

In the absence of provisions in these special terms and conditions (the **Special Terms and Conditions**), the provisions of the General Terms and Conditions shall apply. The terms in capitals are defined below, or, failing this, in the General Terms and Conditions.

1. Definitions

"Alternative Home Drop-off Service": the drop-off Service of certain Items to the Designated Location (for example, the PackUp Home Service);

"Designated Location": the Means of Receipt of the Local Addressee, other than his/her Letter Box, expressly selected amongst the propositions via his/her Customer Account, as proposed by POST Courier, where he/she wishes to have the Items deposited according to the Alternative Home Drop-off Service.

2. Subscription to the Service

- 2.1. In order to benefit from the Alternative Home Drop-off Service, the Customer shall:
 - (i) register on an individual and personalised basis via his/her Customer Account;
 - (ii) select one Designated Location, amongst the propositions on his/her Customer Account, where he/she wants POST Courier to deposit the Items for which he/she is personally the Addressee in case of absence; and
 - (iii) ensure and maintain easy, free, direct and safe access to the Designated Location.
- 2.2. The refusal expressed by a neighbor entails the immediate suspension of the Service by POST Courier and the Customer may select a new Designated Location.
- 2.3. The Alternative Home Drop-off Service shall take effect, at the latest, three (3) working days from its subscription date by the Customer.

- 2.4. In principle the following shall not be eligible for the Alternative Drop-off Service:
 - (i) Registered Items;
 - (ii) Items subject to customs duties or other costs to be cashed from the Addressee;
 - (iii) Items deposited at the Alternative Drop-off Point as agreed between the Addressee and POST Courier; and
 - (iv) Items using the Import Service.
- 2.5. In case of absence of the Local Addressee, an Item shall be deposited in his/her Letter Box if the format is suitable or, failing this, at the Designated Location. Notwithstanding the foregoing, POST Courier reserves the right to leave a Notification if it is compelled by reasonable motives (notably, in the event of technical or meteorological constraints) and shall not be held liable for any damages and/or compensation in this regard towards the Customer and/or the Local Addressee. The Service will not be suspended by POST Courier in the event of subscription to the Holding and Redirecting Service. The Customer is responsible for suspending the Alternative Home Drop-off Service via his/her Customer Account in the event of prolonged absence.
- 2.6. Any suspension or termination of the Service must be requested by the Customer via his/her Customer Account and shall come into effect only (i) three (3) working days after the request has been submitted or (ii) on the date specified by the Customer in his/her request, if this date is later than the date stated in point (i).

3. Liability

- 3.1. By subscribing to the Service, the Customer declares and acknowledges:
 - (i) that he/she is fully informed and accepts the inherent risks related to the delivery of an Item to the Designated Location (such as theft, alteration, damage, destruction, etc.) rather than

- to a locked and sheltered facility, such as a Letter Box;
 - (ii) that he/she has obtained prior authorisation(s) for the Designated Location;
 - (iii) waives, in advance, his right to refuse an Item deposited in a Designated Location;
 - (iv) that he/she accepts that the transfer from POST Courier to the Customer of the risks relating to an Item takes place at the moment of the compliant delivery at the Designated Location; and
 - (v) that he/she shall take all appropriate measures to collect, without delay, an Item from the Designated Location where it has been deposited.
- 3.2. POST does not offer the Customer any additional insurance or specific guarantee as regards the Item as part of the Alternative Home Drop-off Service and, notably, after this Item has been delivered to the Designated Location.
 - 3.3. POST Courier shall not be held liable for the choice of the Designated Location (including its suitability, discrete or sheltered character, the absence of prior authorisation(s), etc.), which shall fall exclusively on the Customer and for which POST Courier shall refrain from passing any judgement or assessment at the time of subscription and/or delivery.
 - 3.4. POST Courier reserves the right to suspend the Alternative Home Drop-off Service temporarily or permanently, for any reason justified and notified to the Customer.

The present document is a free translation in English language of the French version of POST Courier's "Conditions Particulières - Remise Alternative à Domicile" for customer information only. In case of any discrepancy or contradiction between those two documents, the provisions of the French version shall prevail.