

SPECIAL TERMS AND CONDITIONS ALTERNATIVE DROP-OFF

Unless otherwise stipulated in these special terms and conditions (the "**Special Terms and Conditions**"), the stipulations of the General Terms and Conditions shall apply. The terms written with initial capitals are defined below or, failing this, in the General Terms and Conditions.

1. DEFINITION

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

"Notification": any message communicated by POST to the Customer with the aim of informing or reminding the Customer of the availability of the Item at the Alternative Drop-off Point;

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 to which he/she wishes to have an Item delivered instead of a home delivery, either on a case-by-case basis or permanently, although this can be revoked at any time; and
 - (ii) the means of communication provided by POST Courier for the purpose of the 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 that the latter must state in his/her Address. The Customer shall communicate his/her Customer ID at his/her sole discretion in order to benefit from the Alternative Drop-off Service and shall assume full responsibility for this.
- 2.3. Each time the Alternative Drop-off Service is used, the Customer shall provide the Sender with his/her surname(s) and first name(s), his/her personal Customer number and Address suitable for collection from the Alternative Drop-off Point in accordance with POST Courier instructions.
- 2.4. The Notification constitutes the start of any possible term for withdrawal or issuing a complaint, as foreseen in the contract concluded 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 from the Alternative Drop-off Point in a timely manner, in order to assert his/her rights against the Sender insofar as may be necessary.
- 2.5. POST Courier reserves the right to:
 - (i) modify, at its discretion and at any time, the characteristics of the Items accepted at the Alternative Drop-off Service, as published on the Website;
 - (ii) deliver any Item intended to be delivered to an Alternative Drop-off Point to the Customer's Letter Box instead, in the event that the characteristics of said Item permit this (for example, its size);
 - (iii) deposit Items at an Alternative Drop-off Point other than that chosen by the Customer.

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

- 3.1. 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 may be collected from the relevant Alternative Drop-off Point after signature confirming the delivery of the Item, either by the Customer acting personally or by any person of legal age duly authorised by the Customer to act on their behalf, provided that the Customer or such person of legal age presents his/her proof of identity and the Item number. The Customer waives any right to recourse against POST Courier as soon as the Item has been collected in accordance with the aforementioned.
- 3.3. The Customer has the period of time indicated in the Notification to collect the Item from the relevant Alternative Drop-off Point. Any failure to collect the Item within this

period of time will result in it being dealt with 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 may opt to use for this Item (including Registered Items and Items for express delivery by third-party transporters) and accepts to bear any consequences resulting therefrom;
 - (ii) 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. Entering these codes or presenting a barcode 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, once this Item has 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 originally deposited in an Alternative Drop-off Machine but which has not been collected within the notified period;
 - (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;
 - (iii) any Item subject to customs duties. POST Courier shall inform the Customer of the relevant Alternative Drop-off Point in the Notification.

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.