

SPECIAL TERMS AND CONDITIONS DEPOSIT OF ITEMS IN AN ALTERNATIVE DROP-OFF MACHINE

Unless otherwise stipulated in these special terms and conditions (the "**Special Terms and Conditions**"), the stipulations of the Special Terms and Conditions for Alternative Drop-off and the General Terms and Conditions (available at www.post.lu 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

"Deposit Service": the Service enabling access to and deposit in an Alternative Drop-Off Machine so that:

- a) any Sender may use this Service to deposit a pre-paid Item, paid using the rate provided in the Price List and bearing a Label, in accordance with the Special Terms and Conditions;
- b) any initial Addressee may deposit an Item bearing a Label for return to the Initial Sender, in accordance with the Special Terms and Conditions and the arrangements made between POST Courier and the Sender.

"Label": the single-use return label accepted by POST Courier, pre-completed and pre-postage-stamped by the initial Sender and/or the Addressee, affixed to an Item for dispatching by POST Courier and bearing a number enabling the tracking of said Item where applicable;

2. USE OF THE SERVICE

- 2.1. The Customer may, on a case-by-case basis, use the Alternative Drop-off Machine of his/her choice in order to access the Deposit Service.
- 2.2. The Deposit Service, when relating to an Item bearing a Label returning it to the Initial Sender, only includes the return of Items to Sender(s) approved by POST Courier (as defined on its Website). The return of Items to third-party senders is not handled by POST Courier.
- 2.3. Each time the Customer uses the Deposit Service, he/she shall:
 - a) ensure that the Label is properly affixed to the Item in question and that all the necessary information is included (particularly the respective Addresses of the Sender and the Addressee) and clearly legible;
 - b) follow and comply with the instructions for each stage of the drop-off procedure for Items, as stated on the Alternative Drop-off Machine screen; and
 - c) drop off the identified Item (and this Item only) intended for the Deposit Service, physically and exclusively in the compartment designated for this purpose as instructed on the Alternative Drop-off Machine screen.
- 2.4. The Item shall be deemed to have been handed over to POST Courier when:
 - a) the barcode (or other identification mechanism accepted by POST Courier) on the Label has been

validly recognised by the Alternative Drop-Off Machine, and;

- b) the designated compartment has been properly closed following definitive deposit of the Item concerned.

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 entered on the screen by the Customer.

- 2.5. If the barcodes on the Label (or any other identification mechanism approved or recognised by POST Courier) are not registered by the Alternative Drop-off Machine after several attempts, or if the Deposit 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 deposited in an Alternative Drop-off Machine as part of the Deposit Service but 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 will not be able to check whether the contents of the Item correspond to the contents that should be inside the Item, as indicated on the Label.

3. LIABILITY

- 3.1. The Customer acknowledges and accepts that he/she is and remains solely responsible for:
 - a) the conformity of the Item and its contents to the General and/or Special Terms and Conditions;
 - b) the conformity of the contents of the Item to the information shown on the Label and/or the information they have declared to the initial Sender;
 - c) the successful deposit of the Item concerned in the compartment designated by the Alternative Drop-Off Machine and the proper closure of this compartment.
- 3.2. POST Courier shall not be held liable in the event that, despite identification of the Label by the Alternative Drop-Off Machine:
 - a) the Item is not in the compartment indicated by the Alternative Drop-Off Machine, or;
 - b) the contents of this Item do not correspond to the contents that should be inside this Item according to the information shown on the Label, the Item itself or communicated by the Customer using any means.

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.