

In the absence of 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. Definitions

'Collective Box': the Means of Receipt in which Items addressed to several specific natural or legal persons are deposited (for example, Letter Boxes of a host institution, an accommodation and/or a domiciliation establishment for natural or legal persons);

'Holding and Redirecting Service': collectively or individually the Holding and/or Redirecting Service;

'Holding Service': the Service accessible to Local Addressees, allowing them to have Items addressed to them temporarily held, excluding Parcels, Alternative Drop-off and Alternative Home Drop-off Services;

'Redirecting Service': the Service accessible to Local Addressees, allowing them to redirect Items addressed to them, excluding Parcels, Alternative Drop-off and Alternative Home Drop-off Services.

2. Subscription to the Service

- 2.1. It shall take a maximum of three (3) working days to implement the Holding and Redirecting Service, following payment of the full price of the Service in question by the Customer.
- 2.2. The Customer may apply for the Holding and Redirecting Service for a single address (excluding a Letter Box Address) for his/her own benefit and/or for the benefit of several other Local Addressees as specified individually on the Form signed by the Customer or, failing this, on the confirmation of subscription to the Service provided by POST Courier.

- 2.3. A Local Addressee whose Items are delivered to a Collective Box may not subscribe to the Holding and Redirecting Service. If a Local Addressee fails to provide this information when concluding the Contract, POST Courier reserves the right to terminate the Contract unilaterally and without notice, subject to the refund by POST Courier of the cost of the Service, excluding any other compensation.
- 2.4. The Items addressed collectively to a beneficiary natural person stated on the Form and to another person not stated on the Form (e.g.: Mrs and Mr X), shall not be processed as part of the Holding and Redirecting Service but shall be distributed directly to the Address specified in the Address Box. When subscribing to the Holding Service, the Customer may opt to collect the Items received during the period of fulfilment of the Service:
 - (i) at a Point of Sale, either in person by presenting his/her identity card, or by any person above legal age duly authorised upon presentation of the order receipt for the Holding Service, at the earliest, on the first working day following the end of the period of fulfilment of the Holding Service and, at the latest, within thirty (30) days following this date; or
 - (ii) in his/her Letter Box, the first working day following the end of the period of fulfilment of the Holding Service.
- 2.5. As part of the Redirecting Service, the Items in question shall be re-directed to the Redirecting Address specified in the Contract as soon as possible. Therefore, the delivery period guarantee for an Item with a guaranteed delivery term shall no longer be applicable during the redirection period.

3. Duration

- 3.1. Subscription to the Holding and Redirecting Service shall be, within the limits of any minimum and/or maximum duration of the Service

as established in the Price List, for the period as defined by the Customer when subscribing to the Service and as indicated on the receipt provided by POST Courier.

- 3.2. Without prejudice to any longer legal right of withdrawal, the Customer may terminate the Contract without costs within seven (7) working days from the date of conclusion of the Contract, on condition that the Customer has not selected a start date for the Service during this period of seven (7) days. In the event of termination after this period, POST Courier shall reimburse the Customer the proportion of the price corresponding to the period of non-fulfilment of the Service as from the first working day following its actual termination, in accordance with the Price List.

4. Claim

In the event of a claim by a third party on legitimate grounds, POST Courier reserves the right:

- (i) to suspend with immediate effect the fulfilment of the Service until presentation of valid grounds for the resumption of the Holding and Redirecting Service, or to
- (ii) terminate the Holding and Redirecting Service, in accordance with the General Terms and Conditions.

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