



## SPECIAL TERMS AND CONDITIONS ALTERNATIVE DROP-OFF

In the absence or provisions in these special terms and conditions (the "**Special Terms and Conditions**"), the provisions of the General Terms and Conditions shall apply. The terms in initial capitals are defined below, or, failing this, in the General Terms and Conditions.

### 1. DEFINITION

**"Notification"**: any message sent by POST to the Customer for the purpose, in particular, of informing or reminding the Customer of the availability of its Item at the Alternative Drop-Off Point;

**"Alternative Drop-off Service"**: the drop-off Service for certain Items at an Alternative Drop-off Point (such as the PackUp Service).

### 2. GENERAL TERMS

- 2.1. The list of Alternative Drop-off Points as well as the size and weight restrictions for the Alternative Drop-off Service are available on the Website.
- 2.2. The Customer can sign up for the Alternative Drop-off Service via his/her Customer Account by choosing:
  - (i) the Alternative Drop-off Point where he/she wishes his/her Item to be delivered to instead of a home delivery, either on a case-by-case basis or on a permanent, yet revocable at any time, basis; and
  - (ii) the planned means of communication by POST Courier (email, SMS, etc.) for Notification.

POST Courier shall confirm the subscription to the Alternative Drop-off Service by sending an e-mail to the Customer specifying, on a personal basis, the Customer ID which the latter must state in his/her Address. The Customer shall disclose his/her Customer ID at his/her sole discretion in order to benefit from the Alternative Drop-off Service and shall assume full responsibility thereof.
- 2.3. Each time the Customer uses the Alternative Drop-off Service, the Customer shall inform the Sender of his/her surname(s) and first name(s), his/her personal Customer ID and Address suitable for the collection at the Alternative Drop-off Point in accordance with the requirements of POST Courier.
- 2.4. The Notification constitutes the start of any possible term for withdrawal or issuing a complaint, as provided in the contract between the Customer and the Sender, the Consumer Code and/or any other legislation that may apply. It is therefore the Customer's responsibility to collect the Items in good time from the Alternative Drop-off Point, in order to, in so far as necessary, assert his/her rights against the Sender.
- 2.5. POST Courier reserves the right to:
  - (i) change, at its discretion and at any time, the characteristics of Items admitted with the Alternative Drop-off Service, as published on the Website; and/or
  - (ii) deliver to the Customer's Letter Box any Item intended for an Alternative Drop-off Point, when the characteristics of this Item allow it (for example, its size);
  - (iii) drop the Items in an Alternative Drop-Off Point other than the one chosen by the Customer.

### 3. COLLECTION FROM AN ALTERNATIVE DROP-OFF POINT OTHER THAN AN ALTERNATIVE DROP-OFF MACHINE

- 3.1. Cash on Delivery Items and/or Items subject to customs duties are admitted to Alternative Drop-off Points other than an Alternative Drop-off Machine, it being specified that the amounts due are payable by the Customer when he/she collects his/her Item at the Alternative Drop-off Point in question.
- 3.2. An Item can be collected from the Alternative Drop-off Point in question, after signature confirming the receipt of the Item, either by the Customer acting pro se or by any other any person

over the age of majority duly authorised by the Customer to act on his/her behalf, on the condition that the Customer or such adult presents his/her identity card and the number of the Item. The Customer waives any recourse against POST Courier as soon as the Item has been collected in accordance with the aforementioned.

- 3.3. The Customer is entitled to the time period specified in the Notification, to withdraw its Item from the concerned Alternative Drop-Off Point. In the absence of withdrawal within such period, the said Item will be processed in accordance with the General Terms and Conditions.

### 4. COLLECTION OF ITEMS AT AN ALTERNATIVE DROP-OFF MACHINE

- 4.1. By opting to collect an Item at an Alternative Drop-off Machine, the Customer waives in advance and knowingly the right to:
  - (i) benefit from any possible guarantees that the Sender would opt to subscribe to for this Item (including Registered Items and Items for express delivery by third-party transporters) and accepts to bear any consequences resulting therefrom;
  - (ii) be able to refuse this Item after presenting the Notification with barcode at the Alternative Drop-off Machine or entering the secret codes that have been provided for this purpose. Such a data entry or presentation results in the automatic transfer of responsibility from POST Courier to the Customer with regard to the Item in question; and
  - (iii) any claims against POST Courier providing that this Item will have been collected upon presentation of the corresponding Notification with barcode or by using the Customer's secret codes.
- 4.2. The following shall be automatically transferred to an Alternative Drop-off Point other than an Alternative Drop-off Machine:
  - (i) any Item initially dropped in an Alternative Drop-Off Point, which has not been withdrawn within the notified time limit;
  - (ii) any Item, which due to its size, cannot be deposited in the Alternative Drop-off Machine selected by the Customer or if the Machine is full, as well as
  - (iii) any Cash on Delivery Item and/or Item subject to customs duties.

POST Courier shall inform the Customer of the concerned Alternative Drop-off Point in the Notification.

*The present document is a free translation in English language of the French version of POST Courier's "Conditions Particulières - Remise Alternative" for customer information only. In case of any discrepancy or contradiction between those two documents, the provisions of the French version shall prevail.*