



General Terms and Conditions

of Freight Transport 2019



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Article 1

Definitions

Drop-off Point:

The sites or facilities designated by PostNL for the receipt of shipments by PostNL in its capacity as a transport company;

Additional Services:

Services which can be procured separately, e.g. Extra Coverage, Signature on Delivery and Payment on Delivery/Payment Service;

Sender:

PostNL's customer/contracting partner;

General Freight Conditions:

These General Terms and Conditions of Freight Transport;

Addressee:

The party to which or to whom PostNL is to deliver the Shipment under the Transport Agreement;

Hazardous Substances:

The hazardous substances specified in the most recent versions of the technical instructions provided by the International Civil Aviation Organization (ICAO), the Dangerous Goods Regulations of the International Air Transport Association (IATA), the IMDG Code (International Maritime Dangerous Goods Code for the transport of hazardous substances across the sea); the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) or any other domestic or international laws or regulations applicable to the transport of and/or services related to hazardous substances;

International Shipment:

Shipment to a destination outside the Netherlands (outbound) or a Shipment originating from a territory outside the Netherlands (inbound): EU Parcels, Non-EU Parcels or separate Shipments with an EU destination (with a weight exceeding 20 kg);

Bulk Mail:

Several Shipments presented to PostNL at the same time, for the account of one and the same Sender, in accordance with agreed terms and conditions for matters such as the fees payable, the minimum quantity to be presented, the time of the drop-off, and the drop-off point;

Peak Period

A particular period in a calendar year in which PostNL is offered significantly more Shipments per day than the average number of Shipments per day calculated over a calendar year.

PostNL Group Company:

A group company of PostNL N.V., as referred to in Section 2:24b of the Dutch Civil Code;

PostNL:

The PostNL Group Company which has determined that the General Terms and Conditions of Freight Transport apply to a specific agreement (including Transport Agreements);

Services and Conditions:

The full range of service terms and conditions relating to the transport agreed between PostNL and the Sender;

Banned Goods:

These are goods (i) which, pursuant to international or domestic laws or regulations (including rules imposed by international organisations) are prohibited from transport, (ii) goods for which PostNL has not obtained the required licence or authorisation and/or (iii) goods of which it can be assumed to be generally known that they are dangerous or illegal in the country of origin, destination and/or any third-party country through which the goods are transported;

Transport Document:

The data medium (or combination of data media) included in the Shipment, listing the specifications for transport, such as Sender's address, Addressee's address, barcode and Shipment number;

Transport Agreement:

A transport agreement signed between PostNL and the Sender under these General Terms and Conditions of Freight Transport;

Shipment:

A transport unit presented to PostNL (e.g. a parcel, roll container, pallet or general cargo), which is destined for an Addressee and includes its own Transport Document.

Article 2

Applicability of the General Terms and Conditions of Freight Transport and Applicable Regulations

- 2.1** These General Freight Conditions apply to all Transport Agreements entered into between PostNL and a Sender.
- 2.2** All work performed by and agreements signed with PostNL are subject to:
- a.** *Nationaal vervoer over de weg (National road transport):*
The General Terms and Conditions of Transport 2002 (General Transport Conditions), i.e. always the most recent version of these Terms and Conditions as published by Stichting Vervoeradres (Transport Address Foundation) and filed with the Registry of the District Courts of Amsterdam and Rotterdam;
 - b.** *Internationaal vervoer over de weg (International road transport):*
Treaty concerning the Convention on the Contract for the International Carriage of Goods by Road, in the version ratified by the Dutch government (CMR);
 - c.** *Luchtvervoer (Air transport)*
The 1929 Warsaw Convention, as amended by the Hague Protocol of 1955 and/or the Montreal Protocol No. 4 (1975) or the Montreal Convention (1999).

In addition to these regulations, the following provisions also apply:

Article 3

Conflicting Provisions

In the event of any conflict between the provisions of the General Transport Conditions, non-enforceable provisions under the law, or the treaties listed in Article 2 with the following provisions, the following provisions prevail.

Article 4

Terms and Conditions for Presentation

- 4.1** PostNL uses its own Transport Documents as delivery notes. All Shipments must include a fully and correctly completed Transport Document. The inclusion of the Dutch sender details on the Transport Document is mandatory. The Sender guarantees careful packaging of the goods, appropriate to the nature and contents of the Shipment.
- 4.2** Shipments must be presented at a Drop-off Point designated for this purpose. PostNL Parcels may designate different Drop-off Points for various categories of Shipments.
- 4.3** PostNL may set additional Terms and Conditions for Presentation for the presentation of Bulk Mail with respect to matters such as the rate, the minimum quantity to be presented, the time of presentation and the Drop-off Point.
- 4.4** Based on a contract signed for this purpose between the Sender and PostNL, the Sender has the option of pre-alerting Shipments electronically. This type of contract governs, among other things, the way in which Shipments must be presented for transport and how the Sender can obtain information regarding the Shipments accepted for transport.

Article 5

Fees

The fees payable under the Transport Agreement follow from the rates applicable under the Services and Conditions agreed upon acceptance of transport (as disclosed by PostNL), and from the details registered by PostNL regarding the quantity, weight, dimensions and destination of the Shipment, among other details.

- The fees are based on a volume that PostNL is offered for transport per day, calculated over a whole calendar year. PostNL reserves the right to apply a surcharge for shipping on days on which the volume deviates significantly from the average volume.

Article 6

Payment

- 6.1** The fees due will be paid no later than on acceptance of the Shipment for transport, unless the Parties agree otherwise. If the Parties have agreed to payment on account, the PostNL Payment Terms and Conditions for Services on Account will apply.
- 6.2** If the Addressee and PostNL have an agreement concerning return Shipments regarding transport under an allocated Business Reply Number, the fees for the transport of return Shipments without any Additional Services will be payable by the Addressee.

Article 7

Refusal, Suspension or Cessation of Transport

- 7.1** PostNL may refuse, suspend or cease the transportation of a Shipment, if required without stating a reason, in the following cases:
 - a.** if the Sender does not comply with the terms and conditions set by PostNL for the acceptance of the Shipment for transport (for example, with regard to payment, the drop-off location, provision or statement of details, use of a Transport Document, use of a barcode, packaging, contents, weight and dimensions);
 - b.** if transport of the Shipment may endanger individuals or goods; this applies in any case to the transportation of goods to which the domestic or international laws and regulations on the transportation of hazardous substances apply;
 - c.** if the transport is prohibited by law or government regulations, or if PostNL has an indication that the transportation may be in violation of the law or any government regulation;
 - d.** if the Sender fails to fulfil its payment obligations pursuant to another agreement entered into with PostNL;
 - e.** if PostNL has another compelling reason to refuse, suspend or cease transportation, including, but not limited to natural disasters, wars or armed conflicts, strike, industrial action, etc.
- 7.2** In the event of the refusal or cessation of the transport of a Shipment, PostNL will, to the extent possible, enable the Sender to recover possession of the Shipment and any documents which may have been submitted along with it, whereupon the Transport Agreement will be terminated. In this case, PostNL will be entitled to claim payment of the fee(s) payable for the transport, notwithstanding PostNL's right to compensation of any expenses or additional expenses incurred.

Article 8

Amendment of the Transport Agreement

Following acceptance for transport, unless expressly otherwise agreed with the Sender or the Addressee, the Services and Conditions and/or delivery address can no longer be changed. As long as the Shipment has not yet been delivered, the Sender may request that PostNL return the Shipment. PostNL will then endeavour to comply with such a request.

Article 9

Compliance by PostNL with the Transport Agreement

PostNL will be entitled to have all or part of the Transport Agreement carried out by third parties, without prejudice to its rights and obligations pursuant to the Transport Agreement.

Article 10

Delivery Time

- 10.1** PostNL aims to deliver Shipments during the first business day following the day of acceptance for transport to the address specified by the Sender, with the exception of International Shipments as referred to in Article 10.3. Shipments accepted for transport on Saturday are generally delivered the following Tuesday, unless otherwise agreed. During a peak period, the delivery time for Shipments that PostNL strives to achieve may be longer.
- 10.2** The Sender or the Addressee can only invoke a Shipment delivery time specified by PostNL if this time has been explicitly agreed with respect to that Shipment.
- 10.3** With regard to the transport of outbound International Shipments, the intended delivery time depends on the country or the specific destination region, the accuracy of the pre-alert details and the Services and Conditions selected by the Sender.

Article 11

Liability

- 11.1** In the event of both damage and loss and of delayed Shipments (excluding International Shipments), PostNL will only be liable under the provisions of the General Transport Conditions.
- 11.2** International Shipments are subject to the liability regulations of the CMR (for international road transport, including ferry transport) or the Warsaw Convention (if the transport is wholly or partially by air).
- 11.3** PostNL reserves the right to print any instructions related to the provision of the transport service on the packaging used for the Shipment and will not be liable for any damage caused to this packaging.

Article 12

Additional Services

On payment of the fee set for this purpose and under the full applicability of the provisions contained in or with these terms and conditions, the services provided by PostNL can be extended with one or more of the Additional Services specified in this article. PostNL reserves the right to temporarily stop or refrain from offering the Additional Services during Peak Periods. In this case, Senders with whom PostNL has entered into a contract for the transportation of Shipments will be informed 60 days in advance.

Additional Services for Senders who have entered into a contract with PostNL:

12.1 *Extra Coverage*

1. Unless expressly otherwise agreed between the Parties, PostNL will compensate damage related to the loss, damage or delay of Shipments with Extra Coverage, including money, monetary instruments*, precious metals, precious stones, pearls, objects or documents with artistic or collector's value and travel documents, exclusively in accordance with the limits/standard limits applicable under the General Transport Conditions or Treaties.
2. At the Sender's request and on payment of the fees set by PostNL Parcels, Shipments can be sent with the designation Extra Coverage. Domestic Shipments including money, monetary instruments, precious metals, precious stones, pearls, objects or documents with artistic or collector's value and travel documents must be sent with Extra Coverage of €5,000.
3. The amount of the Extra Coverage must be stated on the Transport Documents in the manner prescribed by PostNL. The relevant statement is to be regarded as an explicit agreement between the Parties to increase the liability of PostNL, as specified in Section 8:1102 of the Dutch Civil Code.
4. In the event of damages attributable to PostNL as a result of loss of or damage caused to a Shipment with the Extra Coverage designation, the Sender or Addressee will be entitled to claim the shipping costs, along with compensation of any damage caused to items included in the Shipment, up to the amount of the Extra Coverage.
5. The provisions of the CMR and the Warsaw Convention with respect to 'special interest in delivery' (Article 26 of the CMR and Article 22, paragraph 2 of the Warsaw Convention respectively) apply mutatis mutandis. For Global Pack Shipments (i.e. International Shipments outside the European Union, plus Greece, Malta and Cyprus), an Extra Coverage up to €200 per Shipment applies, irrespective of the contents of the Shipment. This applies to both individual Shipments and Bulk Shipments.
6. PostNL will determine, based on the evidence submitted by the Sender – including the original proof of shipping, purchase or sales invoice and/or any other legally valid proof of the value of the contents, whether the Sender qualifies for any compensation as specified in this article, Article 12.

12.2 *Payment on Delivery*

1. At the Sender's request and on payment of the fees set by PostNL, Domestic Shipments can be sent under the Payment on Delivery designation.
2. In the event that a Shipment designated Payment on Delivery is lost, damaged or delayed, PostNL will only be liable for any ensuing liability in accordance with Article 11 of these Terms and Conditions. PostNL is not liable for any other loss or damage, except in cases of gross negligence or wilful misconduct on the part of its management.
3. PostNL is entitled to offset any deductible Payments on Delivery (including online) with any claims due to the Sender.

12.3 *Signature on Delivery*

1. At the Sender's request and on payment of the fees set by PostNL, Domestic Shipments can be sent under the Signature on Delivery designation. Signature on Delivery is included as standard along with the Additional Services of Extra Coverage and Payment on Delivery/Payment Service.
2. Signature on Delivery is automatically included in the services provided by PostNL for International Shipments, excluding International Shipments without Additional Services.
3. PostNL delivery drivers use handheld terminals for registering Proof of Delivery to the door and taking an

* Examples of monetary instruments include telephone cards, gift vouchers, book tokens and record tokens, entrance tickets to events, and financial securities.

electronic signature, as provided in Section 3:15a of the Dutch Civil Code. The electronic signature replaces the handwritten (i.e. ink on paper) signature on the printed distribution list. The Sender and PostNL agree to accept this electronic signature, or a copy of this signature printed on paper if necessary, as proof of delivery. The Sender will inform the Addressee about this electronic signature.

4. The Sender agrees in advance that, in the event of multiple Shipments or one or more Bulk Mailings (either presented entirely by that Sender or in combination with multiple senders) simultaneously to an Addressee, the Signature on Delivery will be provided once by the Addressee for all Shipments or Bulk Mail received at that time, and this Signature on Delivery will then be duplicated at the technical level, enabling the Addressee to provide confirmation of delivery to the Sender for each individual Shipment at that time. After providing the one-off Signature on Delivery, the Addressee cannot then invoke 'no receipt/late receipt' or any other rights against PostNL relating to the individual Shipment or Bulk Mail.
5. The Addressee may choose to have the parcel delivered to a neighbour's address, in which case the Signature on Delivery provided by the neighbour is considered to be the Addressee's Signature on Delivery.

Additional Services for Senders sending individual Shipments.

Individual Shipments can be transported with the following additional services on request: Registered Mail, Payment Service and Express Service. For Registered Shipments and Shipments sent with the special insurance service, the name and address of the Addressee and Sender must be printed fully, clearly and indelibly on the Shipment.

12.4 Registered Mail

12.4.1 Shipments, excluding Shipments without Track & Trace, can be sent by Registered Mail upon request.

12.4.2 The contents of the registered Shipments can be insured for a maximum of €500.

12.4.3 Registered Shipments will be presented to the Addressee, the latter's authorised representative, or someone over the age of 18 who is residing at the same address. The person receiving a registered Shipment must sign for proof of delivery. Any registered Shipments sent abroad must be presented in accordance with the rules applicable in the destination country.

12.5 Insurance Service

12.5.1 Shipments can be sent with the Insurance Service on request. Outside of the Netherlands, this is only possible insofar as postal companies abroad allow this service. PostNL reserves the right to exclude destination countries from the Insurance Service.

12.5.2 The contents of Shipments sent with the Insurance Service can be insured for the amount specified, up to a maximum of €5,500.

12.5.3 Postal items sent with the Insurance Service must be presented to the Addressee or the latter's authorised representative. The person receiving a Shipment with the Insurance Service must sign for proof of delivery. Any Shipments sent abroad with the Insurance Service must be presented in accordance with the rules applicable in the destination country.

12.5.4 For Shipments sent with the Insurance Service, the Sender must seal the packaging using the tape designed for this purpose and including a reference code, so as to ensure that it cannot be opened without leaving any external traces.

12.6 Payment Service

12.6.1 At the Sender's request and on payment of the fees set by PostNL, Domestic Shipments can be sent under the Payment Service designation. This means that Shipments are only delivered to the Addressee if the latter has paid the fee payable for the Shipment.

12.6.2 Shipments with the Payment Service designation automatically include Signature on Delivery.

12.6.3 Shipments with the Payment Service designation are insured for a maximum of €500.

12.6.4 In the event that a Shipment with the Payment Service designation is lost, damaged or delayed, PostNL will only be liable for any ensuing liability in accordance with Article 11 of these Terms and Conditions. PostNL is not liable for any other loss or damage, except in cases of gross negligence or wilful misconduct on the part of its management.

12.6.5. PostNL is entitled to offset any deductible Payment on Delivery (including online) with any claims due to the Sender.

12.7 Express Service

12.7.1 Shipments can be sent with the Express Service on request. Shipments delivered to a PostNL location before 5:00 pm on business days for shipment will be delivered before 10:00 am or 12:00 pm the next business day, depending on the Sender's choice.

12.7.2 Shipments sent using the Express Service are insured for a maximum of €500.

12.7.3 Shipments presented on Friday and Saturday for transport using the Express Service are excluded from the provisions of 12.7.1.

12.7.4 Shipments for the Wadden Islands will be delivered by 5:00 pm the next business day.

Article 13

Delivery Method

13.1 General Information

1. Unless this cannot be reasonably be expected of PostNL, deliveries will be made every day of the week, with the exception of Sundays (unless expressly otherwise agreed in a Transport Agreement) and national public holidays. PostNL reserves the right not to deliver certain categories of Shipments on Saturdays. PostNL will then announce this in a timely manner.
2. The Shipment will be delivered to the address listed on the Shipment or to another address provided by the Addressee. In this case, PostNL will be entitled to present Domestic Shipments without any Additional Service, Domestic Shipments with a Signature on Delivery designation and International Shipments which cannot be delivered to the Addressee's residential address to one of the recipient's neighbours**. In this case, a written notification will be deposited in the Addressee's letterbox. On presentation of the Shipment to the neighbours, the transport and the responsibility of PostNL under the Transport Agreement will have ended. If delivery to the address of one of the recipient's neighbours proves impossible, or if the Shipment includes an Additional Service, a notification will be left in the Addressee's letterbox, stating how and when the recipient can obtain the Shipment.
3. The Terms of Delivery included in Articles 13.1.1 and 13.1.2 apply to both Domestic Shipments and inbound International Shipments. The terms of delivery of outbound International Shipments can vary depending on the country.

13.2 Delivery Method

The Shipment can be delivered in the following ways:

- a. being deposited in the letterbox or letterbox slot at the address listed on the Shipment;
- b. presentation for delivery to the Addressee's PO Box;
- c. presentation to the Addressee, someone over the age of 18*** who is residing at the same address as the Addressee, or the Addressee's authorised representative, or an employee of the organisation specified as the Addressee in the Shipment. This applies to the majority of Additional Services;
- d. Delivery to neighbours (Article 13.1.2).

13.3 Storage Services

1. If delivery by means of deposit into a facility designed for this purpose or by means of delivery to another suitable individual proves to be impossible, PostNL will store the Shipment in one of its depots for a maximum period of two weeks. The storage terms and conditions for outbound International Shipments can vary depending on the country.
2. If delivery has proved to be impossible and PostNL subsequently takes the Shipment to one of its depot facilities, the Addressee will be notified in writing about the location where the item is being stored.
3. PostNL will not keep any Shipments in its depots which contain or are suspected to contain perishable contents.

** The Sender may request to have the Shipment delivered exclusively to the home of the Addressee. No attempted delivery will be made to any neighbours' homes in this case. The Sender must clearly state this request on the side of the Shipment where the address is placed. PostNL will provide a free sticker for this purpose at its postal locations.

*** The following are not considered to be residing at the same address: fellow guest house or hotel guests, service personnel, a landlord/landlady, hosts or hoteliers.

13.4 Procedures for undeliverable Shipments

1. If the Addressee refuses the receipt of a Shipment or fails to collect it from the depot or PO Box location (after a maximum of two weeks has passed), or if storing the Shipment in a depot is objectionable to PostNL due to the apparent or suspected contents of the Shipment, the Shipment will be returned to the Sender (for International Shipments, this is the Sender located abroad/outside the Netherlands).
2. Any Shipments which cannot be returned to the Sender for whatever reason will be stored by PostNL for approximately another 12 months and held on behalf of the Sender or the Addressee, unless PostNL is aware or suspects that the Shipment and/or its contents is/are of no value, or if storing the Shipment in a depot is objectionable to PostNL, in which case PostNL Parcels will be entitled to destroy the Shipment (or arrange for a third party to do so on its behalf), or otherwise dispose of the Shipment as it sees fit. Any Shipments considered to be of value will become the property of PostNL after the period of 12 months specified for this purpose. In the event that PostNL does not proceed to return a Shipment, it will make an effort to inform the Sender of the manner in which it will dispose of the Shipment.
3. If the Sender refuses the return of Shipments or fails to collect them from the depot/PO Box location (after a maximum retention period of two weeks), PostNL will assume that the contents of the Shipment no longer hold any value for the Sender and PostNL will be immediately free to dispose of the Shipment as it sees fit.
4. If it should prove impossible to deliver a Shipment in accordance with the applicable Services and Conditions with regard to delivery and storage, PostNL will be entitled to charge the Sender all or part of the costs associated with the return, storage and/or destruction of the Shipment.

Article 14

Information Provided to the Sender and/or the Addressee

By requesting information from PostNL, the Sender or the Addressee can obtain information regarding the performance of the Transport Agreement within 30 days of the date of acceptance of the Shipment for transport, on condition that the number of the barcode printed on the Transport Document is listed on the Transport Document. Contrary to the previous sentence, a term of six weeks will apply to Shipments sent under the Payment on Delivery/Payment Service designation. PostNL will be entitled to charge an administrative fee for a request - whether it is the first request or not - made after the expiry of the relevant time period.

Article 15

Liability and Indemnification for Hazardous Substances and Banned Goods

- 15.1 PostNL does not accept Hazardous Substances and/or Banned Goods. If the Sender presents Hazardous Substances and/or Banned Goods to PostNL for transport, the Sender will indemnify PostNL and compensate PostNL for any and all third-party claims brought against PostNL, and for any loss and/or damage PostNL may suffer as a result of transporting such Hazardous Substances and/or Banned Goods.
- 15.2 The indemnification referred to in Article 15.1 will also be issued to any subcontractors employed by PostNL.
- 15.3 The Sender agrees that the Hazardous Substances and/or Banned Goods offered by Sender to PostNL will be

destroyed by PostNL, and that the applicable costs can be recovered from the Sender.

Article 16

Notification of Damage and/or Loss

If PostNL does not receive notification within 30 days (and within 6 weeks for Payment on Delivery Shipments), counting from the day of presentation of a Shipment by the Sender, that the Shipment has not been delivered or has been damaged or delayed, or if the Transport Agreement has otherwise not been performed as required, PostNL will assume that the Transport Agreement has been performed appropriately.

Article 17

Applicable Law and Settlement of Disputes

- 17.1** All Transport Agreements are governed by Dutch law.
- 17.2** Disputes involving a financial interest that exceeds the maximum amount applicable for the competence of the sub-district court in civil cases (which is open to appeal) will be adjudicated by the competent court in Rotterdam, the Netherlands.

Article 18

Privacy Protection

- 18.1** PostNL uses the personal data recorded under the Transport Agreement (i.e. of Addressees and Senders) for the performance of the Transport Agreement and to ensure the provision of high-quality services. PostNL processes personal data in accordance with the Dutch Personal Data Protection Act [Wet bescherming persoonsgegevens]. For further information about the Personal Data Protection Act, please see the PostNL Privacy Statement.
- 18.2** The Sender will inform the Addressees of the transfer of their personal details and indemnifies PostNL for any and all costs arising from the failure to comply with applicable privacy regulations on the part of the Sender.
- 18.3** As a PostNL customer, the Sender will receive informational newsletters by e-mail. This information is sent in order to keep the Sender informed of new and existing products and services. As a PostNL customer, the Sender agrees to receive these informational newsletters. The Sender's contacts are added to the PostNL e-mail file. The Sender can opt out any time using the opt-out option stated at the bottom of each newsletter.

Article 19

Termination

- 19.1** Both PostNL and the Sender are entitled to rescind a Transport Agreement without the intervention of the courts and with immediate effect in the event of any of the circumstances stated under a to d below;
- a. if either Party fails to fulfil its obligations under a Transport Agreement for more than seven consecutive days;
 - b. if either Party has applied for a moratorium, or a moratorium has been granted;
 - c. if either Party has applied for bankruptcy or has been declared bankrupt;
 - d. if either Party has been denied access to its assets.

Article 20

Confidentiality

Both the existence and the content of a Transport Agreement are confidential. As such, the Sender will maintain confidentiality regarding the existence or content of a Transport Agreement. If the Sender has breached this duty of confidentiality, the Sender will be liable to pay an immediately due and payable fine equivalent to twenty-five per cent (25%) of revenue per contract year, up to a maximum of €10,000, notwithstanding PostNL's right to compensation for the actual loss incurred.

Article 21

Transfer of Rights and Obligations

PostNL will be entitled to transfer all or part of the rights and obligations under a Transport Agreement to another PostNL N.V. group subsidiary, within the meaning of Section 2:24b of the Dutch Civil Code.

Article 22

Partial Nullity

If any provision of the Transport Agreement or any of the applicable terms and conditions proves to be invalid, unlawful or impossible to fulfil, this will not affect any of the other provisions of the Transport Agreement. In this case, the Parties will agree upon a new provision with the same purpose, with the proviso that the sense and purpose of the Transport Agreement should remain as unchanged as possible.

Article 23

Amendment of the Terms and Conditions

- 23.1** PostNL will be entitled to amend and/or supplement these terms and conditions. Unless otherwise provided or agreed, any amendments or supplements will, until further notice, apply to all Transport Agreements created on or after the effective date for the amendments and/or supplements announced by PostNL.
- 23.2** PostNL is entitled to amend and/or supplement the terms and conditions of a Transport Agreement. If PostNL decides to make such amendments, it will provide notification of them in writing or by e-mail at least thirty (30) days before they take effect.

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Commercial Register of the Amsterdam Chamber of Commerce 34337145
2015

Additional information

Please call +31 (0)88 868 68 68 or visit [postnl.nl](https://www.postnl.nl)

