

In the absence of provisions in these special terms and conditions (the **'Special Terms and Conditions'**), the provisions of the Special Terms and Conditions for Alternative Drop-off and the General Terms and Conditions available at www.post.lu and in POST Courier Points of Sale shall apply. The terms in initial capitals are defined below, or, failing this, in the General Terms and Conditions.

1. Definitions

'Label': the single-use return label accepted by POST Courier, pre-established and pre-postage stamped by the initial sender and/or the Addressee, affixed onto an Item for dispatching by POST Courier and mentioning a number enabling, where applicable, the said Item to be tracked;

'Return Service': the access to an Alternative Drop-off Machine enabling the initial Addressee to drop off an Item with a Label affixed for return to the initial sender, in accordance with the Special Terms and Conditions and the stipulations established between POST Courier and the sender.

2. Using the Service

- 2.1. The Customer may, on a case-by-case basis, use the Alternative Drop-off Machine of his choice in order to access the Return Service.
- 2.2. The Return Service only includes the return of Items to senders authorised by POST Courier (as defined on the Website). The return of Items to third-party senders is not handled by POST Courier.
- 2.3. Each time the Customer uses the Return Service, he/she shall:
 - (i) ensure that the Label is properly affixed on the Item in

question and that all the information that should be included (in particular, the respective Addresses of the Sender and the Addressee) is clearly legible;

- (ii) follow and comply with the instructions of each stage of the drop-off procedure for Items, as stated on the Alternative Drop-off Machine screen; and
 - (iii) drop off the identified Item (and this Item only) intended for the Return Service, physically and exclusively in the compartment designated for this purpose as instructed on the Alternative Drop-off Machine screen.
- 2.4. The Item is deemed to have been handed over to POST Courier when (i) the barcode (or any other identification means accepted by POST Courier) on the Label has been rightly acknowledged by the Alternative Drop-off Machine, and (ii) the designated compartment has been properly closed, after the Item in question has been effectively and definitely deposited. At the Customer's request, the Alternative Drop-off Machine shall confirm that the drop-off procedure for the Item in question has been properly completed by printing a receipt or sending it to the e-mail address indicated by the Customer on the screen.
 - 2.5. If the barcodes on the Label (or any other identification mechanism approved or acknowledged by POST Courier) are not acknowledged by the Alternative Drop-off Machine, despite several attempts, or if the Return Service or the Alternative Drop-off Machine is unavailable, the Customer may use another Alternative Drop-off Machine or go to a Point of Sale.
 - 2.6. Any Item dropped off in an Alternative Drop-off Machine as part of the Return Service which does not correspond to the Label identified during the procedure shall be processed by POST

Courier in accordance with article 6.3.1 of the General Terms and Conditions. POST Courier shall not check whether the contents of the Item correspond to the content that should be inside said Item, as indicated by the Label.

3. Responsibility

- 3.1. The Customer acknowledges and accepts sole responsibility for (i) the compliance of the content of the Item with the mentions on the Label and/or the information that he/she declared to the initial sender when returning said Item, and (ii) the successful drop-off of the Item in question in the compartment designated by the Alternative Drop-off Machine and the correct locking of the compartment.
- 3.2. POST Courier shall not be held liable in any circumstance (except in the event of gross or wilful negligence on its part), if, despite the identification of the Label by the Alternative Drop-off Machine, (i) the Item is not in the compartment indicated by the Alternative Drop-off Machine, or (ii) the content of said Item does not correspond to the content that should be contained in the Item according to the information on the Label, the Item, or as communicated by any means by the Customer.

The present document is a free translation in English language of the French version of POST Courier's "Conditions Particulières - Service Retour par Automate de 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.