

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

### 1. Definitions

**Import Partner**: the intermediary that is contractually bound to POST Courier, located abroad, to which the Customer may have his/her Items sent as part of the Import Service;

**Import Service**: the Service allowing the Customer to have his/her Items sent to an Import Partner, which the Customer expressly authorises to receive the said Items in his/her name and on his/her behalf, and to hand them over to POST Courier in order to deposit them at the Alternative Drop-off Point selected by the Customer (e.g. the PackUp Import Service).

### 2. Subscription to the Service

In order to use the Service, the Customer must activate the Import Service on the Website via his/her Customer Account and select the applicable Alternative Drop-off Point from those proposed by POST Courier. The Customer may change the applicable Alternative Drop-off Point via his/her Customer Account before each new use, it being understood that such change shall take three (3) working days to be processed by POST Courier.

### 3. Using the Service

- 3.1 Each time the Customer uses the Import Service, he/she is obliged to inform the Sender to mention in a very clear and legible manner on the Item in question, his/her surname(s) and first name(s), his/her personal Customer number as well as the Address of the Import Partner, in accordance with the requirements of POST Courier.
- 3.2 By choosing to use the Import Service, the Customer expressly authorises:
- (i) the Import Partner to take delivery of this Item in his/her name and on his/her behalf; and
  - (ii) POST Courier to dispatch this Item in the state in which it was received by the Import Partner up to the Alternative Drop-off Point as selected by the Customer or, where applicable, by POST Courier.

3.3 By choosing to use the Import Service, the Customer waives in advance and knowingly to benefit from any possible guarantees that the Sender would opt to subscribe to for this Item and accepts to bear any consequences resulting therefrom.

3.4 The Import Partner reserves the right to refuse any Item for legitimate reasons, in particular when this Item shows evidence of damage and/or does not comply with the Special Terms and Conditions and/or the contractual obligations between POST Courier and the Import Partner that may apply.

- 3.5 The following are expressly excluded from the Import Service:
- (i) Items that do not comply with the permitted dimensions and/or weight in the context of the Alternative Drop-off Service;
  - (ii) Items containing perishable goods;
  - (iii) Items that do not include all the information required as part of the Service and, in particular, in case the Address is wrong, incomplete or does not comply with POST Courier's requirements, Cash on Delivery Items, Items against invoice and/or subject to customs duties;
  - (iv) Items subject to the Alternative Home Drop-off Service;
  - (v) any Item for hand-delivery for which the transporter requires, when delivering to the Import Partner, the signature of the person who placed the order for this Item;
  - (vi) any Item for which the Customer has subscribed to a specific delivery option and/or method which is incompatible with the technical constraints of the Import Service and/or the organisation of the Import Partner (e.g. delivery by appointment or during a time window which falls outside the normal opening hours of the Import Partner); or
  - (vii) Items which do not comply with the General Terms and Conditions, such as dangerous or prohibited Items.

3.6 The acceptance of an Item by the Import Partner:

- (i) 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 in due time from the Alternative Drop-off Point, in order to, if necessary, fully exercise its rights with the Sender; and

- (ii) forms acknowledgement of receipt of this Item, frees the Sender from his/her principal obligation and results in the Customer renouncing his/her right to refuse the Item at the Alternative Drop-off Point.

3.7 The delivery terms between receipt of the Item by the Partner and delivery to the Alternative Drop-off Point are not guaranteed by POST Courier.

3.8 After receipt of an Item at the applicable Alternative Drop-off Point, the Customer may, however, at his/her expense opt to return the Item in question to his/her Sender according to the procedure determined by the latter.

3.9 Any Item in the Import Service for which the applicable price in accordance with the Price List has not been paid by the Customer shall be returned by POST Courier to the Sender. POST Courier reserves the right to suspend the Import Service until the Customer settles his/her outstanding payments and to invoice the Customer the processing and return costs incurred.

### 4. Liability

The liability of POST Courier shall be expressly:

- (i) limited, in the event of loss or deterioration of an Item, solely to damage(s) which occurred between the time of acceptance of the delivery of the Item by the Import Partner and the time of collection of this Item by the Customer from the Alternative Drop-off Point, in accordance with the Price List;
- (ii) excluded, in the event of deterioration of the content of the Item, without any apparent deterioration of the packaging; and
- (iii) excluded for any delay or loss resulting from the listing of an incorrect or incomplete Address.

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