

# Year-end sprint

Let's make it legendary!

## Sending parcels within the Netherlands

### Adjusted handover and delivery days during the public holidays at the end of 2021

We endeavour to ensure that your parcels are delivered on time – even around the public holidays. You can help us by handing over your parcels on time. Please note the following changes and deadlines below.

#### Adjusted handover and delivery days

| Week      | Handover date                             | Delivery date     |
|-----------|---|-------------------|
| <b>51</b> | Fri 24 December                           | Mon 27 December   |
|           | Christmas Day<br>Sat 25 December - closed |                   |
|           | Boxing Day<br>Sun 26 December             | Mon 27 December   |
| <b>52</b> | Thu 30 December                           | Fri 31 December * |
|           | Fri 31 December                           | Mon 3 January     |
|           | New Year's Day<br>Sat 1 January - closed  |                   |

\* On New Year's Eve (31 December), we distribute until 18:00. A small proportion of the parcels may therefore be delivered on Monday 3 January.

#### Process changes for your parcels

| Date                   | Handover option              | Change  |
|------------------------|------------------------------|---|
| <b>Fri 24 December</b> | Collection appointments      | All appointments with a loading time ending after 21:30 will be cancelled. *      |
|                        | Handover at a sorting centre | All appointments with an unloading time ending after 22:30 will be cancelled. *   |
| <b>Sat 25 December</b> |                              | We are closed; parcels cannot be handed over.                                     |
| <b>Fri 31 December</b> | Collection appointments      | All appointments with a loading time ending after 18:30 will be cancelled. *      |
|                        | Handover at a sorting centre | All appointments with an unloading window ending after 19:30 will be cancelled. * |
| <b>Sat 1 January</b>   |                              | We are closed; parcels cannot be handed over.                                     |

\* We will be closing early on 24 and 31 December, meaning that handover appointments will be cancelled. This applies to both collection appointments and appointments for handing over parcels at a sorting centre. If your handover appointment is cancelled and you would like to bring it forward, request a new appointment through Mijn PostNL or contact your service team by 11 November at the latest.

### Extra volume or changes? Let us know on time

If you expect to send more parcels on certain days, please request these changes before the dates specified below. The deadlines also apply to time changes. Don't forget to request extra roller containers on time as well.

#### Black Friday and Sinterklaas

| period                            | let us know by |
|-----------------------------------|----------------|
| 21 November to 4 December (incl.) | 14 October     |

#### Between Sinterklaas and Christmas

| period                            | let us know by |
|-----------------------------------|----------------|
| 5 December to 18 December (incl.) | 28 October     |

#### Christmas and New Year

| period                           | let us know by |
|----------------------------------|----------------|
| 19 December to 1 January (incl.) | 11 November    |

### Scheduled a break?

If your business is closing early or has special opening hours, don't forget to cancel your scheduled appointments.

