

Distance Agreement Terms and Conditions

1. General

These terms and conditions apply to sales by PostNord Sverige AB or other companies within the PostNord Group (hereinafter referred to as PostNord) via distance agreements to consumers (hereinafter referred to as private individuals), traders (hereinafter referred to as business customers) and other organisations (hereinafter referred to as associations). These terms and conditions do not, however, apply to customers with agreements governed by PostNord's General Customer Terms and Conditions for Traders (PAKN). To the extent that provisions in Service Terms and Conditions deviate from these terms and conditions, the Service Terms and Conditions shall prevail.

1.1 Private Individuals

Certain terms and conditions apply exclusively to private individuals, as indicated in the relevant provision.

1.2 Version

The terms and conditions apply in the version in effect at the time of the order.

1.3 Purchase Agreement

A binding purchase agreement for purchases made via app or website shall only arise once PostNord has confirmed the order by e-mail.

1.4 Subscription

Subscription in these terms and conditions refers to subscriptions for stamp products.

2. Price

2.1 Applicable Price

The applicable price is the price stated in connection with the presented product or service in the app or on the website on the date of the order. For services subject to VAT, the price is stated in SEK inclusive of VAT.

2.2 Shipping and Handling Fee Unless otherwise agreed with PostNord, a shipping and handling fee will be added, see postnord.se.

2.3 Subscription Prices

PostNord announces the price on an annual basis. Subscription prices are based on the postage price applicable from time to time and will therefore be changed immediately if the postage price changes.

2.4 Changes to Subscriptions PostNord may make changes to the scope of the subscription with one month's notice. Such changes will be communicated via the newsletter or, in cases where a subscription type is discontinued, in writing.

3. Processing of Personal Data

The personal data you provide when ordering a product or service will be registered and stored electronically. PostNord is responsible for the processing of personal data carried out in connection with purchases in the app

or on the website. Further information on how PostNord handles personal data, the purposes of the processing and how you exercise your rights under applicable data protection legislation can be found in PostNord's Privacy Policy at postnord.se/integritetspolicy.

4. Payment Terms

4.1 Payment Options

Payment may be made by invoice, card payment, Swish, Google Pay or Apple Pay.

4.2 Age Limit for Payment by Invoice

Persons under the age of 18 may not order products or services on invoice.

4.3 Payment by Invoice

Products and services are delivered to private individuals on invoice up to a maximum value of one thousand (1,000) SEK including VAT.

Unless otherwise agreed with PostNord, products and services are delivered to business customers on invoice. A credit check may be carried out. Delivery of products or services with a value exceeding the amount stated above shall be made against card payment. For enquiries, please contact our customer service, see contact details in section 11.

4.4 Invoice Fee

An invoice fee of 100 SEK including VAT will be added for purchases on invoice.

4.5 Payment Terms for Credit

For payment by invoice, PostNord reserves the right to carry out a standard credit check. If credit cannot be granted, payment shall be made by card payment. Delivery will take place upon receipt of payment.

4.6 Payment by Invoice

For payment by invoice, payment shall be made within ten (10) days from the date of the invoice. In the event of late payment, default interest shall be charged in accordance with law, together with a reminder fee of 60 SEK (VAT exempt). If you are already a customer of PostNord, previously agreed payment terms shall apply.

4.7 Associations

In order for associations to pay by invoice, minutes and articles of association must be submitted to PostNord.

4.8 Non-Payment

PostNord shall be entitled to terminate a subscription where an order has been stopped on repeated occasions due to non-payment.

4.9 Payment of Subscription

For payment of a subscription by card, the amount will be charged to the card seven (7) business days before the stamp products are dispatched. The publication dates for each year can be found at postnord.se.

5. Delivery

5.1 Delivery Time

The normal delivery time for a purchased product is two to three business days within Sweden.

5.2 Dispatched Goods

Unless otherwise specifically agreed with PostNord, goods with a value exceeding one thousand (1,000) SEK including VAT for private individuals and businesses shall be dispatched using a traceable service.

5.3 Transport

During transport from PostNord to the customer, PostNord shall be liable if the goods are damaged or lost during transport. During transport from the customer to PostNord, the customer shall be liable if the goods are damaged or lost during transport.

6. Right of Withdrawal/Return

6.1 Right of Withdrawal/Return within 14 Days

A consumer has the right to withdraw from the purchase of goods and services within 14 days. The withdrawal period shall commence on the day on which the consumer received the goods or the day on which the agreement for the service was entered into. If the consumer wishes to exercise the right of withdrawal, the consumer shall notify PostNord thereof in a clear and unambiguous manner within the withdrawal period. Please contact PostNord's customer service, for contact details see the footer and section 11, or use the withdrawal form below. It is sufficient to notify PostNord of the intention to withdraw from the order before the withdrawal period has expired.

6.2 Exercise of Right of Withdrawal/Return

If the consumer withdraws from the order, PostNord will refund all payments. The refund will be made without undue delay and no later than 14 days after the day on which the consumer notified PostNord of the decision to withdraw from the order. PostNord will use the same method of payment as the consumer used, unless otherwise expressly agreed. The refund will not entail any additional charges for the consumer. Refund for goods will be made when PostNord has received the returned goods or proof that the consumer has returned the goods. The consumer shall return the goods without undue delay and no later than 14 days after the day on which the consumer notified PostNord of the decision to withdraw from the order. Refunds for services or digital content will be made without undue delay.

The cost of returning the goods shall be borne by the consumer. For the return address, see section 6.4.

6.3 Shipping Document

Purchase of a shipping document for letters or parcels purchased on postnord.se or in the PostNord app is not covered by the right of withdrawal. This is because the shipping document is produced in accordance with the customer's instructions. However, an unused shipping document may be redeemed within 14 days of purchase. Redemption of a shipping document is carried out through PostNord's customer service, for contact details see section 11, whereby customer service will block the shipping document and refund the amount paid.

6.4 Return Address

The invoice or delivery note must be enclosed with the return. Returns may not be sent cash on delivery.

Returns of letters shall be sent to:

PostNord Sverige AB
c/o PostNord TPL AB – avd. 93746
Box 212
Bergvägen 3, 341 24 Ljungby

Returns of parcels shall be sent to:
PostNord Sverige AB
c/o PostNord TPL AB – avd. 93746
Bergvägen 3, 341 11 Ljungby

6.5 Condition of Goods upon Return/Depreciation

A private individual is only liable for any depreciation in the value of the goods resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. For parties other than private individuals, an unused and undamaged product is a prerequisite for the customer's right to return the goods. This applies unless the goods have been destroyed or altered due to circumstances not attributable to the customer.

6.6 Cancellation

Provided that the order for goods has not been dispatched, the customer may cancel all or part of the order by contacting customer service by telephone.

6.7 Termination of Subscription

To terminate a subscription, the customer must notify PostNord no later than one month before the next publication. For termination, please contact PostNord's customer service, see section 11.

6.8 Right of Withdrawal/

Return for Subscriptions The right of withdrawal/return may only be exercised in respect of the subscription product in its entirety, not in respect of part of a product.

7. Complaints

The customer is obliged to inspect the product upon receipt. In the event of delivery of an incorrect or defective product, the customer shall immediately submit a written complaint to customer service, specifying the defect. Mandatory consumer protection legislation grants private individuals (consumers) the right to submit a complaint regarding a product within 3 years, provided that the product was defective at the time of delivery. In the event of any defects, a complaint shall be submitted within a reasonable time from the date on which the private individual discovered the defect.

8. Damage

In addition to the above, and for private individuals in addition to what is prescribed by mandatory consumer protection legislation, PostNord shall have no liability for defects and delays and shall not be liable for any damage, whether direct or indirect.

9. Disputes

Swedish law shall apply to these terms and conditions. In the event of a dispute, the parties shall in the first instance seek to resolve the matter through a voluntary agreement. To obtain assistance in resolving the dispute at a local level, a consumer may contact the municipal consumer advisors. If the parties are unable to reach agreement, the dispute may be referred to the National Board for Consumer Disputes (ARN), arn.se, Box 174, 101 23

Stockholm. A consumer may also obtain assistance in resolving disputes with traders online without going to court via the European Commission's Online Dispute Resolution platform. The dispute may also be brought before a court of general jurisdiction.

10. Miscellaneous

10.1 Service Terms and Conditions

The Service Terms and Conditions for a specific service can be found at postnord.se/tjanstevillkor.

10.2 Notices

All notices between the parties shall be made by e-mail in Swedish or English.

10.3 Shipping Document

A shipping document for letters or parcels purchased on postnord.se has a validity period of 60 days. An unused shipping document cannot be used after the validity period has expired.

11. Customer Service

Customer service answers all questions regarding PostNord's products, services and purchases in the app or on the website. Organisation number and postal address in the footer.
Telephone 0771-33 33 10
E-mail: kundservice.se@postnord.com

Competent supervisory authority: The Swedish Post and Telecom Authority

Withdrawal Form

As a consumer, you may use this form if you wish to withdraw from an agreement; you may also withdraw in other ways. Regardless of how you proceed – always keep a copy (documentation) showing that you have informed PostNord.

Send the completed form to PostNord – not to the Swedish Consumer Agency.

Company Information

Name PostNord Sverige AB
Address 105 00 Stockholm
E-mail kundservice.se@postnord.com

Consumer Information

Name (may be more than one person)
Address
E-mail or telephone number

I/We* hereby give notice that I/we* withdraw from my/our* purchase agreement regarding the following goods*/services*	
Ordered* (date)	Received* (date)

* Delete as appropriate

Signature (applicable to paper forms only)	Signature 2 (if more than one person made the purchase)
Date	

¹ The Distance and Off-Premises Contracts Act (SFS 2005:59)

This is a template for a withdrawal form provided by the Swedish Consumer Agency by order of the Government. The content is based on Annex 1 of Directive 2011/83/EU.