

General Conditions for Priority Mail

Effective from 12 July 2026



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Published by Koninklijke PostNL B.V., The Hague

Registered with the Netherlands Chamber of Commerce (KvK Haaglanden), The Hague.

A copy of these General Conditions can be downloaded from the PostNL website (postnl.nl/algemene-voorwaarden) and can also be viewed at the Service Points.

Article 1

Definitions and scope

1.1 Definitions

In these General Conditions, the following definitions apply:

Acceptance Point

Acceptance Point means a location or facility designated by or on behalf of PostNL for the acceptance of Priority Mail for Carriage.

Address

An address in the Netherlands as issued by the municipality (in accordance with the Basic Registration of Addresses and Buildings, BAG), consisting of a street name and house number (including any house number suffix) or a PO Box. In all cases, the postal code and town or city must also be stated.

Sender's Address

Sender's Address means the Sender's full Address.

Sender

The natural or legal person who enters into an Agreement with Koninklijke PostNL for the sending of Priority Mail.

General Terms and Conditions

The General Conditions for Priority Mail.

Delivery

The delivery of a Priority Mail item to the Address shown on it.

Letterbox

A letterbox intended for the Delivery of Mail Items.

Addressee

The person or persons to whom Koninklijke PostNL is required to deliver the Postal Item under the Agreement. The Addressee may be a legal person or another organisation, one or more individual natural persons, or the person or persons for whom the Priority Mail item is intended according to the information shown on the Priority Mail item (including, for example, the occupants, owners or heirs).

Dangerous Goods

Dangerous goods as specified in the latest editions of the Technical Instructions for the Safe Transport of Dangerous Goods by Air of the International Civil Aviation Organization (ICAO), the Dangerous Goods Regulations of the International Air Transport Association (IATA), the International Maritime Dangerous Goods (IMDG) Code, the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR), or any other national laws or regulations applicable to the transport of, or the provision of services relating to, dangerous goods.

PostNL

Koninklijke PostNL B.V.

Undeliverable Priority Mail

A Priority Mail item that cannot be delivered to the Address shown on the Priority Mail item, or that is (immediately) refused at the Address shown on the Priority Mail item or returned to the Sender, without the closure or seal having been broken or the contents having been examined.

Agreement

The agreement between Koninklijke PostNL and the Sender of the Priority Mail item.

Piekperiode

The period during the last two months of a calendar year during which PostNL receives substantially more Mail Items per day than the average daily number of Mail Items received during a calendar year. The exact dates of the Peak Period are published annually before 1 June at postnl.nl/tarieven. During the Peak Period, PostNL may charge a surcharge (the peak surcharge).

Mail Item

An addressed letterbox mail or non-letterbox mail.

Priority Mail

A Mail Item weighing up to 50 grams, for which postage is purchased at an Acceptance Point and which is intended to be delivered within the applicable service window. The Priority Mail item must be handed in at the Acceptance Point immediately after the postage has been purchased.

Prohibited Goods

are goods that: (i) are prohibited from being transported under international or national laws or regulations (including the rules of international organisations, such as the Universal Postal Convention); (ii) are goods for which PostNL has not obtained the necessary licence or authorisation; and/or (iii) are goods that may reasonably be assumed to be dangerous or illegal in the country of origin, the country of destination and/or any third country through which the goods are transported.

Carriage

the entire process carried out by PostNL for remuneration for the purpose of delivering the Priority Mail item.

Shipping Label

the data carrier (or combination of data carriers) affixed to the Priority Mail item from which the specifications relating to the Carriage can be identified, such as the Sender's Address, the Addressee's Address and the franking indication.

Shipment

one or more Mail Items tendered to Koninklijke PostNL for Carriage.

1.2 Scope

These General Terms and Conditions apply to all Agreements for the Carriage of Priority Mail tendered to PostNL.

Article 2

Conclusion of the Agreement

2.1

The Agreement is formed upon acceptance by PostNL of one or more Priority Mail items that have been tendered for Carriage at an Acceptance Point in accordance with the applicable terms and conditions and instructions.

2.2

Priority Mail items may be tendered for Carriage from Monday to Sunday during the Acceptance Point's opening hours for the acceptance of such items, unless otherwise agreed in writing and except during holiday seasons generally recognised in the Netherlands.

2.3

PostNL may at any time require the Agreement to be recorded in writing. Any deviation from these General Conditions is valid only if agreed in writing.

Article 3

Refusal and suspension of the Agreement

3.1

PostNL may refuse to enter into an Agreement or suspend the performance of an Agreement that has already been concluded, where possible stating the reasons, if:

- a. the Priority Mail item does not comply with the requirements relating to franking, weight, dimensions, contents, addressing, form and/or packaging set out by PostNL in these General Conditions or otherwise;
- b. any provision of law prevents the formation or performance of the Agreement;
- c. the Carriage of a Priority Mail item poses a danger to persons and/or property;
- d. the details to be provided by the Sender are incorrect or incomplete;
- e. the Mail Item bears stamps or printed labels on the address side other than those issued or supplied by PostNL; or
- f. there are other valid grounds for doing so.

3.2

In the event of suspension, PostNL will, where possible, return the Priority Mail item and any accompanying documents to the Sender or give the Sender the opportunity to collect them. This will terminate the Agreement. PostNL is entitled to charge the Sender a reasonable fee for the return shipment.

Article 4

Performance of the Agreement

4.1

The Agreement has been performed by PostNL once the Priority Mail item sent by the Sender has been delivered in accordance with these General Conditions.

4.2

The Agreement between the Sender and PostNL does not confer any independent right to Delivery on the Addressee. The Addressee may not rely on these General Conditions.

4.3

Without prejudice to Article 14, PostNL aims to deliver the Priority Mail item to the Address shown on the Priority Mail item, undamaged and within the applicable service standards. PostNL does not provide any guarantee in this respect.

4.4

PostNL is entitled to have the Agreement performed, in whole or in part, by third parties, without prejudice to PostNL's rights and obligations under the Agreement.

4.5

A Priority Mail item will be returned to the Sender if it cannot be delivered to the Address shown on the Priority Mail item, if it is (immediately) refused by the Addressee, or if it is returned to the Sender by the recipient. Refusal must take place at the time of Delivery or immediately afterwards, without the closure or seal having been broken or the contents having been examined. The charge payable for the original shipment remains due. PostNL is entitled to charge the Sender a fee for the return shipment.

4.6

An Undeliverable Priority Mail item that cannot be returned to the Sender will be destroyed.

Article 5

Rates

5.1

The charges and further conditions applicable to Priority Mail are set out in the latest edition of PostNL's Tariff Guide. The Tariff Guide can be viewed at Acceptance Points and may also be consulted online at www.postnl.nl/tarieven. The applicable charge depends, among other things, on the weight.

5.2

A Sender who tenders a Mail Item for dispatch at an Acceptance Point must provide the information required to determine the applicable rate. PostNL is entitled to verify the information provided.

5.3

All amounts payable are exclusive of any taxes and levies that PostNL is required to charge.

Article 6

Payment

6.1

The Sender must pay all amounts due before the Carriage takes place or when tendering the Priority Mail item at an Acceptance Point, unless otherwise agreed in writing.

6.2

Priority Mail items that are not, or are insufficiently, franked may be returned to the Sender for additional franking or, if the Sender refuses additional franking or the Sender is unknown, may be treated as Undeliverable Priority Mail. Where PostNL considers it more appropriate to do so, Priority Mail items that are not, or are insufficiently, franked may be delivered to the Addressee upon payment of the charges due, including an administrative charge. If the Addressee does not comply with PostNL's request for payment, the Sender must pay the amount charged to the Addressee.

Article 7

Privacy Protection

7.1

PostNL uses the data recorded in connection with the Agreement (relating to the Sender and the Addressee) for the performance of the Agreement. The data are processed in accordance with the General Data Protection Regulation (Regulation (EU) 2016/679). Further information on the protection of personal data can be found in PostNL's Privacy Statement on its website.

7.2

Except in the cases referred to above, PostNL undertakes not to disclose personal data or, more generally, information relating to Priority Mail that is processed in connection with the performance of Agreements to third parties, unless required to do so by law.

7.3

PostNL will examine the contents of unsealed Priority Mail only to the extent necessary, in the case of Undeliverable Priority Mail, to establish the Address of the Sender or the Addressee.

7.4

In accordance with the Postal Act 2009 (Postwet 2009), Undeliverable sealed Priority Mail is opened, where necessary to establish the Address of the Sender or the Addressee, only on the instructions of the Subdistrict Court (kantonrechter) in The Hague. In doing so, PostNL is obliged to act in accordance with the secrecy of correspondence as laid down in the Dutch Constitution.

Article 8

Liability of Koninklijke PostNL

8.1

PostNL's liability to the Sender for any attributable failure to perform an obligation under the Agreement is limited in accordance with this Article.

8.2

A Priority Mail item is deemed to have no value unless the Sender proves otherwise. Where the Sender has proved the value of the Priority Mail item, PostNL's liability referred to in Article 8.1 is limited to the value of the Priority Mail item in accordance with Article 8:1103 of the Dutch Civil Code (Burgerlijk Wetboek), provided that such liability does not exceed the amount determined pursuant to Article 8:1105 of the Dutch Civil Code*, unless otherwise agreed in writing. PostNL is under no circumstances liable for consequential loss (including, but not limited to, loss of income, loss of profit, auction costs, delay and non-material damage), unless expressly provided otherwise in these General Terms and Conditions.

8.3

1. PostNL is not liable for loss or damage to the extent that it was caused by circumstances that a diligent carrier could not have avoided and the consequences of which a carrier could not have prevented.
2. Notwithstanding the above, the Sender is not entitled to compensation where the loss or damage arises:
 - a. from the nature of, or a defect in, the contents of the Priority Mail item;
 - b. from inadequate packaging;
 - c. from any other cause attributable to the Sender;
 - d. as a result of war or armed conflict;
 - e. from detention or seizure by order of a competent authority;
 - f. from incorrect or incomplete addressing; or
 - g. as a result of force majeure, including, but not limited to, strikes and flooding.

8.4

To qualify for compensation, a claim must be submitted to PostNL as soon as possible or, in any event, within a reasonable period after the loss or damage has been discovered.

8.5

A Priority Mail item for Delivery within the Netherlands is deemed to have been lost if it has not been delivered and cannot be produced within 30 days after it was sent.

8.6

Priority Mail items that are recovered after compensation has been paid for their loss are handed over to the Sender or the Addressee against repayment of that compensation, provided they request this within 30 days after being notified that the item has been recovered.

8.7

PostNL may not rely on any exclusion or limitation of liability set out in the preceding paragraphs of this Article to the extent that the loss or damage results from its own act or omission, committed either with the intent to cause such loss or damage or recklessly and with the knowledge that such loss or damage would probably result.

* This amount is €3.40 per kilogram.

Article 9

Liability of the sender

9.1

The Sender is liable to PostNL for any loss or damage caused by the Sender's Priority Mail item to PostNL employees, third parties engaged by PostNL, PostNL's equipment or the equipment of third parties engaged by PostNL, or to other Mail Items, where such loss or damage results from an attributable failure for which the Sender is responsible. In the latter case, the Sender's liability is limited to the amounts that PostNL is required to pay to third parties.

9.2

PostNL does not accept Dangerous Goods to which the Dutch Transport of Dangerous Goods Act (Wet vervoer gevaarlijke stoffen) applies or items containing Prohibited Goods, including live animals sent by post. The Sender warrants that no such goods will be sent or tendered for Carriage. If the Sender tenders Dangerous Goods, alcohol and/or Prohibited Goods to PostNL for Carriage, the Sender shall indemnify and hold PostNL harmless against all third-party claims and all loss or damage suffered by PostNL in connection with the Carriage of Dangerous Goods, alcohol and/or Prohibited Goods. The foregoing also applies to third parties engaged by PostNL.

9.3

The Sender agrees that it is for PostNL alone to decide how to deal with any Dangerous Goods and/or Prohibited Goods tendered by the Sender.

Article 10

Limitation Period

10.1

The limitation period for any claims under an Agreement will be one year, counting from the day following the day on which the Priority Mail Item was presented for dispatch. .

10.2

The limitation period is interrupted by a written demand for performance or a written claim for compensation.

Article 11

Form, packaging, addressing, dimensions, weight and contents

11.1 Acceptance instructions

Priority Mail may only be tendered for dispatch at an Acceptance Point. At the Acceptance Point, the Sender pays the franking, after which the Shipping Label is affixed to the Priority Mail item. The Acceptance Point accepts the Priority Mail item for immediate dispatch.

11.2 Form

Envelopes and cards must be rectangular in shape. Cards sent without an envelope must also have a flat surface.

11.3 Packaging

1. The packaging of Priority Mail items must, in any event, comply with the following requirements:
 - a. the closure of the Priority Mail item must be appropriate for its contents;
 - b. the packaging must be adequate, safe and robust, taking into account the weight, size and fragility of the contents;
 - c. the packaging must prevent damage to and/or loss of its contents, damage to other Mail Items and injury to PostNL personnel and/or third parties;
 - d. the packaging must not permit other Mail Items to be inserted; and
 - e. envelopes with an open side must be used so that the open side is to the right of the Address.
2. Priority Mail in card form, made of cardboard sufficiently sturdy to be transported without packaging, does not need to be packaged.

11.4 Addressing

1. Priority Mail items must show the Addressee and the full Address of both the Addressee and the Sender, whether or not by means of a label.
2. The Sender's Address or return address must appear in the upper left-hand corner of the address side of the Priority Mail item.

11.5 Dimensions and weight

1. Minimum dimensions: Priority Mail items must be at least 14 cm long and 9 cm wide.
 - b. Maximum dimensions: Priority Mail items must not exceed 32.4 × 22.9 × 3.2 cm. Priority Mail in card form, sent without an envelope, must not exceed 16.2 × 23.5 cm.
 - c. Maximum weight: A Priority Mail item must not weigh more than 50 grams.

11.6 Contents

1. Goods may not be sent in a Priority Mail item.
2. In particular, the carriage of live animals by post is prohibited. All substances to which the Dutch Transport of Dangerous Goods Act (Wet vervoer gevaarlijke stoffen) applies are also excluded from postal carriage.
3. PostNL does not take special precautions when handling highly fragile goods (including electronics, glassware and ceramics). Nor can PostNL take account of markings such as "Fragile", "This Side Up" or similar.

Article 12

Franking

12.1 General

Priority Mail items can be delivered if the applicable postage has been paid in full, as evidenced by a Shipping Label, and the Priority Mail items have been tendered at an Acceptance Point.

12.2 Other provisions

1. PostNL is entitled to affix to Priority Mail items tendered for Carriage any markings required for sorting and/or Delivery.
2. PostNL does not carry Priority Mail items that bear postage indicia or labels on the address side other than those affixed by PostNL.
3. PostNL does not carry Priority Mail items bearing stamps, stamp or postmark impressions or imitations of such impressions, which, because of their resemblance to stamps or impressions issued or used by PostNL, may cause confusion.

Article 13

Dispatch

13.1 General

Priority Mail items must be tendered for dispatch at an Acceptance Point.

13.2 Issue of proof of posting

Priority Mail items for which proof of posting is issued must be tendered at an Acceptance Point together with the relevant forms provided by PostNL. The Sender will receive proof of posting for Priority Mail items dispatched in this way, including the Priority Mail item number and an impression of the date stamp.

Article 14

Delivery

14.1 General

1. Priority Mail items are delivered to Addressees from Tuesday to Saturday, excluding during holiday seasons generally recognised in the Netherlands, unless this cannot reasonably be required of PostNL or unless otherwise agreed in writing.
PostNL is entitled to use third parties to deliver Priority Mail items without the Sender's prior consent.
2. Delivery of Priority Mail items takes place by depositing the Priority Mail item in the Letterbox, including the letterbox opening, belonging to the Address shown on the Priority Mail item, or in a PO Box.

14.2 Rules for Delivery in special cases

1. PostNL delivers Priority Mail items only where, and to the extent that, Letterboxes intended for the delivery of Priority Mail items to Addressees comply with the requirements regarding location, dimensions and other matters laid down by law and regulations. If there is no Letterbox at or near the Address indicated, or if the Letterbox does not comply with those requirements, the relevant Priority Mail item will be treated as Undeliverable Priority Mail.
2. Priority Mail items addressed to Addressees staying at holiday parks, such as holiday homes not intended for permanent residence located in bungalow parks, allotment garden complexes, campsites or marinas, are not delivered to the individual property but are deposited in a bank of Letterboxes or a similar facility, or delivered to the manager of the site.
3. Priority Mail items addressed to Addressees in nursing homes, residential care homes, barracks, military camps and other buildings or complexes where multiple Addressees reside are delivered to the communal Letterbox or handed to a person designated for that purpose by the persons concerned.
4. Priority Mail items addressed to bankrupt persons or to natural persons whose assets are managed by an administrator under the Dutch Bankruptcy Act (Faillissementswet) are delivered in accordance with the rules laid down in that Act. Priority Mail items that are not clearly addressed, but which PostNL may reasonably assume are intended for a bankrupt person or for a natural person whose assets are administered by an administrator under the Dutch Bankruptcy Act, will be treated accordingly.
5. Priority Mail items addressed to deceased Addressees are delivered to the Address shown on the Priority Mail item, unless the heirs or the executor have requested Delivery to a different Address by registering for the forwarding service for mail addressed to deceased persons (Nabestaandenservice).
6. Priority Mail items addressed to a natural or legal person who has entered into an agreement with PostNL for a Redirect Service, Hold Service or Mail Forwarding Service are delivered to the agreed Address for the period agreed with the Addressee.

Article 15

Special provisions

15.1

In addition to these General Conditions, the provisions of Book 8 of the Dutch Civil Code (Burgerlijk Wetboek), or any legislation adopted pursuant to it, apply to the Carriage performed by PostNL under Agreements to which these General Conditions apply.

15.2

PostNL is entitled to assign its rights and obligations under an Agreement to an affiliated legal entity.

15.3

Agreements to which these General Conditions apply remain in force if the legal form of PostNL is changed.

Article 16

Amendments and supplements

PostNL is entitled to amend and/or supplement these General Conditions unilaterally. If PostNL does so, it will notify customers who have an Agreement in writing (including by email) at least thirty (30) calendar days before the amendment and/or supplement enters into force.

Article 17

Complaints, disputes and governing law

17.1

All Agreements are governed exclusively by Dutch law.

17.2

PostNL provides a telephone number for submitting complaints concerning the performance of the Agreement. A complaint may be submitted via the chatbot, after which the telephone number where an employee can be reached is also made available. Complaints may also be submitted via Facebook, X or by letter. PostNL aims to deal with complaints as quickly as possible and, in any event, within 30 days. If it is not reasonably possible to provide a substantive response within that period, reasons why an earlier substantive response is not reasonably possible will be given, including the ultimate date for a final substantive response. Where necessary for the proper handling of a complaint, PostNL may require the complaint to be submitted in writing.

17.3

Should a dispute between PostNL and the Sender, where the Sender is a consumer, continue to exist, or if no substantive response has been provided within 30 days after the complaint was submitted, or within any extended period referred to above, the Sender may submit the dispute, upon payment of the applicable handling fee, electronically or in writing to the independent Dutch Postal Complaints Board at www.degeschillencommissie.nl or by post to PO Box 90600, 2509 LP The Hague. A dispute must be submitted to the Dutch Postal Complaints Board no later than 12 months after the date on which the consumer lodged the complaint.

17.4

Disputes between PostNL and Senders who are consumers arising from these General Conditions and the applicable rules, charges and arrangements made under them may be settled by binding opinion of the Dutch Postal Complaints Board in accordance with its Rules of Procedure. If the Sender does not wish the dispute to be dealt with by the Dutch Postal Complaints Board, or if the Board is unable to deal with the dispute, the Sender may refer the dispute to the civil court.

17.5

Disputes between PostNL and Senders who are natural or legal persons acting in the course of a profession or business are submitted to the competent court of the District Court of The Hague.

