

Service frameworks

PostNL Pakketten België NV

Valid as from 1 January 2025



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¹⁾ On request a digital version of these documents can be provided. Rights cannot be derived from this publication.

Article 1

General

Permitted shipments

- The minimum dimensions are 10 cm (longest side) x 1 cm (shortest side) x 10 cm (other sides), and the maximum dimensions are 175 cm (longest side) x 58 cm (shortest side) x 78 cm (other sides).
The maximum dimensions for Shipments that can be delivered to a PostNL Parcel and Letter Machine are 61 cm (longest side) x 41 cm (shortest side) x 52.5 cm (other sides). The maximum weight per parcel is 31.5 kg.
- For Shipments larger than 100 cm (longest side) x 58 cm (shortest side) x 70 cm (other side) and/or between 23 kg and 31.5 kg, a surcharge for non-standard processing will be applied.
- Surcharges will be applied to Shipments larger than 50 dm³. These surcharges depend on the parcel size and apply from 50 dm³, 100 dm³, and 200 dm³.
- A "Heavy Parcel Label" provided by PostNL needs to be stuck on Shipments weighing >23 kg (or suspected to weigh more). The label must be visible on four sides of the parcel.
- A Shipment within the Netherlands and Belgium can consist of multiple separate parcels. A parcel must consist of one box, bag, or tube and may not consist of multiple separate parcels taped together
- Shipments requiring cooling are not permitted.
- Parcels must be properly packaged.

Guidelines for proper packaging

- Use an outer packaging as and where necessary and choose sufficiently sturdy material that is not harmful to other parcels (e.g. wood or metal).
- Packaging is considered to be sturdy if it can withstand all wear and tear that occur during transport as well as all weather conditions and cannot be opened without leaving traces.
- Use an opaque, neutral packaging for valuable items.
- Make sure that the packaging is securely sealed, preferably with tape.
- Avoid pressure points (e.g., legs, corners, protrusions) and empty space. Distribute the weight evenly, e.g. by using filling material, which will also prevent the product from sliding.
- For fragile goods, it is advisable to apply a material buffer between the wall of the packaging and the product.
- Contact PostNL for advice on proper packaging.

Delivery time

- Delivery time is the time between the acceptance scan of the parcel at PostNL and the first delivery attempt to the Addressee. The Addressee can be a business, private individual, or a P.O. Box address (in the Netherlands).
- PostNL targets a delivery time on the next delivery day for parcels destined for the Netherlands and Belgium (see Table 2).
- Parcels addressed to an address on the Wadden Islands or a P.O. Box address (even if a reply number is linked to a P.O. Box) will not be delivered on Mondays.
- The time slot indication provided by the Addressee in their profile is taken into account as much as possible. However, indicated delivery deadlines are for information only. PostNL accepts no liability for the non-observance of the deadlines.

Change in Service frameworks

PostNL has the right to unilaterally amend and/or add to these Service frameworks. If PostNL does so, it shall notify customers with a Contract in writing (including email) at least thirty (30) calendar days before the amendment and/or addition comes into effect. Words written in uppercase shall have the meaning given to them in these Service frameworks or the General terms and conditions for Freight transport.

Packaging

PostNL is happy to assist you to ensure your parcels are delivered smoothly. Special PostNL roll containers are available for this purpose. These roll containers can be used to prepare your batch of parcels for shipping. Other use is not allowed. PostNL may charge fees for this service See also Annex 5 General terms and conditions regarding the use of tools.

Batches

To prevent a delay in the delivery time of batches, we request a pre-notification of at least five days:

- Batches of parcels in excess of 1000 pieces with destination NL.

Pre-notification

A correct pre-notification is essential for the quality and delivery time that PostNL targets. All Shipments must therefore be pre-notified by the Sender using one of the PostNL applications or integrations (see Table 1). Including the Addressee's email address in the pre-notification contributes significantly to the quality and delivery time. If the Addressee's email address is known, it should always be included in the pre-notification. PostNL accepts no liability for services rendered incorrectly if there is no pre-notification or if such pre-notification is not on time or incorrect. The additional steps for parcels that are incorrectly notified if at all increase the costs of a parcel. A "Not pre-notified" surcharge is applied PostNL has a retention period of seven days for pre-notification Parcels handed over after this period will be treated as not pre-notified, and the "Not pre-notified" surcharge will be duly applied. Inadequate quality of the barcode on the label may result in additional costs and delays in delivery time. In case of doubt, you can always have it tested.

Track & Trace

All your shipments can be traced via www.postnl.be. Here you can also view the Addressee signature where applicable. You have access to your personal Track & Trace information via mijn.postnl.nl

Track & Trace is intended exclusively to inform you about your Shipments. Track & Trace information must not be used for other (commercial) purposes. It is moreover possible to obtain Track & Trace information through our applications and integrations. Use this link for this. The use and retrieval of information about your Shipments are limited to the combination of your customer number, customer code, and API key linked to your contract. Track & Trace information is and remains PostNL's property. This is shared with you to show the status of your Shipments in the PostNL process. Sharing these data with third parties is authorised only if they relate to an integrator or logistics partner with whom you have a shipping contract for PostNL parcels, both physically and via a technical integration. If you share (access to) said data with a party other than as mentioned above, PostNL reserves the right to terminate this Track & Trace service.

Notifications

Email notifications to the Addressee's email address you provided inform the Addressee proactively about the status of your Shipment. Email notifications are sent by PostNL by default.

A correct and complete pre-notification, including the Addressee's email address, is essential for sending notifications. It is therefore necessary to include the Addressee's email address (if known) in all cases of pre-notification of a Shipment so that PostNL can send email notifications

Send applications and integrations

All parcels, pallets or general cargo must be provided with a shipping label in accordance with PostNL's specifications. PostNL offers applications and integrations for retrieving delivery options, receiving Track & Trace information, pre-notification of Shipments and creating labels (see Table 1).

Table 1 - Overview of PostNL applications and integrations

Application	Description
Business Portal (My PostNL)	This is the web self-service environment where customers are able to arrange and view their Shipment and service-related matters.
Application Programming Interface ("API")	Customers can use the PostNL API to integrate the PostNL services into their systems through programming.
Plug-ins	A plug-in developed by PostNL is a ready-made module that can be installed on e-commerce software, allowing customers to quickly and easily use PostNL services.
sFTP	sFTP is an obsolete technique to exchange files via a (secure) server. sFTP connections are being phased out. A reasonable period of time will be used between the initial announcement and the actual discontinuation. Implementing new integrations via sFTP is not possible. New services and data solutions will not be offered via sFTP.
Business app	This is the mobile self-service environment where customers are able to arrange and view their Shipment and service-related matters.

Note In exceptional cases, labels can be generated using the customer's own application and not using a PostNL application or integration. In this case the customer receives instructions to make the labels. The customer uses its own software to generate the labels and this functionality runs entirely locally at the customer. The labels must first be physically tested and approved by PostNL before they can be put into use.

Please note: this is not a PostNL application, integration or service. The customer is responsible for keeping the labels up-to-date. This option is only available for specific cases and needs to be coordinated with PostNL. To be sure of suitable labels, a label requested with a PostNL application or integration must be used.

Use of applications and integrations

You are responsible for correctly implementing the applications and integrations. To guarantee the continuity of our applications and integrations, it is necessary that you consult and use the most recent (technical) documentation included in the developer portal.

Use of an integrated service that may interfere with other users, endanger the operation of the website and/or affect the information on the website or the underlying software is not permitted.

PostNL reserves the right to discontinue applications and/or integrations, or functionalities and versions of applications and/or integrations. A reasonable period will be observed between the initial announcement and implementation. If you use an application or integration that is not (or no longer) supported, PostNL reserves the right to deny you access to the application or a certain functionality (or functionalities) within the application and no longer to accept pre-notifications and/or labels or to charge surcharges.

PostNL ensures adequate security of applications and integrations, but cannot guarantee flawless or uninterrupted operation.

Further development, upgrades and updates

PostNL applications and integrations can be improved and expanded with new products and functionalities. PostNL expects users to carry out updates regularly in order to keep up with the most recent versions of the applications and integrations. Users may be required to upgrade or switch in case of a modification. Failure to do so within the period specified by PostNL may result in the inability to use the relevant applications and/or integrations.

Use of data

Although PostNL aims to provide accurate, complete, and up-to-date information, PostNL cannot explicitly or implicitly guarantee that the information provided with an application or integration is accurate, complete or up-to-date.

You may not use data that PostNL makes available with applications and integrations for commercial, non-technical purposes, including mass downloads of content, creating a database, big data or providing the

data to third parties for analytical purposes.

You are expected to make maximum effort to comply with the delivery preferences as indicated by the Addressee. You must adequately secure the data provided by PostNL and may only use this data for the purpose of completing and fulfilling the relevant order.

If the data comprises personal data, you must ensure that you use this personal data only in accordance with the General Data Protection Regulation and related laws and regulations (including Code Email 2012).

Use of PostNL logo, icons, and buttons

You must use the data made available by PostNL for applications and integrations (such as the PostNL logo, icons, and various buttons) unchanged. These items remain PostNL's property and are copyright-protected. Use thereof must be immediately stopped if PostNL has made such a request, and all related content (text, banners, images) must be removed at once.

PostNL Liability

PostNL cannot accept any liability for direct and/or indirect, immaterial, or consequential damage, including lost profits, arising in any way out of but not limited to (I) defects, viruses, or other imperfections in equipment and other software in connection with accessing or using the applications and/or integrations, (II) the information provided on or via the applications and/or integrations, (III) the interception, modification, or improper use of information sent to PostNL or to you, (IV) the operation or unavailability of the applications and/or integrations, (V) misuse of the applications and/or integrations, (VI) loss of data, (VII) downloading or using software made available via the applications and/or integrations, or (VIII) claims from third parties relating to the use of applications and/or integrations. You indemnify PostNL against any claims from third parties (including Addressees) relating to the use of the applications and/or integrations.

Article 2

Parcels in the Netherlands

Delivery

Delivering parcels

PostNL uses standard specifications for delivering parcels.

Table 2 - Specifications for delivering parcels in the Netherlands

Characteristic	Specifications
Delivery days and times	<ul style="list-style-type: none">Monday to Saturday: 8.00 am to 10.00 pmEvening: 5.30 pm to 10.00 pm (only for Evening Delivery).
No answer	<ul style="list-style-type: none">If there is no answer, the parcel will be available the next day at a designated PostNL point, except on Saturdays (in which case the parcel will be available on Monday). For Pharma Shipments or Guaranteed deliveries, the following applies: 2nd delivery attempt the next delivery day during the day.
Delivery preferences	<ul style="list-style-type: none">The Addressee of a Shipment can specify in their PostNL account via the PostNL app or PostNL's web page that Shipments addressed to their home address are to be sent by default - i.e. before the first delivery attempt - directly to a PostNL point. The Parcel can be collected there by or on behalf of the Addressee upon presentation of proof of identity.The Addressee of a Shipment can specify in their PostNL account via the PostNL app or PostNL's web page that Shipments addressed to their home address are to be dropped off at neighbours, the Agreed Location (specified in the PostNL account) or a PostNL point nearby, if they are not home.
Choice of delivery day	<ul style="list-style-type: none">If you use PostNL's API, the Addressee of a Shipment can choose a specific delivery day under Select a delivery day.The Addressee of a Shipment can choose a delivery day for the next seven calendar days.Only parcels handed over to PostNL one day before the selected delivery day can be delivered on the selected Delivery Day. For parcels handed over to PostNL earlier or later, PostNL aims to deliver the parcel on the next delivery day following the day of presentation to PostNL.If an Addressee chooses a delivery day/time for which you do not have a contract with PostNL, PostNL is free to deliver on a different day and/or at a different time.
Change of delivery	<ul style="list-style-type: none">The Addressee of a Shipment can use the PostNL app or PostNL's web page in their PostNL account to indicate that Shipments addressed to their home address are to be sent directly, i.e. before the first delivery attempt, to a PostNL point. The parcel can be collected from a PostNL point upon presentation of proof of identity by or on behalf of the Addressee.The Addressee of a Shipment may change the delivery time and/or delivery address or choose an Agreed Location prior to the delivery attempt.To this end, the Addressee uses the PostNL app or PostNL's web page. To make changes, the Track & Trace code can be used in combination with the postal code, the information on the notification in combination with their own postal code, or the details recorded in their personal PostNL account.

Characteristic	Specifications
	<ul style="list-style-type: none"> ▪ For information, complaints or requests for refunds of paid fees on account of changed delivery, the Addressee can contact PostNL. ▪ If it is not possible to change the time or the address of delivery or to choose an Agreed Location, the Addressee will not be offered this option.
Collection at PostNL point	<ul style="list-style-type: none"> ▪ If there is no answer after the first delivery attempt or for cases where there is a second delivery attempt (Table 2, No answer), the parcel can be collected by or on behalf of the Addressee at a PostNL point upon presentation of proof of identity and a Signature for receipt. ▪ After delivery has been changed to a PostNL point, the parcel can be collected by or on behalf of the Addressee at a PostNL point upon presentation of proof of identity. A Signature for receipt is required, and the document number of the proof of identity will be recorded.

Additional services

You can have your parcel delivered with the following Additional services:

Table 3 - Specifications for additional services

Additional service	Specifications
Only home address	<ul style="list-style-type: none"> ▪ With Only home address, the parcel is not left with neighbours or at an Agreed Location. ▪ Only home address can be combined with Return if no answer.
Signature for receipt	<ul style="list-style-type: none"> ▪ With Signature for receipt, the Addressee, a household member, or neighbours must sign for receipt on the handheld terminal or distribution list (including the name in capital letters) when the parcel is delivered. ▪ Signature for Receipt can be combined with Only home address and Return if no answer.
Increased Liability ("IL") + Signature for receipt ("SfR")	<ul style="list-style-type: none"> ▪ PostNL's liability is restricted to the limit of Article 23 (3) of the CMR Convention With IL + SfR PostNL's maximum liability can be increased in steps of € 100, € 250 and € 500 to a maximum of € 5,000 per Shipment. ▪ PostNL's liability is restricted to the limit of article 23(3) CMR convention. Any higher damages, up to maximum € 5,000 per parcel are only paid out provided that the parcel had a so-called proof or acceptance scan at the sorting centre. ▪ For securities, precious metals, precious stones, pearls, objects or documents with an art or collector's value, travel documents, prepaid credits, plastic money, access passes and costs incurred by calling through a subscription - even if IL + SfR have been taken out - PostNL's liability is restricted to the limit of Article 23(3) CMR Convention. ▪ IL + SfR includes the Only home address service by default. IL + SfR can be combined with Return if no answer.

Additional service	Specifications
Notification service by SMS (text message)	<ul style="list-style-type: none"> ▪ PostNL sends email notifications by default. ▪ Notifications by SMS are an optional service for which a surcharge is applied. ▪ To send a notification by SMS, the mobile telephone number must be included in the pre-notification
Evening delivery	<ul style="list-style-type: none"> ▪ Evening delivery allows parcels to be delivered to your customer in the evening. ▪ Delivery takes place from Monday to Friday from 5.30 pm to 10.00 pm . ▪ Parcels handed over to PostNL on Friday will be delivered on Saturday during the day ▪ Evening delivery is available for parcels sent to an address in the Netherlands. PostNL manages the postal codes which are/are not eligible for Evening Delivery; they need to be requested per order via the PostNL API. ▪ Evening delivery can be combined with Only home address, Signature for Receipt, Return if no answer, IL + SfR and IL.
Guaranteed delivery	<ul style="list-style-type: none"> ▪ You can have your parcels delivered I) before 10.00 am, II) before noon, or III) before 5.00 pm. ▪ The second delivery attempt will be the next day between 8.00 am and 10.00 pm. ▪ If there is no answer twice, the parcel is returned to the Sender. ▪ If the delivery is delayed, a request for refund of the surcharge can be submitted through the service team. ▪ Guaranteed delivery is possible for parcels sent to an address in the Netherlands, except for morning deliveries on the Wadden Islands and P.O. box addresses (even if a reply number is linked to a P.O. box). ▪ Delivery on Saturday and Sunday is not possible; for deliveries on Friday, the parcel will be delivered on Monday. ▪ Guaranteed delivery can be combined with Signature for receipt, IL + SfR, IL + OC, Return if no answer, and Only home address. ▪ Guaranteed delivery is not possible in combination with Premium Collection Service. ▪ In case of incorrect or incomplete pre-notification, the parcel will be distributed during the day without Guaranteed delivery. The surcharge will not be invoiced in such a case.

Additional service	Specifications
Age check 18+	<ul style="list-style-type: none"> ▪ The parcel is delivered only if the recipient is older than the specified age. ▪ The courier checks the recipient's proof of identity at the door. The following documents are considered valid proof of identity: <ul style="list-style-type: none"> - Dutch identity card - Dutch passport - Dutch driving licence - Dutch alien document - European identity card - Foreign passport ▪ The recipient is asked to sign for receipt. This Signature for receipt will be available digitally. ▪ Age check 18+ includes the additional Only home address service by default. This means the parcel is not dropped off at neighbours. ▪ After the first or second delivery attempt (Table 2, No answer) the Addressee can collect the parcel at a PostNL point. ▪ Age check 18+ Shipments cannot be sent to a reply number or P.O. box address. ▪ Age check 18+ can be combined with IL + SfR, IL, Return if no answer, Notification services and Collection at PostNL point. ▪ For all Shipments that fall under an age requirement, the Additional Age Check 18+ Service is required.
Collection at PostNL point	<ul style="list-style-type: none"> ▪ You can send your parcel directly to one of the more than 3500 PostNL points. Your customer can choose the location. ▪ The parcel is available as of 3.00 pm. ▪ Parcels can be handed over from Sunday to Friday; the parcel will be available at a PostNL point the next day. ▪ PostNL points have long opening hours (including late shopping evenings, Saturdays, and sometimes Sundays). ▪ The standard maximum dimensions and weights for parcels apply (see 'Permitted shipments'). ▪ Signature for receipt and (online) identification are required by default for Collection at PostNL Point. ▪ Collection at PostNL Point can be combined with IL + SfR, IL , Age check 18+ and Notification services. ▪ Your customer collects the parcel with a digital collection receipt, personal details, or the barcode of the Shipment. ▪ The location holder asks for proof of identity and a signature. The document number of the proof of identity and signature are recorded.

Additional service	Specifications
Collection from a PostNL Parcel and Letter Machine	<ul style="list-style-type: none"> ▪ Customers can collect their parcels 24/7. ▪ The maximum dimensions and weights for parcels in PostNL Parcel and Letter Machines apply (see 'Permitted shipments'). ▪ Your customer collects the Shipment with a notification with a PIN code. Correctly pre-notifying the contact information of the Addressee is necessary to be able to share the PIN code. ▪ Shipments remain in the PostNL Parcel and Letter Machine for 72 hours for collection by the Addressee. ▪ Collection from a PostNL Parcel and Letter Machine cannot be combined with an additional service, except Signature for receipt (via PIN code). ▪ If no locker is available in the chosen PostNL Parcel and Letter Machine, the Shipment will be rerouted early, during sorting, to a nearby PostNL point. The Addressee receives an apology notification with the address of the PostNL point where they can collect the Shipment on the same day. ▪ PostNL is free to expand or reduce the number of PostNL Parcel and Letter Machines and to exclude certain shipping options from Collection from a PostNL Parcel and Letter Machine.

PostNL may at any time choose to change, (temporarily) discontinue or (temporarily) stop offering certain additional services. Senders with whom PostNL has reached a Contract for the transport of Shipments will be informed sixty (60) calendar days in advance in such case.

Returns Netherlands to Home address

With Returns Netherlands to Home Address, you pay the shipping costs for the parcel your customer returns.

Specifications

- Your customer can hand over the return parcel at a PostNL point, a PostNL Parcel and Letter Machine, or a Scan&Go where smart returns are excluded from PostNL Parcel and Letter Machines.
- PostNL is always entitled to exclude the PostNL Parcel and Letter Machine for the use of Returns Netherlands to Home address.
- The return label is for a home address.
- Returns Netherlands to Home address parcels from 0 to 10 kg are subject to 21% VAT.
- Standard parcel dimensions apply, and the maximum weight is 31.5 kg.
- For return parcels with a value of €250 or more, the 002/099 valuable returns box needs to be checked in the aforementioned application. These return parcels can only be delivered to a (manned) PostNL point.
- There are different label options to offer the return label to Returns Netherlands to Home address to the consumer (for example, smart returns); this depends on the integrated service used.
- Returned shipments can be tracked with Track & Trace. There are no additional costs for this service.

E-waste

Our e-waste proposition allows discarded electrical and electronic equipment to be recycled. Such electrical and electronic waste is sent to our recycling partner using a reply number.

Specifications

- Your customer can hand over the return parcel at a PostNL point or as a return at the door, including the applicable basic specifications for returns and/or return at the door.
- E-waste parcels need to meet the standard size and weight requirements for returns.
- The customer must pack the electric/electronic device in proper packaging and affix a return label with a barcode, which can be printed via our website or at a PostNL point.
- E-waste returns are transported to our recycling partner.
- If the electric/electronic device contains personal data, the sender is responsible for erasing all data before shipping
- You can use the E-waste proposition by requesting a separate reply number.

Article 3

Parcels in Belgium

Delivery

Delivering parcels

PostNL uses standard specifications for delivering parcels.

Specifications

- Parcels are delivered the next working day by default.
- Shipments to P.O. box addresses/general delivery are not possible.
- The parcel must meet the regulation of Permitted shipments.

Table 4 - Specifications parcels Belgium

Characteristic	Specifications
Delivery days and times	<ul style="list-style-type: none">▪ Monday to Saturday: from 8.00 am to 10.00 pm.▪ For delivery on Monday a surcharge is charged.
No answer	<ul style="list-style-type: none">▪ Parcels for the Netherlands-Belgium are offered to the neighbours by default in case of no answer. If the parcel is delivered to the neighbours, the Addressee is notified. If the parcel cannot be delivered to the neighbours, the parcel will be available the next day at a designated PostNL point, except on Saturdays (in which case the parcel will be available on Monday). The Addressee is notified of this.
Change of delivery	<ul style="list-style-type: none">▪ In certain cases, PostNL is entitled to request a fee from the Addressee to change the delivery.▪ In certain cases, PostNL is entitled to request a fee from the Sender for the requested return of a Shipment before the delivery time of delivery to the Addressee.▪ For information, complaints or requests for refunds of paid fees on account of changed delivery, the Addressee can contact PostNL.▪ If it is not possible to change the time or the address of delivery, the Addressee will not be offered this option.
Collection at PostNL point	<ul style="list-style-type: none">▪ After the second delivery attempt, the parcel can be collected at a PostNL point upon presentation of proof of identity by or on behalf of the Addressee.▪ If a Signature for receipt is required, it will be requested at the PostNL point.
Return to Sender after refusal or not possible to deliver	<ul style="list-style-type: none">▪ After the delivery attempt, the parcel can be collected from a PostNL point upon presentation of proof of identity by or on behalf of the Addressee.▪ If a Signature for receipt is required, it will be requested at the PostNL point.▪ After delivery has been changed to a PostNL point, the parcel can be collected at a PostNL point upon presentation of proof of identity by or on behalf of the addressee. A signature for receipt is required and the document number of the proof of identity is registered.

Additional services

You can have your parcel delivered with the following additional services:

Table 5 - Specifications for additional services parcels the Netherlands - Belgium

Additional service	Specifications
Only home address	<ul style="list-style-type: none">With Only home address, the parcel is not left with neighbours.
Signature for receipt	<ul style="list-style-type: none">With Signature for receipt, the Addressee, an adult household member, or adult neighbours must sign for receipt on the handheld terminal or distribution list (including the name in capital letters) when the parcel is delivered.
Increased Liability ("IL") + Signature for receipt ("SfR")	<ul style="list-style-type: none">PostNL's liability for damaged or lost Shipments is restricted to the limit of article 23 or 25 of the CMR. With IL + SfR, PostNL's maximum liability can be increased in steps of € 100, € 250 and € 500 to a maximum of € 5,000 per Shipment.PostNL's liability is restricted to the limit of article 23 (3) of the CMR. Any higher damages, up to maximum € 5,000 per parcel, are only paid out provided that the parcel had a so-called proof or acceptance scan at the sorting centre.For securities, precious metals, precious stones, pearls, objects or documents with an art or collector's value, travel documents, prepaid credits, plastic money, access passes and costs incurred by calling through a subscription - even if IL + SfR have been taken out - PostNL's liability is limited to the limit of Article 23 or 25 of the CMR.IL + SfR includes the Only home address service by default.

Type of shipment

Collection at PostNL point Belgium

With Collection at PostNL point Belgium, you can send your parcel directly to one of the PostNL points in Belgium. Your customer can choose the location. To inform your customer about the Shipment, PostNL sends a notification.

Specifications

- The parcel is available from 5.00 pm at the latest.
- Parcels can be handed over from Sunday to Friday; the parcel will be available at a PostNL point the next day.
- PostNL points have long opening hours (including late shopping evenings, Saturdays, and sometimes Sundays).
- The standard maximum dimensions and weights for parcels apply.
- ID verification is standard for Collection at PostNL point.
- Your customer collects the parcel with a digital collection receipt, personal details, or the barcode of the Shipment.
- The location holder asks for proof of identity and a signature. The number of the proof of identity and signature are recorded.

Returns Belgium

Returns Belgium offers a uniform return solution for the Benelux. Returns Belgium allows consumers to easily return a parcel at any of the PostNL points in Belgium.

Specifications

- Processing return parcels in Belgium requires a printed label on the box. You can choose to send the label along with the outbound shipment (label in the box) or to send a return label separately.
- For Returns Belgium the standard requirements for dimensions and weight apply.
- For this product, Track & Trace can be used for the entire return process.
- When handing over the return parcel, a digital proof of shipment will be sent to the email address known at PostNL.

Article 4

Collection Service & Handover

To ensure that Shipments are delivered on time, it is important that they are handed over to PostNL correctly.

PostNL has various services for this purpose:

- Collection Service PostNL Pakketten
- Handover at a PostNL point
- Handover at a PostNL sorting centre

If the terms and conditions specified in these Service frameworks are not met, PostNL is free not to accept the Shipments and charge you for any costs incurred.

Table 6 - Terms and conditions for the handover of parcels to PostNL

Characteristic	Specifications
Handover of parcels	<ul style="list-style-type: none">• The parcels need to meet the conditions of 'Permitted shipments' (see article 1 Service frameworks).• Shipments must be handed over on PostNL roll containers, unless explicitly agreed otherwise with PostNL and with the exception of parcels offered at a PostNL point.• The parcels in a roll container may be stacked up to the maximum height of the roll container, without the load protruding at the top or side.• The parcels on the PostNL roll container may not weigh more than 325 kilograms (i.e. 390 kilograms including the roll container).• Parcels on a pallet may not be stacked higher than 190 cm (including the pallet)• The cargo on the packaging tool designated for that purpose must be suitable for unloading and not cause damage to other freight. If it turns out that incorrect handover has caused damage to other freight and/or the location, the customer shall indemnify PostNL against third-party claims.
Separate handover	<ul style="list-style-type: none">• The following parcels need to be handed over separately:<ul style="list-style-type: none">- Parcels subject to a surcharge for non-standard processing must be presented on a separate roll container in the case of 20,000 parcels with Non-standard processing per year (average of 70 per day).- Parcels destined for Belgium must be presented on a separate roll container in the case of 20,000 parcels with destination Belgium per year (average of 70 per day).- (Batches of) letterbox mail, handed over separately through a suitable tool agreed with PostNL.- If it has been agreed with PostNL that (part of) the parcels need to be delivered to the Small Parcel Sorting Centre, these parcels must be delivered separately.• Failure to deliver parcels separately, as specified above, may affect the delivery time. PostNL cannot be held liable for this under any circumstance.• The packaging tool must have an indication card attached to the designated holders on the roll container (or on the outside of the sealed pallet). The indication cards can be ordered via My PostNL or through your contact at PostNL and must indicate the following types of Shipments:
Indication card	<ul style="list-style-type: none">- Regular shipment;- Non-standard processing Parcels (NMG) (from 70 parcels per day);- Destination other than the Netherlands (from 70 parcels per day);- Parcels destined for the Small Parcel Sorting Centre;- Mix: a combination of the aforementioned Shipments.

Collection Service PostNL Pakketten

With this Collection Service, PostNL collects your parcels at the agreed collection location.

For the Collection Service PostNL Pakketten, a contract is concluded in joint consultation with your contact at PostNL

. Below you can read more about the possibilities and conditions of the Collection Service PostNL Pakketten

Possibilities within the collection service are determined based on your shipment profile. Your shipment profile consists of the following characteristics:

- Type of shipments (such as average size/ weight)
- Number of shipments
- Characteristics of the Shipments (such as the destination of the Shipments)
- Location of the collection address

Collection days, time slots, and collection times are coordinated with your contact at PostNL, and availability depends on our operational capacity. PostNL aims to perform the collection service within the agreed time slots and to provide a suitable alternative if this is not possible.

Table 7 - Specifications and terms and conditions for the Collection Service PostNL Pakketten

Characteristic	Specifications
Possible collection days	<ul style="list-style-type: none"> • Monday to Sunday
Time slots	<ul style="list-style-type: none"> • 1 hour • 2 hours • Multi-hour time slot
Packaging tool	<ul style="list-style-type: none"> • PostNL roll containers, unless otherwise agreed.
Accessibility collection location	<ul style="list-style-type: none"> • The collection location is accessible by truck via paved roads and a paved outside area. • The collection location is recognisable from the street both during the day and at night, for example by a logo or nameplate. • The collection location and the loading/unloading area are adequately lit. • The loading/unloading area is not on a busy through road.
Alignment and communication	<ul style="list-style-type: none"> • When making the appointment, you let us know whether (the access to) the outside area is wide enough for trucks. • When making the appointment, you let us know whether there are certain days and/or times when the location is not accessible. • When making the appointment, you let us know whether there is an access check at the site and/or if access codes are required to enter the site. • When making the appointment, you let us know whether there is a loading dock and/or a loading pit and whether we are allowed to use them. In case of several docks, you let us know which dock PostNL can use. • When making the appointment, you let us know what the company rules are in terms of safety at the collection location.
Other terms and conditions of the Collection Service PostNL Pakketten	<ul style="list-style-type: none"> • The cargo must be ready according to the following terms and conditions, unless explicitly agreed otherwise: <ul style="list-style-type: none"> ○ at the start of the agreed time slot ○ Shipments on the agreed number of packaging tools ○ on the agreed packaging tool ○ at the agreed location on your premises • If the cargo is not ready according to these terms and conditions, PostNL reserves the right to take only the cargo that is ready or this may affect the delivery time of the Shipments. • The end of the time slot is at least half an hour before the closing time of the collection location. If less than half an hour margin is maintained, the delivery time of the shipments may be affected. • The cargo must be ready at the agreed place on your premises where the surface is flat and not slippery, without thresholds and ramps, up to the transport vehicle. • Only the driver will load the freight into the vehicle. The customer is not allowed inside the vehicle. • The waybill is handed over from the customer to PostNL together with the parcels at the time of the collection appointment. • The customer is responsible for ensuring safe conditions for loading and unloading activities according to the occupational health and safety standards. • The driver is not responsible for requests, changes, disruptions, or complaints regarding the collection order. This can be reported only via

- My PostNL or through the designated contact at PostNL.
- Load carriers that are being collected are positioned a maximum of 5 metres from the loading area. The load carriers that are delivered are positioned a maximum of 5 metres from the unloading area.
- The location provides the proper tools for loading and unloading, such as (electric) pallet lifters. PostNL drivers may not operate dock-levellers and forklifts for safety reasons.

Additional services Collection Service PostNL Pakketten

In addition to the Collection Service, the following services are available. These options depend on your shipping profile and operational feasibility and are only possible in coordination with your contact at PostNL.

If high-value products are sent, PostNL reserves the right to impose additional safety requirements on the transport used for the Collection service. Any additional costs for this are borne by the customer

Table 8 - Additional services Collection Service PostNL Pakketten

Additional services*	Specifications
Wait until the end time time slot	<ul style="list-style-type: none"> • PostNL waits until the end of the specified timeslot.
Packaging options	<ul style="list-style-type: none"> • Pallets; when desirable and agreed, empty Europallets can also be returned • Exchange trailer
Sealed transport	<ul style="list-style-type: none"> • The possibility of sealing the cargo space. The Shipments are sealed and transported to PostNL's sorting centres. • Including transport seal via PostNL or use of your own seal if required • The unique code of the seal is also stated on the waybill. • The loading doors or tailgate will be sealed by the customer. The driver checks whether the seal number on the waybill is the same as the number on the seal.

* During busy periods, additional services for extra or modified trips are limited. PostNL reserves the right not to offer this or to charge an additional fee.

Handover at a PostNL point

Parcels can be handed over at suitable PostNL points. Parcels are considered to have been received by PostNL if an acceptance scan of the parcel is carried out at the PostNL point.

Table 9 - Specifications for Handover at a PostNL point

Characteristic	Specifications
Handover specifications and volume	<ul style="list-style-type: none"> Up to a maximum of 15,000 parcels per year can be handed over at PostNL points. The maximum volume (dm³) of shipments per day can vary per PostNL point. Consult the PostNL location finder for suitable PostNL points and the volume limit. Shipments larger than 95 cm (longest side) x 50 cm x 50 can be handed over only at the largest PostNL points (filter on maximum handover volume of 'maximum 5 roll containers' in the Business location finder) Check the PostNL business location finder for the type of Shipments that can be handed over
Time of collection and opening hours	<ul style="list-style-type: none"> The time of collection is the time when PostNL collects the Shipments at the PostNL points Opening hours and times of collection vary per PostNL point and may change throughout the year. Consult the PostNL business location finder for the current time of collection of the PostNL point where you want to hand over your shipments. PostNL aims to deliver shipments handed over before the time of collection on the following delivery day. The opening hours are not the same as the time of collection and cannot be used for your delivery promise to the Addressee.

Handover at a PostNL sorting centre

Parcels can be handed over at one of the PostNL sorting centres. In joint consultation with your contact at PostNL, we determine which sorting centre suits your shipment profile and the means of transport you are using.

Handovers are only possible at the agreed handover location(s) and times. PostNL reserves the right to send you to another handover location, if the customer shipment profile or used means of transport is not the same as what was agreed earlier.

Table 10 - Handover conditions at a PostNL sorting centre

Characteristic	Specifications
Specific handover conditions at a sorting centre	<ul style="list-style-type: none"> The vehicle you used by must meet the specifications of a PostNL sorting centre for proper unloading. The specifications must be determined with PostNL depending on the type of handover location. If the vehicle you used differs from the agreed specifications, the assigned handover location may be affected. PostNL reserves the right to impose additional safety requirements on the vehicle. On the premises of a PostNL sorting centre, the driver must respect the house rules and applicable rules of conduct. Any PostNL instructions and guidelines must be followed PostNL has the right at all times to remove or to have the relevant driver removed from the premises for reasons it deems appropriate. The cargo on the packaging tool designated for that purpose must be suitable for unloading and not cause damage to other freight. If it turns out that incorrect handover has caused damage to other freight and/or the location, you shall indemnify PostNL against third-party claims. If parcels are handed over, the party performing the handover for the customer must also hand over the waybill to PostNL. The customer is responsible for safe conditions for loading and unloading activities according to the occupational health and safety standards PostNL can guarantee that unloading at a PostNL sorting centre is only possible under a specific handover agreement. If the cargo does not arrive on time, the handover shall take place as soon as space is available. Only the cargo, the number of roll containers, or the equivalent agreed with PostNL can be handed over to PostNL.

Packaging

PostNL only supports the Collection Service Koninklijke PostNL, Collection Service PostNL Pakketten and Handover at a PostNL sorting centre with packaging made available by roll containers, on which the parcels can be handed over.

Table 11 - Packaging characteristics and specifications

Characteristic	Collection Service Koninklijke PostNL	Collection service PostNL Pakketten & Handover at a PostNL sorting centre
Packaging service	<ul style="list-style-type: none">• The packaging for the next appointment is handed over on arrival at the collection appointment• With a maximum of the required daily number of roll containers• In case of extra volume: quantities to be adjusted while stocks last.• For a first request or additional volume, an order for roll containers can be placed via My PostNL	<ul style="list-style-type: none">• Separate packaging trip(s)• Required weekly or daily numbers of roll containers• Packaging is arranged (structurally) in consultation with your contact at PostNL.

The volume of packaging must be suitable for the number of Shipments, with a fair margin for any excess volume. If more roll containers have been received than are necessary for the volume of Shipments realised, the subsequent delivery will be, at most, an addition up to the roll containers required as agreed in the arrangement.

Requests and changes for the Collection Service PostNL Pakketten or handover at a PostNL sorting centre

The structural agreements for the Collection Service PostNL Pakketten or handover at a PostNL sorting centre are documented in consultation between PostNL and the customer.

The following requests regarding these agreements must be communicated to PostNL on time:

- A larger or smaller number of roll containers to be collected or handed over or another agreed packaging tool;
- Changes in the collection location or handover location;
- Changes in the collection time or handover time;
- Temporary suspension of the series of appointments for one or more days;
- Cancellation of a single appointment;
- Changes in proportions of the type of cargo according to Table 4.

The details and any impact on price are integrated in the Contract you concluded with PostNL. Only if PostNL has confirmed the request will the request be effective. This confirmation can be found in MyPostNL or through your contact at PostNL. PostNL aims to confirm or reject the request within a reasonable period - and at least before the start of the day/time to which the request relates.

Do you have any questions?

General questions: 015 29 88 00

We are available from Monday to Friday from 9.00 am to 4.00 pm.

PostNL Pakketten België

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Crossroads Bank for Enterprises number

0862.743.833

