

SPECIAL TERMS AND CONDITIONS HOLDING AND REDIRECTION

Unless otherwise stipulated in these special terms and conditions (the "**Special Terms and Conditions**"), the stipulations of the General Terms and Conditions for POST Courier, available at www.post.lu/conditions and at POST Courier Points of Sale, shall apply. The terms written with initial capitals are defined below or, failing this, in the General Terms and Conditions.

1. DEFINITIONS

"Collective Box": a Means of Receipt in which Items which are addressed to more than one specific natural or legal person are deposited (for example, Letter Boxes of a host institution, accommodation and/or a place of domicile for natural or legal persons);

"Forwarding Service": a Service accessible to Local Addressees, allowing them to forward Items addressed to them, excluding Parcels, Alternative Drop-off and Alternative Home Drop-off Services;

"Holding and Forwarding Service": collectively or individually the Holding and/or Forwarding Service.

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

2. SUBSCRIPTION TO THE SERVICE

- 2.1. It will take a maximum of three (3) working days to implement the Holding and Forwarding Service, following payment of the full price of the Service in question by the Customer.
- 2.2. The Customer can apply for the Holding and Forwarding Service for a single Address for his/her own benefit and/or for the benefit of more than one other Local Addressee 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 Forwarding 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. Items addressed collectively to a beneficiary natural person stated on the Form and to another person not stated on the Form (e.g.: Ms and Mr X), will not be processed as part of the Holding and Forwarding Service but will rather be delivered 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: (a) at a Point of Sale, either in person on presentation of his/her identity card, or by any person of legal age they authorise to act in their place, upon presentation of the order receipt for the Holding Service, at the earliest on the working day following the end of the period of fulfilment of the Holding Service and at the latest within fifteen (15) days of this date; or (b) in his/her Letter Box, on the first working day following the day on which the period of fulfilment of the Holding Service ends.

- 2.5. As part of the Forwarding service, the Items in question shall be re-directed to the Forwarding Address established in the Contract as soon as possible. Therefore, the delivery period guarantee for an Item with a guaranteed delivery date shall no longer be applicable during the forwarding period.

- 3.1. Subscription to the Holding and

3. DURATION

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Forwarding 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. The Customer may terminate the Contract and receive a refund prior to the start of the Service.

4. SUSPENSION, TERMINATION

In the event of improper usage or a complaint by a third party on legitimate grounds, POST Courier reserves the right (a) to suspend delivery of the Service with immediate effect until proof has been given of the validity of the request to re-establish the Holding and Forwarding Service, or (b) even to terminate the Holding and Forwarding Service without any refund, in accordance with the General Terms and Conditions.

The present document is a free translation in English language of the French version for customer information only. In case of any discrepancy or contradiction between those two documents, the provisions of the French version shall prevail.