

General Terms and Conditions for the Collection and Delivery Service

Valid from 20 October 2026



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Article 1

Algemeen

1.1

These General Terms and Conditions apply to the Collection Service and/or Delivery Service. The General Transport Conditions 2002 (latest version) also apply to the Collection Service and/or Delivery Service, unless these General Terms and Conditions, or the separate written agreements made with the Customer as referred to in Article 6, expressly provide otherwise. Any general terms and conditions used by the Customer do not apply to the Collection Service and/or Delivery Service provided by PostNL.

Article 2

Definitions

2.1

In these General Terms and Conditions, the following terms have the meanings set out below:

Delivery Address

the address in the Netherlands agreed with the Customer where mail items are received by or on behalf of the Customer from PostNL following carriage under the Delivery Service;

AVC

the General Transport Conditions 2002 (latest version), as published by the Stichting Vervoeradres and filed with the registries of the District Courts of Amsterdam and Rotterdam;

AVG

the General Terms and Conditions for the Carriage of Goods (latest version);

AVP

the General Terms and Conditions for the Universal Postal Service (latest version);

AVPB

the General Terms and Conditions for the Conveyance of Bulk Letterbox Mail (latest version);

Delivery Service

the carriage of mail items by PostNL from a Postal Outlet to the Delivery Address;

Collection Address

the address in the Netherlands agreed with the Customer where mail items are made available by or on behalf of the Customer to PostNL for carriage under the Collection Service;

Collection Service

the carriage of mail items by PostNL from the Collection Address to a Postal Outlet;

Customer

the natural person or legal entity that has entered into an agreement with PostNL for the Collection Service and/or Delivery Service;

PostNL

any company forming part of the PostNL group;

Postal Outlet

a service point operated by PostNL where mail items are accepted for transport and/or held ready for collection under the Collection Service and/or Delivery Service;

Service: The services offered by PostNL as part of the universal postal service: 'Registered' and the 'Insured Mail service'.

Article 3

Delivery Service

3.1

The Delivery Service applies solely to all mail items that are intended for a PO Box (address) for which a valid PO Box agreement has been concluded with PostNL.

3.2

Unless otherwise agreed with the Customer, PostNL will deliver the mail items to the Delivery Address in mailbags or roll containers. Parcels may, if required, be delivered separately.

3.3

The Delivery Service is provided from Monday to Saturday, excluding generally recognised public holidays, unless this cannot reasonably be required of PostNL.

Article 4

Collection Service

4.1

The Collection Service applies solely to mail items up to and including 30 kg per item, which are provided by the Customer using the agreed method at the Collection Address and which are then provided and conveyed for delivery to the Postal Outlet on behalf of and for the account and at the risk of the Customer, or a third party represented by the Customer, subject to the AVP, AVPB or AVG, with the exception of mail items with a Service (Registered or the Insured Mail service).

4.2

Unless otherwise agreed with the Customer, the Customer must make the mail items available to PostNL at the Collection Address packed in mailbags, bins or roll containers to be provided by PostNL. Packages that are ready for dispatch may, if required, be handed over for carriage individually. The Customer may, on an occasional basis, hand over a maximum of three individual parcels. These parcels must not exceed 100 cm x 50 cm x 50 cm in size or 10 kg in weight.

4.3

The Collection Service is provided from Monday to Friday, excluding generally recognised public holidays, unless this cannot reasonably be required of PostNL.

Article 5

Agreement

5.1

The agreement for the Collection Service and/or Delivery Service is entered into in writing or by electronic means or confirmed in writing or electronically by PostNL to the Customer. The agreement is concluded for an indefinite period unless otherwise agreed with the Customer.

Article 6

Written confirmation

6.1

When an agreement for the Collection Service and/or Delivery Service is entered into, and whenever the parties agree to amend that agreement, the following details will be set out in writing (required for the performance of the Collection Service and/or Delivery Service):

- a. The Customer's name, address and registered office.
- b. The name and job title of the person authorised to enter into the agreement with PostNL on behalf of the Customer.
- c. The start date of the agreement.
- d. The start date of any agreed amendment.
- e. The services to be provided by PostNL.
- f.
 1. For the Collection Service: the Customer's Collection Address.
 2. For the Delivery Service: the Customer's Delivery Address.
- g. The type of packing units (mailbags and roll containers) and the average number of each volume component for each Collection Service and/or Delivery Service.
- h. The days on which the agreed services are provided.
- i. For the Collection Service: the method of packaging and sorting the mail items to be collected.
- j.
 1. For the Collection Service: the time slot when the Customer must make the mail items to be collected available for handover to PostNL.
 2. For the Delivery Service: the time slot during when the Customer must accept the mail items to be delivered.
- k. The type, maximum weight and maximum dimensions of the mail items to be collected and/or delivered.
- l. Any additional or deviating agreements (for example, the carriage of goods referred to in Article 8 or a different contract term), together with the applicable charges and fees.
- m. The names and telephone numbers of the Customer's and PostNL's contact persons for questions and communications relating to the performance of the agreement.
- n. The customer number under which the payments due from the Customer for the Collection Service and/or Delivery Service will be invoiced.

Article 7

Shipping

7.1

Maximum weight limits apply when loading the transport equipment supplied by PostNL. The following maximum weight limits apply to mailbags, bins, tray trolleys and roll containers:

- Mailbags or bins: 20 kg.
- Tray trolleys or roll containers: for Collection Services using a Type 5 class vehicle, the maximum load is 180 kg per roll container (245 kg, including the roll container or tray trolley). This is due to the loading capacity of the Type 5 class vehicle.
- Tray trolleys or roll containers: for collections carried out using a trailer or box truck, the maximum load is 325 kg (390 kg, including the roll container).

7.2

In some cases, PostNL may be unable to transport a mailbag, bin, tray trolley or roll container if the load capacity is exceeded. In that case, PostNL will, where possible, schedule an additional trip to collect the mailbag, bin, tray trolley or roll container.

Article 8

Valuable goods

8.1

Unless otherwise agreed with the Customer, PostNL will not provide the Collection Service and/or Delivery Service for mail items whose contents consist wholly or partly of cash, securities or valuable items (including, but not limited to, precious metals, gemstones and items or documents of artistic or collectors' value).

Article 9

Payment and rates

9.1

The charges and fees for the Collection Service and/or Delivery Service are those published on the PostNL website, unless expressly agreed otherwise. All charges and fees are exclusive of the applicable VAT.

Article 10

Invoicing

10.1

The amounts due from the Customer for the Collection Service and/or Delivery Service will be invoiced to the customer number assigned to the Customer by PostNL. Payment is governed by the 'Terms and conditions for payments with your customer number' (latest version).

Article 11

Force majeure

11.1

PostNL is not required to perform any obligation under the agreement for the Collection Service and/or Delivery Service if it is prevented from doing so as a result of force majeure. Force majeure includes, but is not limited to, the following circumstances:

- natural disasters, extreme weather conditions, flooding, storms, snow and ice;
- war, terrorism, civil unrest, riots, sabotage or other serious disturbances of public order;
- strikes, work stoppages, staff shortages, employee sickness or lockouts at PostNL or third parties engaged by PostNL;
- failures or outages affecting vehicles, infrastructure, IT systems, electricity or communications networks;
- severe traffic congestion or traffic restrictions making it unreasonable to reach the agreed time slot or location.

11.2

In the event of force majeure, PostNL may suspend the Collection Service and/or Delivery Service in whole or in part, reschedule it, or decide not to perform it. PostNL will not be liable to the Customer for any loss or damage arising as a result.

Article 12

Termination

12.1

Either party may terminate the agreement by giving at least one month's written or electronic notice.

12.2

In addition to the circumstances provided for by law and in Article 12.1, either party may terminate the agreement for the Collection Service and/or Delivery Service with immediate effect in the following circumstances:

- if either party is declared bankrupt (or files for its own bankruptcy), applies for or is granted a suspension of payments, or, in the case of the Customer, becomes subject to a debt restructuring arrangement;
- if the Customer, or the third party on whose behalf, at whose expense and risk, and under whose responsibility the Collection Service and/or Delivery Service is provided, fails to comply with its payment obligations to PostNL in relation to the Collection Service and/or Delivery Service;
- for the Delivery Service: if the Customer's PO Box agreement with PostNL is terminated.

Article 13

Liability

13.1

In accordance with the General Transport Conditions 2002 (latest version), PostNL is liable for loss, damage or delay in the delivery of mail items that it conveys under the Collection Service and/or Delivery Service. If the weight of a lost, damaged or delayed mail item cannot be determined individually, the liability will be determined using the maximum loading weight permitted under these General Terms and Conditions for the equipment used for the carriage of the lost, damaged or delayed mail items, as set out in Article 7 of these General Terms and Conditions.

Article 14

Amendments

14.1

PostNL may amend the charges and fees payable by the Customer in accordance with the charges and fees published on the PostNL website.

14.2

PostNL may amend the specifications of the services published on the PostNL website and the agreements with the Customer arising under Article 6(a) to (n). If PostNL does so, it will notify Customers by means of a general notice and/or an individual notice.

14.3

PostNL may amend these General Terms and Conditions for the Collection Service and/or Delivery Service. If PostNL does so, it will notify Customers by means of a general notice and/or an individual notice.

14.4

If PostNL intends to amend its charges or fees, or to make a change under Article 14.2 or 14.3, it will notify the Customer in writing no later than one month before the change takes effect. If the Customer does not agree to the proposed amendment (including a change in charges or fees), the Customer may terminate the agreement in writing no later than one week before the change takes effect. The termination will take effect on the date the amendment comes into force.

Article 15

Start of the General Terms and Conditions

15.1

These General Terms and Conditions come into force on October 20, 2026. These General Terms and Conditions, the General Transport Conditions 2002 (latest version) and the Payment Terms for Services Provided on Account (latest version) are available free of charge on request. They can also be obtained through PostNL Business Service and viewed at www.postnl.nl/algemene-voorwaarden/zakelijk.

Article 16

Protection of personal data

16.1

The Collection Service and Delivery Service involve the processing of personal data to which the General Data Protection Regulation (GDPR) applies. For more information on how PostNL processes personal data, please refer to the privacy statement on our website: www.postnl.nl/privacy-verklaring.

Article 17

Disputes

17.1

The agreement for the Collection Service and/or Delivery Service, these General Terms and Conditions and any disputes arising between the parties are governed by Dutch law.

17.2

Any disputes will be submitted to the competent court in The Hague.

More information

Visit www.postnl.nl/zakelijk/ontvangen/brengservice or www.postnl.nl/zakelijk/post-versturen/verzendopties/haalservice

Module – Special provisions for the Delivery Service Economy

Article 18 Scope

18.1

The provisions of this Module apply, together with the general provisions, whenever the Customer purchases the Delivery Service Economy.

Article 19 Additional definitions

19.1

In this Module of the General Terms and Conditions, and in addition to Article 2, the following term, when capitalised, has the meaning set out below:

- a. Delivery Service Economy: the transport of mail items by PostNL from a Postal Outlet to the Delivery Address using the standard mail or parcel delivery service at a reduced charge. The Customer cannot select a specific delivery time slot.

Article 20 Conditions for the Economy Delivery Service

20.1

A Customer may purchase the Delivery Service Economy if they receive no more than 20 mail items per week.

20.2

If the Customer exceeds this maximum for more than three consecutive months, PostNL may terminate the Delivery Service Economy and convert the agreement to the Delivery Service referred to in Article 3. From that month onwards, PostNL will also charge the applicable fee for the Delivery Service.

Article 21 Deviating agreements

21.1

By way of derogation from Article 6.1(j.2), the written record of the agreements between the parties will not specify a delivery time slot. PostNL may deliver mail items to the Customer at any time during the day.

