

General Terms and Conditions My Preferences Service October 2024

The following general terms and conditions come into force on 20/10/2024.

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PART 1: GENERAL TERMS

1. Definitions

The expressions which follow are given these meanings unless the context in which they are used requires a different meaning.

"Addressee" means any natural person or legal entity to whom a Parcel or Registered Mail is addressed.

"Another Location" means for distribution of a Parcel: (1) the address of a Neighbour if the Addressee is not home, (2) a Safe Place if the Addressee is not home or (3) a Pick-up Point if the Addressee is not home or if the Addressee or User has given instructions to deliver directly to a Pick-up Point, (4) at a Different address for a specific Parcel when the Addressee has given instructions to deliver directly at this address.

"Application" refers to both the proprietary software of bpost and the corresponding online My bpost application through which the Services are provided.

"bpost" has the meaning given to it in Article 2.1.

"bpost Account" means a generic digital bpost account created by the User to log on to the Application and other participating bpost websites, channels and applications. The creation and operation of an Account are subject to the bpost account terms and conditions, as available in the Application and on [the bpost website](#).

"Device" means the mobile or desktop device whose configuration and operating system support the Application and that is connected to internet by any connection method whatsoever- (WiFi, 4G,...).

"Different address" means an address, different from the original address displayed on the parcel, which has been chosen by Addressee.

"General Terms and Conditions" means these general terms and conditions for the use of the Application and Services.

"Illustration" means all materials and contents that are provided or uploaded online by the User through the Application with the intention of clarifying the delivery preferences, such as photos, images, drawings, characters, signs, texts or other illustrations.

"Intellectual Property Rights" means all patents, copyrights, trademarks, trade secrets, know how, inventions, algorithms, software, processes, product designs, industrial designs, drawings, data, domain names, documentations, reports, catalogs, literature, methods, confidential information and any other rights resulting from intellectual activity whether or not registered.

"My Parcel Preferences Service" has the meaning given to it in Article 15.1.

"Neighbour" means, for distribution of a Parcel, a specific neighbour selected by the User or any other neighbour, defined as a person who works or lives in the same or a neighbouring

building, no more than 50 meters from the original address stated on a Parcel.

"Parcel" means any envelope, parcel, bag or other postal item that fulfils the conditions for being transported as a parcel as stated by postal regulation and by General Terms and Conditions for Parcels (as available on the [bpost website](#)).

"Parcel Locker" means a parcel locker in which the Sender can deposit Parcels that will be processed by bpost and where the Addressee can pick up Parcels.

"Pick-up Point" means (1) a post office, or (2) a post point, or (3) a parcel point or (4) a Parcel Locker.

"Registered Mail" means postal items sent by means of a postal service providing a flat-rate guarantee against risks of loss, theft or damage and supplying the sender, with proof of the date of deposit of the postal item and, upon request, with proof of its delivery to the addressee.

"Registered Mail Notification Service" has the meaning given to it in Article 16.1.

"Registration" means any registration of the Account or the Services through the Application by the User in accordance with the provisions of these General Terms and Conditions.

"Safe Place" means, for distribution of a Parcel, a place chosen by the User and located at the original address stated on the Parcel.

"Sender" means any natural person or legal entity who sends Parcels or Registered Mail via bpost.

"Services" means the services provided by bpost through the Application such as the My Parcel Preferences Service, and the Registered Mail Notification Service.

"User" means any natural person who downloads and/or uses the Application.

2. Scope and subject

2.1. These General Terms and Conditions apply to the use of the Application and the Services provided by bpost, a limited company under public law, with registered office at Boulevard Anspach 1/1, 1000 Brussels and registered under VAT number BE 0214.596.464 in the Brussels business register ("bpost").

2.2. The User's general terms and conditions do not apply.

2.3. The Services provided by bpost through the Application may be governed by specific general terms and conditions, including:

- [General Terms and Conditions of the bpost account](#)
- [General Terms and Conditions governing the Provision of Services by bpost](#)
- [General Terms and Conditions of the Parcel Tracking Service](#)

2.4. The specific general terms and conditions applicable to the Services complement these General Terms and Conditions. In the event of inconsistency between specific general terms and conditions applicable to the Service and these General Terms and Conditions, the specific general terms and conditions will prevail. In that regard, part 1 of these General Terms and Conditions contains the general terms applicable to the Application and the Services provided by bpost through the Application. Part 2 of these General Terms and Conditions contains specific terms applicable to some of the Services provided by bpost through the Application. In the event of inconsistency between part 1 and part 2 of these General Terms and Conditions, part 2 will prevail.

2.5. When creating his or her bpost Account in the Application, the User is requested to read and to accept these General Terms and Conditions, as well as the general terms and conditions of the bpost account by checking the boxes next to the words "I have read and I accept the general terms and conditions of My bpost app" and "I have read and I accept the general terms and conditions of a bpost account".

3. Use of the Application and the Services

3.1. To access the Application, the User needs an internet connection, for which the costs are payable by and solely the responsibility of the User. To access the Services, the User must create an Account. The User must also ensure that the Device and its operating system support the Account and the Application is in accordance with the required configuration conditions as set out by bpost and/or on the Application. To use the Services, the User must have a valid email address.

3.2. The Application is available in three languages, French, Dutch or English.

3.3. The User is fully liable for the use of the Application and the Services. In particular, the User acknowledges that he or she can be held liable in the event of identity fraud. The user undertakes to use the Application and Services in accordance with these General Terms and Conditions and any applicable law and regulation. The User's attention is drawn to the fact that theft and identity fraud are serious criminal offences that will be punished under criminal law and that entering into an agreement in the name of or for the benefit of a third party by claiming to be this person or the authorized representative of this person shall result in a criminal complaint being filed with the prosecutor.

3.4. The User is responsible for the use of his or her personal details in the Application on the Device. To limit any risk of abuse by theft or use by third parties, the User is requested to protect access to the Device with all possible means (including use of an access code).

3.5. bpost is entitled to regularly check the Illustrations as provided or uploaded by the User in the Application and remove such Illustration without prior notification to or permission of the User if it contains illicit language.

4. Payment

4.1. The use of the Application itself by the User is free of charge.

5. Duration and right of withdrawal

5.1. These General Terms and Conditions shall remain in force for as long as the User has an Account in the Application. The User may terminate the Account for convenience at any time and free of charge in accordance with the specific terms and conditions governing the Account.

5.2. The duration of the Services used by the User is determined by the specific terms and conditions applicable to that Service or shall last for as long as the User uses the Services.

5.3. Without prejudice to the exceptions provided for in Article VI.53 of the Code of Economic Law as may be called upon by bpost for certain Services as described in the specific terms governing such Services, and according to applicable laws, the User, insofar as he or she is a consumer, has a period of 14 days from acceptance of the General Terms and Conditions to revoke the Application or the Services, without having to give reasons for his decision and without having to pay any costs other than those provided for in Article VI.50, § 2 and Article VI.51 of the Code of Economic Law (Article VI.47 et seq.).

5.4. Before the end of the withdrawal period, the User, insofar as he or she is a consumer, must inform bpost of his decision to revoke the General Terms and Conditions. To this end, the User may use the withdrawal form in Annex 2 to the Code of Economic Law or any other unequivocal statement in which he declares his withdrawal from the General Terms and Conditions.

5.5. In the event of withdrawal of the General Terms and Conditions, the User, insofar as he or she is a consumer, shall refrain from using the Application and from making it available to third parties. In this case, bpost may prevent any further use of the Application and the Services by the User, in particular by making the Application and the Services inaccessible to the User or by making the User's Account unusable, without prejudice to the provisions of Article VI.50, §6 of the Code of Economic Law.

6. Rights, obligations and responsibilities of the User

6.1. Unless mentioned otherwise in specific terms and conditions, the use of the Application and the Services are exclusively reserved for private individuals for strictly private use. Unless this is explicitly foreseen for certain Services on the Application, the User cannot demand any invoice. The User undertakes not to use the Service for commercial or professional ends of any nature without express prior permission from bpost. bpost cannot be held liable for the abuse of the Service.

6.2. The use of the Application is only permitted in accordance with these General Terms and Conditions and shall comply with all applicable laws, regulations and codes of practice.

6.3. The User is fully liable and responsible for the Illustrations and other content uploaded on or sent to bpost through the Application.

6.4. The User cannot save, upload or send any Illustrations that are improper, illegal or harmful, that offend common decency or disturb public order or that breach or could breach any rights of third parties or of bpost. Specifically, the User cannot save, upload or send Illustrations that: (i) could constitute incitement to commit criminal offences, incitement to discrimination, hate or violence for reasons of race, population group, nationality, glorification of Nazism, denial of crimes against humanity, attack on the authority of justice, information concerning current legal proceedings or a personal tax situation, circulation beyond the permitted conditions of opinion polls and voting simulations concerning an election or a referendum, slander and defamation, breach of privacy or actions that put minors in danger, as well as any file intended to show forbidden objects and/or works, without this list being exhaustive; (ii) could be contrary to applicable laws prohibiting the spreading of obscene pornographic images or images that seriously harm human dignity.

6.5. The User declares that the Illustrations uploaded or otherwise used in the Application are free of any liens and encumbrances and warrants that the Illustrations do not breach any rights of third parties.

6.6. The User shall not use any Illustrations or photographs that reveal private or personal matters of a party without that party's express prior permission. The User undertakes to ensure that every depicted person has given permission for the use and circulation of his or her image.

7. Rights, obligations and responsibilities of bpost

7.1. bpost reserves the right to amend these General Terms and Conditions at any time. The User will be timely informed of any new version of or amendment to the General Terms. The User shall be deemed to have accepted this new version or the amendment by the simple act of continuing to use the Application, unless the User gives bpost written notice within the provided notice period of his or her refusal to accept the amended or new General Terms and Conditions. In case of such refusal, bpost may render the Application automatically inaccessible without cost or compensation at the end of the notice period.

7.2. bpost reserves the right to refuse to provide the Services on the basis of Illustrations or other content provided by the User that do not meet the criteria set down in these General Terms and Conditions, as it sees fit and without this refusal constituting a breach of contract without prior agreement.

7.3. bpost reserves the right to interrupt the Application and/or the Services for maintenance. These interruptions do not give any right to compensation of any nature to the User.

7.4. bpost reserves the right to change the Application and/or the Services to bring them into line with technological advancements. bpost will use its commercially reasonable efforts to notify the User of such change within a reasonable term in advance.

7.5. bpost may stop providing access to the Application and/or to Services at any time without prior notice, without this having any impact on existing instructions of the Services already received by bpost in a legally valid way, which will be fulfilled in accordance with the provisions of these General Terms and Conditions.

7.6. In addition, bpost can decide to immediately deactivate an Account or a Service in the event of a suspicion of unjustified or incorrect use or abuse of the Account or the Service by the User or a third party.

7.7. To the extent permitted by applicable laws and unless the nature of the obligation implies otherwise, bpost's obligations are best effort obligations, not obligations of result.

8. Liability and indemnification

8.1. To the maximum extent permitted by applicable laws, bpost cannot be held liable:

- for any damage or loss resulting from any action, negligence, omission or breach of these General Terms and Conditions by the User having their origin in law, contract, tort or otherwise.
- for indirect, special, incidental or consequential damage of any kind, including but not limited to moral damage, disruption of business operations, third party claims, business interruption or loss of profits, incurred by the User during the use of the Application or the Services;
- for data transmission reliability, access times, any access restrictions on internet or the networks to which it is connected;
- for interruptions to the networks providing access to the Application and the Services, the total or partial unavailability of the Application or Services caused by a telecom operator or any other third party, in the event of a transmission error or problems with the security of the items in the event of defective receiving equipment, for security breaches, viruses or other damage that could be caused to the User's Device by third parties through the Application.

8.2. bpost's liability for loss, theft, damage or late delivery of a Parcel or Registered Mail item is governed by bpost's General Terms and Conditions of Service (see [here](#)). This liability applies to the Sender of the item, unless the Sender has waived his right to compensation in favour of the Addressee.

8.3. The User shall indemnify and hold harmless bpost against all damage, loss, costs, expenses and any other compensation (including reasonable legal fees) charged to or payable by bpost as a consequence of third party complaints and/or claims resulting from or arising out of the non-compliance of the provisions of these General Terms and Conditions by the User (including but not limited to Article 10).

9. Complaints

9.1. To avoid late complaints and to ensure that bpost is able to gather all necessary evidence, the User must notify bpost of any complaint about the Application or the Service within thirty (30) days of the occurrence of the event. This notification must contain precise details of the observed errors, failures or delays and, if the complaint relates to a specific performance of the Services, the date and Parcel or Registered Mail number (if applicable).

9.2. bpost undertakes to give due consideration to the User's complaint as soon as it is received by telephone call to customer service or by franked letter to bpost, Customer service, PB 5000, 1000 Brussels or via the online platform available at www.bpost.be. The address to which complaints must be made will also be stated on the bpost website.

9.3. The consideration and handling of a complaint by bpost can in no way be construed as the acknowledgment of any liability of bpost whatsoever.

9.4. Complaints regarding damaged or lost Parcels must be submitted with the Sender of the Parcel. The General Terms and Conditions governing the Provision of Services by bpost (see [here](#)) apply.

9.5. In the event of a complaint that cannot be settled on the basis of this Article, the User may file a complaint with the bpost Ombudsman, Boulevard Roi Albert II 8 box 4 1000 Brussels (www.omps.be).

9.6. The User may also use the European Union's "Online Dispute Resolution" platform via <http://ec.europa.eu/odr>.

10. Intellectual Property Rights

10.1. The Application and all its components – including the underlying technology and the contents made available to the User – and all the Intellectual Property Rights thereto are the exclusive ownership of bpost and/or its licensors. Except as expressly set out in these General Terms and Conditions, the User shall not use the Intellectual Property Rights of bpost and/or its licensors.

10.2. To the extent that bpost makes software or documentation available as part of the Application, bpost grants the User a non-transferable, limited, non-exclusive, non-sublicensable license to use such software or documentation. Such use is strictly limited to the exercise by the User of its rights and obligations under these General Terms and Conditions. The User shall not infringe bpost's Intellectual Property Rights or those of any third party in relation to the use of the Application or the Service.

10.3. Without prejudice to the rights of the User under laws relating to the protection of computer programs, the User may not: (i) copy, modify, translate or adapt the software of the Application in any way; (ii) reverse engineer or decompile the software of the Application in any way; and/or (iii) pass on, dispose of, grant as a sub-license, rent, lend or distribute the software or documentation of the Application in any way to third parties.

10.4. Any breach of bpost's Intellectual Property Rights may result in civil or criminal prosecution.

11. Warranties

11.1. The Application is provided to the User "as is".

11.2. bpost does not warrant that the Application will be available at all times or that the Application will work properly, in accordance with the User's expectations or without errors at all times.

11.3. If a problem occurs, the User may report this by way of filing a complaint in accordance with Article 9 (*Complaints*). bpost does not guarantee that all reported problems will be resolved.

11.4. The User acknowledges that it is his or her responsibility to regularly update the Application to ensure that it remains in conformity and secure. The User understands that failing to install or incorrectly installing updates may result in the Application not functioning properly, being vulnerable to security threats, or experiencing compatibility issues with other software or hardware. The User further acknowledges that updates are necessary to maintain the performance, security, and compatibility of the Application.

11.5. In case of lack of conformity of digital content or a digital service subject to these General Terms and Conditions, the User, insofar as he or she is a consumer, will be able to fall back on the provisions on the statutory warranty of conformity in accordance with articles 1701/1 - 1701/19 Old Civil Code.

12. Data protection

12.1. For all information relating to the protection of privacy, please refer to our general privacy policy and those relating to the Application and Services as available on our website <https://www.bpost.be/en/privacy>.

13. Applicable law and jurisdiction

13.1. These General Terms and Conditions as well as the Services performed in accordance with the information available in the Application are subject to and interpreted in accordance with Belgian law. Without prejudice to art. VI 83, 23° of the Code of Economic Law, the Courts of Brussels shall have exclusive jurisdiction to settle any dispute between bpost and the User arising directly or indirectly from these General Terms and Conditions.

14. Miscellaneous

14.1. The User is not entitled to assign any rights or obligations under these General Terms and Conditions to another party without the prior written consent of bpost. bpost may assign its rights and obligations under these General Terms and Conditions to another legal entity upon written notice to the User.

14.2. bpost is permitted to outsource all or some of the Services to the bpostgroup, a bpostgroup entity or a third party at any time, without prior approval from the User. However, in the event of outsourcing, bpost remains responsible for the proper provision of the Services to the User.

14.3. bpost nor the User can be held liable for a delay in the fulfilment or for the non-fulfilment of their obligations under these General Terms and Conditions due to events that are non-attributable to the party that is responsible to fulfill its obligations such as but not limited to strikes, lockouts, work stoppages or any other collective labour conflict, interruption in the supply of the necessary energy, death or incapacity of persons suited to fulfilling the necessary tasks for one of the parties, epidemics, pandemics, natural disasters, fire and explosions.

14.4. If any of the provisions of these General Terms and Conditions is found to be null and void, invalid or unenforceable against the one of the parties, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

14.5. The provisions of these General Terms and Conditions which by their nature are expressly or impliedly intended to survive the termination or expiration of these General Terms and Conditions shall survive, including but not limited to Article 8 (*Liability and indemnification*) and Article 10 (*Intellectual Property Rights*).

14.6. Notwithstanding all proofs, written or stored on another permanent medium to which the User has access, it is agreed that the computerized registers stored in the computer system of bpost, its host or secure payment partner, constitute the proof of the communication, the content of the orders and all transactions between parties. Specifically, the parties accept that, in the event of a dispute (i) the identification details used in the Service can be accessed by the courts and provide proof of the details and facts they contain and (ii) the connection data for the actions performed with the identification details of the User can be accessed by the courts and provide proof of the details and facts they contain. Proof to the contrary may be supplied.

14.7. If a party does not invoke a right pursuant to these General Terms and Conditions or a failure of the other party, this cannot be deemed to be a waiver of invoking that right or failure at a later date. In addition, the fact that a party exercises a right only partially does not mean that party cannot fully invoke that right or any other right at a later date. The rights stated in these General Terms and Conditions are cumulative and in no way exclude any other right laid down in the laws and regulations applicable to these General Terms and Conditions.

PART 2: SPECIFIC TERMS

15. “My Parcel Preferences” Service

15.1. Description and Limitations

15.1.1. The My Parcel Preferences Service allows a User to set delivery preferences for the receipt of Parcels which allow bpost to deliver a Parcel to Another Location or at a later date. Delivery preferences can be set for ~~two~~ four different situations:

- (1) the Addressee of a Parcel is not at home when bpost presents the Parcel for delivery;
- (2) the Addressee of a Parcel requests direct delivery to a Pick-up point (in as far as such direct delivery ~~is~~ can be offered by bpost). If the Addressee requests a delivery directly to a Pick-up point, he or she gives bpost permission to deliver the Parcel directly to the Pick-up point of his or her choice, without bpost having to try and make a delivery at the Addressee's address as mentioned on the Parcel.
- (3) The Addressee of a Parcel requests direct delivery at a Different address (in as far as such direct delivery can be offered by bpost). If the Addressee requests direct delivery at a Different address, he or she gives bpost permission to deliver the Parcel directly to this address without bpost still having to attempt to deliver the Parcel to the Addressee's original address indicated on the Parcel.
- (4) The Addressee of a Parcel requests a Parcel to be delivered one business day (not Saturday, Sunday or a public holiday) later (in as far as this option can be offered by bpost).

15.1.2. When setting the delivery preferences, the User can use an Illustration to clarify his or her delivery preferences.

15.2. Registration

15.2.1. The Registration of the My Parcel Preferences Service is carried out as follows:

- If the User creates an Account beforehand to share his or her delivery preferences: (i) designation of the preferences Neighbour, Safe Place or Pick-up Point (as first choice or otherwise), (ii) designation of the desired Pick-up Point if the Parcel cannot be delivered to the Addressee's address, Neighbour or Safe Place, (iii) registration of the personal data, email address and creation of a password, (iv) verification of the email address by means of an activation link, and (v) sending by bpost of a letter to the Addressee to notify the Addressee that Parcels that can be matched on the basis of personal data will also be delivered on the basis of the delivery preferences, unless the Addressee opposes this.
- If the User enters his or her delivery preferences at the time when a Parcel is on the way to the address stated on the Parcel: (i) designation of preferences with regard to Neighbour, Safe Place ~~or~~, Pick-up Point, Different Address or delivery date, (ii) designation of the Pick-up Point if the Parcel cannot be delivered to the Addressee, to the Neighbour or to a Safe Place, and (iii) in a subsequent phase: creation of an Account.

15.3. Performance

15.3.1. The Parcel will be delivered by bpost as soon as bpost has received the Registration of the My Parcel Preferences Service through the Application and it has been linked to the Parcel.

15.3.2. The Application uses the email addresses used by the Sender to announce Parcels to bpost and matches them with the email addresses that are activated in the preferences section in the Application. After completing the Registration, bpost will notify the User by letter at the address stated in the preferences section that Parcels that can be matched on the basis of his or her personal data (including name and address) will be delivered in accordance with his or her preferences. As a result, bpost can maximize the number of Parcels it delivers on the basis of the User's preferences. The User is entitled to decide to not allow this by filing a complaint through the following webform within 10 days of receiving this letter (<https://www.bpost.be/mypreferencesfraude>).

15.3.3. If the User designates a Neighbour as preference for the delivery of a Parcel, the User must notify the Neighbour thereof. If the Neighbour designated by the User refuses to accept Parcels on behalf of the User, bpost may ask the User to change his or her preferences. If the User does not respond or the Neighbour does not fulfil the criteria set down under Article 1 (*Definitions*), bpost has the right to deliver the Parcel to a Pick-up Point chosen by bpost if the Addressee is not home.

15.3.4. If the User designates a Safe Place, he or she is asked to designate an accessible and dry Safe Place that is not visible to the public from the street. If the User describes this Safe Place, he or she must only provide relevant information about this Safe Place. The User may also upload two Illustrations via the Application.

If the User designates a Safe Place, the User is solely responsible for this selection. bpost is not liable for any damage to or loss of the Parcels after the delivery to a Safe Place.

In case proof of delivery is required, bpost is entitled to take a photo of the Parcel at the Safe Place which will be sufficient. Parcels with a guarantee will not be delivered to a Safe Place. If the designated Safe Place does not meet the criteria as set down in the definition in Article 1 or if the Parcel cannot be delivered to the Safe Place, bpost may unilaterally decide to deliver the Parcel to a Pick-up Point chosen by bpost if the Addressee is not home.

15.3.5. The User may choose to designate a Pick-up Point as first delivery location. If the Parcel cannot be delivered to the designated Pick-up Point for operational reasons, bpost can unilaterally decide to deliver the Parcel to the Addressee's address or to another Pick-up Point.

15.3.6. If the User selects delivery at a Different Address as preference for the delivery of a Parcel, the User must notify the resident at that address. In case no one is present at the address, bpost can unilaterally decide to deliver the Parcel to a Pick-up Point chosen by bpost.

15.3.7. If the performance of the My Parcel Preferences Service is not operationally possible, bpost reserves the right to deliver in accordance with the standard modalities at the address stated by the Sender in the announcement file or, failing this, at the address stated on the Parcel. This can happen, for example, when the internet connection of the mailman's handheld ('Mobi') is interrupted or when the delivery preference cannot be linked to the Parcel. In the event of absence, bpost can deliver the Parcel to a Safe Place at the address provided, to a Neighbour or to a Pick-Up Point chosen by bpost and to a Neighbour for Parcels delivered by subcontractor Dynalogic. The Addressee will be informed of this in writing. In the event that the delivery preferences are not executed by bpost, the User or the Addressee are not entitled to any sort of compensation or damages.

15.3.8. bpost reserves the right to make changes to a preference if these changes are deemed to be in the interest of the User. bpost must notify the User of these changes by email and give the User the opportunity to set his or her own preferences again if the User does not agree with these changes.

15.4. Duration and right of withdrawal

15.4.1. Pursuant to the Economic Code, the Addressee cannot exercise the right of revocation for the Services, with due consideration among other things for the performance terms of the Service, which the Addressee accepts.

15.4.2. bpost may stop providing access to the My Parcel Preferences Service, without this having any impact on existing instructions of the services already received by bpost in a legally valid way, which will be fulfilled in accordance with the provisions of these General Terms and Conditions.

16. "Registered Mail Notification" Service

16.1. The Registered Mail Notification Service is the service, offered by bpost, which allows an Addressee of a Registered Mail to receive an e-mail and/or a push notification in the My bpost app informing the Addressee that a Registered Mail is on its way to the Addressee.

16.2. The notification will include the barcode number of the Registered Mail, the address and an indication of when the Registered Mail will be delivered. It will not include any information on the Sender or the content of the Registered Mail, information which bpost does not have and/or is not allowed to share for confidentiality and privacy reasons.

16.3. The Registered Mail Notification Service is only available for Addressees who are natural persons (not legal entities) with a bpost account who have completed the Registration for the My Parcel Preferences Service or the My Registered Mail Preferences Service.

16.4. The Application uses the e-mail address as registered by the Addressee during the Registration for the My Parcel or My Registered Mail Preferences Services to send the e-mail notification.

16.5. To perform the service, bpost needs to match the personal data of the Addressee (address, name and surname) as registered by the Addressee during the Registration for the My Parcel or My Registered Mail Preferences Service, with the data that bpost retrieves from a Registered Mail addressed to the Addressee. In this context, bpost's obligations are best effort obligations, not obligations of result.

16.6. If for whatever reason no such matching is possible, bpost reserves the right not to send a notification without the Addressee having any right to compensation.

16.7. At any time, the Addressee can decide to deactivate the Registered Mail Notification Service by clicking on the tab 'More' and then on 'Notifications' in the Application. Such deactivation is implemented immediately

16.8. bpost can deactivate the Registered Mail Notification Service at any time without the Addressee having any right to compensation.

16.9. In addition bpost can decide to immediately deactivate the Registered Mail Notification Service in the event of a suspicion of unjustified or incorrect use or abuse of the Registered Mail Notification Service by the Addressee or a third party.

16.10. The notification via e-mail does not in any way impact or replace the actual distribution of the Registered Mail by bpost in accordance with postal legislation and the bpost terms and conditions applicable to the distribution of Registered Mail. The notification is unrelated to the relationship between the Addressee and the sender of the Registered Mail. Consequently, any obligations of the Addressee towards the sender of the Registered Mail remain the full responsibility of the Addressee.