

Special Terms and Conditions

We Mail

General information

These Special Terms and Conditions apply to the We Mail service.

In this context, "We Mail" is taken to mean printing and enclosing – in accordance with the specifications stated below – material that the Customer has submitted to PostNord Strålfors A/S (hereinafter called "PostNord Strålfors") in electronic format (hereinafter called "data"), as well as the hand-over of the physical letters to a distributor chosen by the Customer, who will then handle distribution of the letters to recipients both in Denmark and abroad.

Data can be submitted via the channels and in the formats detailed in the "Teknisk Specifikation for We Mail" or, by agreement, in the format requested by the Customer.

The Customer chooses the desired distributor and form of distribution on each data submission.

Once the letters have been printed and enveloped, they are delivered by PostNord Strålfors to the distributor chosen by the Customer.

The We Mail service is subject to PostNord Strålfors' prevailing General Terms and Conditions, which are published online at www.stralfors.dk/vilkaar. In the event of any inconsistencies between the General Terms and Conditions and the present Special Terms and Conditions, these Special Terms and Conditions for We Mail shall take precedence.

We Mail letters are distributed in accordance with Customer's chosen distributor's terms and conditions for the distribution of letters. Should the Customer choose Post Danmark A/S as the distributor, Post Danmark A/S' Special Terms and Conditions for either Domestic Letters or International Letters shall apply, although with the modifications set out in the present Special Terms and Conditions.

1. Set-up and support

A customer profile must be set up in PostNord Strålfors' systems to allow access to the We Mail service. The price for this procedure is stated in the prevailing price list for We Mail and depends on the delivery channel and format selected.

The primary delivery channel is secure FTP. This channel is principally used for large volumes of letters.

Customers may also purchase the set-up of an additional delivery channel, as either an alternative or a supplement to secure FTP. This consists of the installation of a separate software client (printer driver) named the We Mail Client. This channel is principally used for small volumes and individual letters. The We Mail Client is system-independent and can therefore be utilized from all desktop systems. Set-up of the We Mail Client includes the creation of a number of user profiles and a limited number of administrators. Telephone support for the installation and use of the We Mail Client is available to purchase.

Terms and conditions for the set-up process are described in detail in "Connection to We Mail DK".

2. Data submission

Data can be submitted via the secure FTP service and/or via the We Mail Client. Requirements regarding data submission – including formats, layout, etc. – are stated in the "Teknisk Specifikation for We Mail".

When submitting data via the We Mail Client, it is possible to choose between distribution as Letters or Quick Letters via Post Danmark A/S. If a different distributor is to be commissioned to handle the distribution, this must be agreed separately.

PostNord Strålfors acknowledges receipt of the data by issuing a status update in the We Mail Client.

3. Specifications for printing and enclosing

The following specifications apply for printing and enclosing in the We Mail service:

- Max. 7 sheets of paper per letter (i.e. max. 14 pages). Duplex printing (i.e. printing on both sides) is applied.
- Attachments can run to a maximum of 6 sheets of paper, with a maximum of 7 sheets in a letter.
- Printing is performed in A4 format on 90 g paper.
- Color printing is applied.
- C5 window envelopes are used, with PP franking.

The addresses of the recipient and the sender are to be stated on the letter such that they appear in the envelope window. The We Mail Client provides assistance with verification. All requirements regarding formats, positioning, etc. are set out in the "Teknisk Specifikation for We Mail". In the event that a letter is returned to Strålfors due to improper return address, Strålfors has the right to destroy the letter.

4. Franking

If the Customer has selected Post Danmark A/S to handle distribution, PostNord Strålfors will apply PP franking to the printed and enveloped letters.

If the Customer has selected distribution via a different distributor, the Customer must agree on franking directly with this distributor. In such cases, PostNord Strålfors is not responsible for franking the letters.

5. Distribution of the physical letters

PostNord Strålfors hands the printed and enveloped letters over to the distributor chosen by the Customer.

If the Customer has chosen distribution via Post Danmark A/S – as either Letters or Quick Letters – the Customer can submit Data to PostNord Strålfors until 6 a.m. on business days, whereby Quick Letters will be distributed the following business day and Letters will be distributed within five business days.

Distribution of the physical letters is performed according to the terms and conditions of the Customer's chosen distributor, with regard to aspects including delivery times, shipping methods and delivery points. PostNord Strålfors is in no way liable with regard to the distribution of the letters.

6. Prices

A one-time fee is payable for the set-up procedure. The price is defined by the type of set-up selected.

For each data submission and use of the We Mail service, the Customer pays a total price covering printing, enclosing and postage if Post Danmark A/S is chosen to handle distribution of the letters. If a different distributor has been chosen to handle distribution of the letters, the price does not include postage.

The price is dependent on the number of sheets in the letter.

If the Customer wishes to make changes to the format, etc. the associated work will be invoiced on the basis of the time spent.

Prices for the We Mail service are stated in the prevailing price lists published online (in Danish) at www.stralfors.dk/vilkaar.

7. Compensation

PostNord Strålfors' compensation liability for printing and enclosing is regulated by Sections 7 and 8 of PostNord Strålfors' prevailing General Terms and Conditions.

PostNord Strålfors' compensation liability is thus limited to the fee the Customer has paid for the service in the invoicing period in which the damage occurred. Under no circumstances shall PostNord Strålfors be held liable for indirect damages or consequential damages, such as loss of profits, loss of market share or similar losses or damages.

PostNord Strålfors' liability ceases on handing over the printed and enveloped letters to the distributor chosen by the Customer. PostNord Strålfors cannot be held liable for compensation in relation to the distribution of the letters.

8. Complaints

In the event of alleged defects in the printing and enclosing service, the Customer must submit a complaint without undue delay after having identified the defect(s) in question, and no more than three months after submitting the data to PostNord Strålfors, cf. Section 17 of PostNord Strålfors' General Terms and Conditions. Failure to submit a complaint in a timely fashion will result in the Customer forfeiting the claim.

In the event of alleged defects in the distribution – including delays, losses or other issues involving the distributor – the Customer must submit a complaint directly to the distributor. If Post Danmark A/S has been chosen as the distributor, PostNord Strålfors can assist with the dialog.