appropriate way, as set down in the special agreement, and this decision does not impact the conditions of Transport of Parcels already dropped at bpost. If the Customer drops Parcels for Transport at bpost, this entails the Customer's acceptance to pay the applicable surcharges to bpost.

4. In the event of non-payment by a Customer of any amount due from the Customer to bpost or in the event of any debt on account of the Customer pursuant to non-observance of these General Terms and Conditions, bpost may exercise a right of retention or right of distraint on any Parcel the Customer has an interest in and that bpost has under its supervision. This right of retention or right of distraint also applies to security on debts incurred by the Customer ensuing from the Transport of other Parcels than the Parcel with respect

to which these rights are exercised. The Customer cannot claim any compensation or right of retention from bpost.

V. LIABILITY

bpost is liable for the Parcels only as from the moment when it accepts the Parcels for handling. The Customer may entrust the physical dropping of Parcels to an agent that drops the Parcels on the Customer's behalf and at the Customer's expense. In that case, bpost has the right to demand a valid, written power of attorney as a condition of acceptance of the drop in question.

For Parcels dropped at the counter of a Post Office, Post Point or bpost Parcel Point, that moment corresponds to the time at which the Parcel is dropped at the counter.

For Parcels dropped at a Parcel Locker or a Drop-off Locker, that moment corresponds to the time at which the Parcels are picked up by bpost, of which, with regard to the bpost Parcel Lockers, the Customer will be notified through the communication channel bpost deems most suitable.

For pick-ups at the Customer or deliveries by the Customer at a bpost depot, this corresponds to the time at which the bpost documents are signed, except in the cases enumerated below. If there are no bpost documents or if there are more than 40 Parcels of any given type and/or if bpost uses trailers to make a pick-up at the Customer, this corresponds to the time at which bpost performed the first scan.

In the event of a pick-up with trailers in which Parcels are consolidated by bpost at the Customer, the Customer is responsible for loading the Parcels into the trailer. The Customer must ensure that the Parcels are stacked safely to avoid damage during Transport. The Customer is solely responsible for damage if loading is not done in accordance with applicable laws.

If the Customer has chosen to present its Parcels for drop-off or pick-up on a pallet, in a container, a blue tray, a bag or another receptacle, the Customer acknowledges and accepts that bpost will count the number of recipients rather than the number of individual Parcels.

With regard to the parcel return services payable by the Customer (the "Return" services), the Customer is responsible for making sure that the person who returns the Parcel (hereinafter referred to as the "Returner") directly to the Customer or to a foreign operator able to pick up or return returned Parcels to the Customer (hereinafter referred to as the "Foreign Operator Returner") complies with these General Terms and Conditions (including the Operational Guides) or the General Terms and Conditions for the handling of International Parcels (in the case of bpack World Easy

Return mail items).

The Customer indemnifies bpost for damage pursuant to a complaint about the handling of the Return mail items by the Returner, the Foreign Operator Returner or another third-party.

bpost cannot be held liable for the use of incorrect or incomplete labels or the improper or fraudulent use of a Return label by the Returner, the Foreign Operator Returner or another third-party.

The Customer is solely responsible for ensuring the compliance of the Returner with all applicable regulations and will compensate bpost in full for damage pursuant to a complaint by the Returner, the Foreign Operator Returner or another third-party pursuant to an (alleged) breach of those regulations.

1. Limitation of liability

1.1. Without prejudice to the application of any mandatory standard, the liability of bpost shall be limited to the indemnification of direct losses up to the following amounts.

1.1.1. Road transport:

1. Loss or damage:

Except in the case of written agreement to the contrary between parties, if the Parcel is exclusively transported by road, (which is the case for all domestic Parcel Transport services and for Transports to neighbouring countries) to a signatory country of the CMR Convention) the liability of bpost for the loss of or damage to the Parcel is limited to a maximum amount corresponding to 8.33 special drawing rights* per kilogram of gross weight plus the costs of franking.

If a Parcel is delivered to a Parcel Locker or a Pick-up Locker, bpost cannot be held liable for visible damage.

bpost cannot be held liable for loss or damage if a Parcel is delivered to a safe place that the addressee has registered as a preferred delivery location.

2. Late delivery:

Without prejudice to the stipulations of Article V.2, bpost can only be held liable for delay in the case of an Express shipment. For such shipments, in the event of delay leading to the Customer or the recipient of the parcel suffering a direct loss that it can prove, the liability of bpost is limited to the amount paid by the Customer to bpost for the Transport of the Parcel that was delayed

(franking).

Customers are entitled to opt for a fixed compensation of an amount equal to 10% of the amount paid by the Customer to bpost for the Transport of the Parcel that was delayed.

1.1.2. Air transport:

If the Parcel is exclusively or partially transported by air, without prejudice to the stipulations of Article V.2, the liability of bpost for the losses, damages or delay caused by bpost within the framework of the delivery of a Parcel or the part of the Parcel in question is limited to a maximum amount (in the case of total loss) corresponding to 19 special drawing rights* per kilogram of gross weight (in accordance with the Montreal Convention of 28 May 1999 for the Unification of Certain Rules Relating to International Carriage by Air).

1.1.3. If the abovementioned limitations to liability are not applicable for any reason, the liability of bpost for losses the Customer is able to prove it has suffered with respect to any Parcel is limited to EUR 10 per kilogram of gross weight.

1.1.4. Complaints and claims for compensation below EUR 5 for a Parcel are not accepted/paid out.

2. Exclusions from liability

2.1. Without prejudice to the application of any rule of mandatory law, bpost shall not be liable if the Parcel is lost, damaged, delayed, wrongly delivered or not delivered as a consequence of:

(i) circumstances beyond the control of bpost, such as:

- acts of government (e.g. controls, embargos and seizures undertaken by competent authorities);
- acts of god, including earthquake, cyclone, storm, flood, fire, mist, snow or frost, disease, war, accident, act of terrorism, industrial action, embargo, air threat, local dispute or riot;
- national or local disruption of air or road transport, mechanical problems of means of transport or machines;
- latent defects or defects inherent to the contents of the Parcels.

(ii) actions or negligence of the Customer or of a third-party such as:

- non-fulfilment of the Customer's obligations;
- actions or negligence of the state or the customs service.

(iii) the Parcel containing an illegal, dangerous or perishable good without the prior written agreement of bpost, or in quantities or under conditions not corresponding to those agreed, even if bpost initially accepted the Parcel.

2.2. bpost is not liable for any indirect losses (including loss of income, data, profit, markets, market opportunities or damage to reputation) pursuant to the loss of, damage to or delay in the delivery of the Parcel, even if bpost was aware that such losses could occur.

2.3. The liability of bpost will never exceed (i) the amount invoiced to the Customer by bpost in a contract year or (ii) EUR 250,000 in a contract year (whichever is lower), regardless of the number of claims and/or the losses. For the first contract year, the invoiced amount is prorated.

3. Cash on Delivery Mail Items

The rules applicable to cash on delivery mail items (including those relating to the maximum authorized amounts, collection amount, collection methods, reimbursement methods, unsuccessful presentation of the Parcel, mandatory references, et cetera) are stated in the brochures and rates of bpost.

In the event of cash on delivery Parcels, bpost is responsible only for collection of the amount of money stated by the sender. bpost is never liable if the payment instruments or documents do not result in actual payment of this sum.

If the Parcels are delivered to the addressee without collection of the amount that bpost should receive, bpost is obliged to pay the Customer compensation of no more than this amount, without prejudice to any claim against the person to whom the Parcel was delivered.

4. COMPENSATION in case of loss or damage of a Parcel

As stated under article V above, bpost will only compensate the Customer for direct losses actually suffered and proven, due to the loss of or damage to a Parcel.

Direct losses actually suffered are calculated on the basis of the actual and proven value of the Parcel contents on the drop date, plus the costs of sending.

To determine the actual value, the Customer must produce proof of the value of the contents of the Parcel on the date of their acquisition by the clients (for example, a purchase invoice) and product proof of the actual value of the Parcel contents on the drop date at bpost. The latter can never be superior to the acquisition

cost, digressive depreciated by 15% per year as from the acquisition date (every partial year counting as a full year).

These principles also apply when the Customer has opted for a Warranty. The declaration on the value of the Parcel contents as declared by the Customer in relation to a Warranty bought by the Customer has no impact on the calculation of the compensation as stated in this article, as bpost is not able to verify the correctness or the plausibility of this declaration of value at the time of the Parcel drop.

Pursuant to a payment by bpost of a compensation for direct damages to Parcels of the Customer, and as a result of this payment, bpost is subrogated to the rights of the compensated Customer towards third parties and the Customer grants permission to bpost to use the name of the Customer in any suit or measure that bpost wants to undertake to protect its rights.

The Customer also undertakes to work with bpost in order to provide the required documents, information and assistance for the suit or measure, subject to compensation of the related costs by bpost to the Customer.

VI. OPTIONAL WARRANTY (covering Parcel loss or damage)

bpost shall not accept any mention of “declared” or “agreed” value on any document given to bpost or one of its agents. Such a mention of value of the content of a parcel entrusted to bpost shall not in any way be considered as giving rise to the obligation for bpost to compensate the Customer or the addressee to the limit of this value in the event of loss or damage.

bpost recommends that its Customers buy a warranty to cover loss of or damage to Parcels when using bpost for the Transport of Parcels with a particular contents and/or value.

bpost offers a choice of two optional warranties:

1. Basic warranty

The basic warranty can be bought to cover loss of or damage to contents of all Parcels accepted for Transport and for which the Transport service is referred to in these General Terms and Conditions, except for bpack 24h Business and bpack Europe Business for which the basic warranty is already included in the basis price of the service.

If such a basic warranty is bought, the maximum amount that is paid by bpost in the event of loss or damage is set at €15 for documents and €500 for goods in accordance with the principles stated in these General Terms and

Conditions and in particular article 3 below ('characteristics of the optional warranties).

2. Supplementary warranty

Buying a supplementary warranty is recommended to cover loss of or damage to Parcels for Transport dropped at bpost with a value higher than EUR 500 under the bpack 24 h business, bpack 24 h pro, domestic and international pick-up points (bpack@bpost), domestic and international parcel lockers (bpack 24/7), bpack easy retour, bpack Europe Business, bpack World business, bpack XL and bpack World Express Pro services.

3. Characteristics of the optional warranties

This article covers both the basic warranty and the supplementary warranty.

The warranty is subject to the following limitations:

- The warranty only covers loss, theft or damages to Parcels.
- The maximum amount of compensation for a Parcel containing documents, is set at EUR 15 per Parcel. Cheques to a named payee, gift certificates, purchase vouchers and documents with a commercial value can be compensated up to a maximum amount of EUR 500 (sent with a basic warranty).
- Only direct losses, actually suffered, are compensated in accordance with the principles set out above under article VI.
- The warranty does not apply to:
 - any indirect damages, such as loss of income, profit, data, market opportunities, damage to reputation or image, etc ;
 - delays in delivery of the Parcel;
 - expenses relating to the reconstitution of films, reports, computer programs and the like, other than simple recopying costs;
 - intrinsic defects of goods or in the event of force majeure, cybernetic or terrorist attack or contact with aircraft.
- No warranty can be bought to cover the transport of Prohibited or Dangerous Goods, as described in II.1.
- bpost is entitled to ask for the return of damaged goods for which the Customer demands reimbursement prior to the settlement of the claim. bpost is entitled to dispose of these goods with a view to trying to reduce the amount of the damage. bpost no longer has any obligation to pay compensation if the Customer is

unable to make these goods available.

VI. COMPLAINTS

Without prejudice to article V - Liability, the Parcel is deemed to have been delivered in good condition, unless the addressee reports visible damage or visible loss of contents when the Parcel was delivered.

bpost must be notified of loss of contents or damage that was not visible at the time of delivery within 7 days¹, not including Sundays and public holidays.

For all claims other than loss of content or damage to a package, the customer needs to notify bpost Customers Service of its damages within 21 calendar days from the last physical scan given, as visible on the track & trace.

By post: bpost PB 5000
1000 Brussels
(no franking required)

By phone: Phone: 02 201 11 11

Through the website by filling out the online form:

<http://www.bpost.be/nl/een-probleem-signaleren>

Provided one of the three preceding stipulations is fulfilled, the Customer is permitted to file a complaint with bpost Customer Service up to 1 year² of the delivery. To enable bpost to handle the complaint, the content and the packaging must be submitted to bpost for inspection, along with all information and documents that facilitate the investigations and prove the damage.

If the Customer is not satisfied with the outcome or the handling of the complaint by bpost, the Customer can contact the Office of the Ombudsman for the Postal Industry, established pursuant to the law of 21 March 1991.

Office of the Ombudsman for the Postal Industry

North Gate II,
Koning Albert II-laan 8 bus 4
1000 Brussels
www.omps.be - Phone: 02 221 02 20

VII. OTHER STIPULATIONS

¹ 14 days for air transport

² 2 years for air transport

1. Intellectual property rights

1.1. The intellectual property rights with respect to, among other things, drawings, models, literary works and/or documents (stored durably or in machine language), reports, software and databases, as well as the methods, know-how, concepts and other developments that bpost owns or is licensed to use, will continue to vest in bpost as owner or license holder and all intellectual property rights ensuing from a change or adaptation to these rights, know-how or developments automatically belong to bpost.

1.2. With the exception of the licensing rights explicitly granted to the Customer by bpost with a view to the use by the Customer of certain computer programs, the Customer must refrain from using the rights, know-how and developments of bpost in any way without explicit prior written permission from bpost. The Customer shall endeavor to ensure that its employees, agents and sub-contractors also fulfil this obligation.

2. Protection of personal data

2.1. Under these General Terms and Conditions, the terms "Data Controller", "Processor", "Data Subject", "Personal Data", "Personal Data Breach" and "Processing" (and "Process") have the same meaning as that given to them in the applicable data protection regulations (including the General Data Protection Regulation 679/2016 a.k.a. "GDPR", hereinafter the "Privacy Regulation").

2.2. The Personal Data (surname and first name, address, phone/mobile number or email address and position) of certain members of staff of the Customer, as provided to bpost by the Customer in order to enter into a contract or to perform the services covered by the Contract, will be processed by bpost, who will act as Data Controller of this Data, with a view to providing the agreed services (including managing the contractual relationship, making contact in the event of problems, checking the performance and preventing fraud and abuse).

bpost may also use this Personal Data to contact members of staff in connection with market studies or satisfaction surveys with the aim of improving these services.

bpost also reserves the right to use this Personal Data to provide information about similar services that are offered by bpost to these members of staff, as part of bpost's legitimate interest to promote these services among its customers, among other things by post, email, phone or advertising platforms (such as Google, Facebook, Twitter and LinkedIn) on which the Data Subject has an

account that is linked to his or her email address (after a check by the operators of these platforms).

The Customer will ensure that its members of staff are informed of the aforementioned processing of their Personal Data by bpost.

2.3 The Personal Data will be accessible to our providers of computer services, which must comply with the model contract stipulations of the European Commission if they are located outside the European Economic Area.

The operators of advertising platforms (such as Google, Facebook, Twitter and LinkedIn) will also be given access to the Personal Data to check the existence of an account linked to the email addresses provided and to send our emails to you through their platform. They must comply with the model contract stipulations of the European Commission if they are located outside the European Economic Area.

The Personal Data you provide to us is kept for the duration of the contract and then erased.

If the Customer or a member of staff of the Customer wishes to oppose the use of their Personal Data for the purposes of sending information about similar services offered by bpost, the Customer or the member of staff may do so at any time by sending a signed and dated written request, enclosing proof of identity, to bpost, Data Protection Office, Boulevard Anspach 1 Box 1), 1000 Brussels or by filling out the online form that is part of bpost's privacy charter here:

<http://www.bpost.be/site/en/privacy>.

In certain circumstances, the members of staff of the Customer may inspect their personal data and, where needed, have it corrected or erased, restrict its processing or request its portability by sending a signed and dated written request, enclosing proof of identity, to bpost, Data Protection Office, Muntcentrum (14B), 1000 Brussels or by filling out the

online form that is part of bpost's privacy charter here:

<http://www.bpost.be/site/en/privacy>.

Finally, a complaint may be submitted to the responsible government authority in Belgium if such a request produces no result:

<https://www.gegevensbeschermingsautoriteit.be>

2.4 The Customer must share Personal Data of the addressee with bpost for the Transport of a Parcel (as described in these General Terms and Conditions) by bpost. bpost acts as Data Controller with regard to Personal Data insofar as bpost processes this Personal Data to provide this service, that is organizing the sorting,

delivery and tracking of the Parcel.

bpost

- manages the processing activities that are performed for the Processing and delivery of the Parcel;
- decides which Personal Data must be provided;
- determines whether this Personal Data is entered into operational databases for the purposes of improving address recognition (e.g. by machine reading or matching with other data);
- determines whether Personal Data is used to improve delivery quality (e.g. matching with data regarding the preferred place of delivery in the event of absence);
- determines whether this Personal Data is transmitted to third parties (e.g. acting as subcontractors of bpost);
- determines how long this Personal Data is kept;
- determines who is given access to this Personal Data and to whom this Personal Data is transmitted;
- determines which organizational or technical steps are taken to protect the Personal Data.

The Personal Data of addressees of the Parcels that the Customer entrusts to bpost (the following categories of Personal Data: first name, last name, email addresses, phone numbers, delivery addresses) will be used by bpost, subsidiaries of bpost or subcontractors (Dyalogic, City depot, Parcify, De Buren and bpost subcontractors) for the Transport of the Parcel.

This Personal Data must be accessible to our providers of computer services, which must comply with the model contract stipulations of the European Commission if they are located outside the European Economic Area (European Union).

If the Services include the Transport of a Parcel in a country that is not a member of the European Economic Area, the first name, last name, email addresses, phone numbers, delivery addresses, content and value of the parcels and the desired data or appointment must be shared with the relevant foreign customs authorities and a local operator responsible for delivering the Parcel in the foreign country. These operators must comply with the model contract stipulations of the European Commission if they are located outside the European Economic Area.

The Customer will ensure that these addressees are informed of the aforementioned processing of their Personal Data by bpost and these third-party operators.

2.5. The addresses, email addresses and phone numbers of the addressee of the Parcel that bpost receives from the Customer may be used by bpost to notify the addressee of the operational status (including assessment of the operational service) of the Parcels that bpost will deliver or to propose that the addressee notifies bpost of his or her delivery preferences on the bpost platform designed for that purpose. bpost may securely match the address, surname, first name and email address of the addressee of the Parcel in accordance with the delivery preferences registered on the platform designed for that purpose.

The addresses of the addressees who purchased the contents of the Parcels, as provided by the Customer to bpost, may be used by bpost or by subsidiaries of bpost to facilitate future online purchases of the same addressees by proposing pre-filled addresses.

The first name, surname, delivery address, delivery date and signature of the addressee of the Parcel are made available by bpost on the track and trace platform, where they are kept for three months to provide the Customer with information about its mail item.

2.6. The Customer acts as Data Controller for the Processing of the Personal Data for which it determines the purposes and the means of Processing, including collecting, entering, storing, updating and transmitting the Personal Data to bpost.

As a consequence, the Customer assures bpost that

- i. the Personal Data has been obtained legally from the Data Subjects by virtue of the Privacy Regulation and that they have been transmitted to bpost in accordance with this Regulation;
- ii. it provides bpost with Personal Data that is up to date and relevant to the legitimate purposes set down in the Contract;
- iii. it has provided the Data Subjects with all necessary and relevant information with regard to the Processing of their Personal Data, in accordance with the Privacy Regulation;
- iv. the Processing does not violate any rights of third parties.

bpost and the Customer undertake to fulfil all obligations that are imposed on the Data Controller by virtue of the Privacy Regulation for the Processing.

2.7. bpost and the Customer will indemnify the other Party at all times during and after the performance of this Contract for and against all claims, legal acts, legal procedures or losses by a competent authority, a Data Subject and/or a third-party in connection with an actual or alleged breach ensuing from the Processing under this



Contract or a failure by the Customer, bpost or their employees to fulfil data protection obligations under the Contract. Insofar as permitted by the applicable regulations.

the Customer or bpost is only liable towards the other Party for:

(i) material losses directly caused by a serious or deliberate mistake by the Customer or bpost or their employees

(ii) death and physical injury of a natural person caused by an act or failure to act of the Customer or bpost or their employees in the performance of their duties;

(2) the Customer or bpost is not liable for non-material or indirect losses, including but not limited to economic losses, loss of profit and damage to the reputation or image of the other Party;

(3) the liability of the Customer or bpost will be limited to the amount that bpost invoiced the Customer in the year prior to the claim or EUR 250,000 in each contract year, whichever is lower.

3. Severability, governing law and jurisdiction

3.1. These General Terms and Conditions do not prejudice any rule of mandatory law. If one of the stipulations in these General Terms and Conditions is deemed to be invalid or unenforceable, this shall not prejudice the other stipulations, which shall remain effective in full.

3.2. These General Terms and Conditions are governed by Belgian law. The courts of Brussels are exclusively competent with respect to any dispute pertaining to the existence, interpretation, execution and ending of the Transport agreement entered into by virtue of these General Terms and Conditions. Notwithstanding this, bpost reserves the right to bring any claim against the Customer before the court deemed competent under the common law territorial competency rules.

IX SPECIAL CONDITIONS APPLICABLE TO CONTRACTUAL CUSTOMERS

1. Authorised Senders

In the context of a special agreement between the Customer and bpost, Parcels can only be delivered by senders that have been accepted by bpost and are identified as Authorized Senders in the special agreement.

The Customer remains fully liable for the compliance of the Authorized Senders with his obligations resulting from the special agreement and the present General

Terms and Conditions.

The Customer indemnifies bpost against any possible claim that may be made by authorized Senders against bpost with regard to the Parcels delivered.

2. Payment terms and conditions

bpost grants the Customer a payment term but this grant may be subject to the fulfilment of conditions, including the provision of guarantees, a direct debit for the payment of bpost invoices, and/or payment to bpost of a provision not bearing interest.

If the Customer fails to pay an invoice by the due date, if unpaid or unilaterally cancelled direct debit instructions are returned to bpost, if the Customer does not respect its obligations relative to payment periods, or if a change to the credit situation or solvency of the Customer (including a change to the credit limit established by bpost or the total amount of the Customer's invoices)

no longer justify the payment period granted to the Customer or the amount of the surety, bpost reserves the right to no longer grant a payment period, to unilaterally adapt the amount of the surety and/or to immediately demand payment in cash for subsequent drops, without prejudice to the other measures bpost may claim pursuant to the law or these general terms and conditions in the event of contractual failure to perform by the Customer (including suspension of Transport and/or delivery of the Customer's Parcels and/or termination of the special agreement).

3. Invoicing

bpost shall draw up an invoice relating to the Customer's Parcel drops once per month. Any supplements due shall be invoiced in accordance with the stipulations of the special agreement.

The invoice is due in full in a single payment, within the agreed timeframe, to account number IBAN BE50 0004 0000 0718 | BIC BPOTBEB1

bpost - Finance & Accounting - Accounts Receivable - Service facturation - Boulevard Anspach 1 Box 1 - 1000 Brussels.

If the Customer challenges an invoice or part of an invoice, it must do so within ten (10) calendar days of the invoicing date. This letter must mention the invoice date and number and be addressed to bpost, Bpack Service, Sales Administration Department, Boulevard Anspach 1 Box 1, 1000 Brussels.

Once the ten- (10-) day delay has expired, the invoice is deemed to have been accepted by the Customer. If the Customer challenges only part of the invoice and not its entirety, its payment obligation fully remains for the other unchallenged part of the invoice.

In the event of the dispute of an invoice, bpost shall examine the claim letter. If the requested change (based on merits reasons or formal reasons) is founded, bpost will make the correction once and without charge for the concerned invoice. If the requested change is not founded, the Customer shall be notified by bpost and the Customer must pay the invoice immediately.

If, after correction of an invoice by bpost, it is again challenged by the Customer for one or more other reasons (based on merits reasons or formal reasons), bpost will charge EUR 12.40 as administration costs for such additional correction requests if the change request is not founded.

For any unpaid amount on the due date, interest of seven (7) per cent a year will be charged automatically and without prior notice, as from the due date of the invoice until the full payment date. bpost also reserves the right to demand, without prior notice, a fixed compensation of fifteen (15) per cent of the invoiced amount with a minimum of EUR 65.

Failure to mention the interest rate or the fixed indemnity in any notice letter will not entail any renunciation to bpost's right to demand the interest or fixed indemnity.

The Customer cannot invoke any clearance or right of lien against bpost.

Administrative costs of EUR 7.50 will be charged for any request by the Customer for duplicate documents (such as an invoice or a special agreement).

An administrative fee of EUR 6.20 shall be added to any invoice for an amount lower than EUR 25.

All amounts are excluding VAT, which shall be charged.

4. Termination of the special agreement

4.1. Without prejudice to its other rights, bpost is entitled to terminate by operation of law the special agreement which it has entered into with the Customer, subject to notification by registered letter to the Customer (i.e. without resorting to the court), if the Customer:

- i. commits a serious and irreparable infringement upon the special agreement;

- ii. commits an infringement upon the special agreement that cannot be remedied within ten (10) Business Days of the receipt of the written notification of that infringement;
- iii. fails to pay an invoice in whole or in part;
- iv. is guilty of intentional infringement of the special agreement, fraud or any unfair trade practice and/or
- v. ceases or is at risk of ceasing trading.

4.2. The Customer and bpost are entitled to terminate the special agreement between them, without resorting to the court, by registered letter when:

- i. a liquidator or administrator is appointed to administer the other Party or its assets;
- ii. the other Party is declared bankrupt, is clearly unable to pay its bills or suspends payment;
- iii. the other party is liquidated (with the exception of a liquidation as part of a reorganization that occurs in such a way that the solvent company established as a consequence continues to be bound by the obligations imposed by the other party under the special agreement.

4.3. bpost may unilaterally terminate the special agreement at any time by registered letter with immediate effect, without prior notification and without having to pay any compensation, if new statutory or regulatory stipulations are introduced that would obstruct or render extremely expensive the continued performance of the special agreement.

5. Other contractual stipulations

5.1. Transfer of the special agreement

None of the parties are permitted to transfer the rights and obligations ensuing from the special agreement without the written agreement of the other party, although bpost can transfer the special agreement to one of its associated companies at any time.

5.2. Changes to the special agreement

bpost is permitted, in the event of a change to applicable laws or a decision or other mandatory intervention of a competent authority, to change the special agreement based on this decision or other intervention. In that case, bpost shall notify the Customer in writing of this change as well as the date on which it comes into effect, no later than fifteen (15) Business Days prior to the coming into effect of the change.

5.3. The Customer agrees that it will not make use of Confidential Information in this Contract, or received



pursuant to this Contract, other than with respect to this Contract. The term Confidential Information includes all information of any nature and in any form which is not generally known to the public and which relates to any aspect of the business of bpost, including commercial, marketing, financial, pricing, technical or operational arrangements. The Customer will not communicate Confidential Information to any third-party, except to authorized Senders, as mentioned in article IX.1 here above.

* A special drawing right is an accounting unit used in international exchanges with a value determined on 1 January of every year.



service.centre@bpost.be
www.bpost.be