

Print & Enclosing

Special Terms and Conditions Applicable commencing 1.5.2016

The **Print & Enclosing** service refers to production of physical mail items and printed material submitted by the Customer in electronic form (Data) and a number of possible supplements, described in detail below (the "Options" and "Supplemental Services").

The Service is provided pursuant to these Special Terms and Conditions as well as the provisions of the specific Customer Assignment ("Customer Assignment").

Unless otherwise stated in these Special Terms and Conditions or separately agreed with PostNord Strålfors, the PostNord Strålfors General Terms and Conditions ("SGTC") applicable from time to time shall apply.

Definitions

Agreement: The agreement which refers to these Special Terms and Conditions applicable from time to time, PostNord Strålfors General Terms and Conditions (SGTC), as well as the appendices included therein and other contract documents.

Business day: Any day from Monday-Friday which is not a public holiday with the exception of such days which are customarily full or partial days off in the country where the Service is provided.

Customer Assignment: Appendix to the Agreement which defines PostNord Strålfors' assignment and specifies the Customer's undertakings.

Data: Data files that are sent to PostNord Strålfors from the Customer and constitutes the production material for PostNord Strålfors production/delivery of the Service.

Instructions File Preparation: A document, issued by PostNord Strålfors and which may be unilaterally updated and changed by PostNord Strålfors, with instructions to the Customer in respect of colour print. The version of Instructions File Preparation applicable from time to time is available according to section 9.

Instructions Inserts: A document, issued by PostNord Strålfors and which may be unilaterally updated and changed by PostNord Strålfors, with instructions to the Customer in respect of production of inserts. The version of Instructions Inserts applicable from time to time is available according to section 9.

Production Plan: A plan that the Customer shall submit to PostNord Strålfors, describing the assignments which PostNord Strålfors is to fulfil for the Customer in accordance with the Agreement otherwise.

SGTC: PostNord Strålfors' General Terms and Conditions, applicable from time to time, available according to section 9.

1 Scope of the Service

The Service consists of the basic service as stated below, and a number of possible options. The detailed scope of the content of the Service is set forth in the Customer Assignment.

1.1 Basic service

PostNord Strålfors attends to incoming data files, printing, enveloping and forwarding of mail items to the distributor(s). The Customer may choose print (black & white, colour, simplex, duplex), alternative paper qualities, envelopes, inserts and several options of data management services.

The basic service is printed on standard material, 80-90g/m² paper and standard C5 envelopes with one big window. The prices for other options are set forth in PostNord Strålfors' price appendix, applicable from time to time.

1.1.1 SRM (Strålfors Reliable Mailing)
"SRM" means a function which increases security in the enveloping. The function means that each individual printed and enveloped mail item is checked using optical scanning against information regarding the relevant mail item in the Customer's database, so that defective mail items can be sorted out and reprinted.

2 Options

The Customer can choose to be connected to one or more of the possible options. The connected options is set forth in the Customer Assignment. The prices for the options are set forth in PostNord Strålfors' price appendix, applicable from time to time.

2.1 Personalisation and sales messages

"Personalisation and sales messages" means that, in connection with the Customer Assignment, business logistics rules are established which can control selected texts, headings, graphics, language editions and inserts. The business rules are based on the Customer's data files or predetermined rules.

2.2 Electronic (or other) notification

"Electronic or other notification" means that PostNord Strålfors, on behalf of the Customer and as instructed by the Customer, provides notification of mail items in accordance with the distributor's terms and conditions and SGTC. The Customer's choice of distributor and the distributor's terms and conditions pursuant to the foregoing must be stated in the Customer Assignment.

2.3 Track & trace

The Customer may choose to be connected to the Track & Trace function, which enables tracking of the process of production of the

Service postal deliveries produced by PostNord Strålfors through a Web Interface.

2.3.1 Traceability through Web Interface
An Internet based tracking system, through which the Customer may follow the production.

2.3.2 Traceability through Web Services
Tracking by Web Services enables the Customer to follow the production through PostNord Strålfors Web Services Interface by getting status reports at certain stages of the production process.

2.4 Duplicate File Check

The option Duplicate File Check allows for recognition of duplicate sending of mail items. Files are identified using an algorithm, calculated individually for each file and which is based on the content of that file. When the program discovers a file that has been delivered to PostNord Strålfors multiple times, the program suspends processing the file and the Customer is notified of the error through PostNord Strålfors's customer service.

2.5 Delivery receipt by e-mail

To confirm that the file has been received, a delivery receipt shall be sent to the e-mail address indicated by the Customer. The delivery receipt shall contain information regarding the name, time of reception and size of the received file.

2.6 NetPosti

As an option, the Customer may choose to send letters through the NetPosti system maintained by Posti Oyj.

2.7 Email

As an option, the Customer may choose to send letters through email channel. Letter is sent as pdf attachment to email to address provided by the Customer.

3 Supplemental Services

Supplemental services are linked to the Service following a separate agreement thereon. Prices and Special Conditions for supplemental services are set forth in price appendix and Special Terms and Conditions for each service, applicable from time to time, available according to section 9.

4 PostNord Strålfors' undertakings

PostNord Strålfors shall provide the Service as described in detail in the Customer Assignment in accordance with these Special Terms and Conditions and SGTC.

4.1 Data

Following termination of the Agreement or when the Service is completed pursuant to the Agreement, PostNord Strålfors shall return or

destroy the Data, in accordance with the Customer's instructions.

4.2 Connection

PostNord Strålfors connects the Customer in the manner set forth in the Customer Assignment, including any appendices.

If PostNord Strålfors finds that the Customer has not provided information that is necessary for connection, or that the Customer has not taken measures that are necessary for connection, PostNord Strålfors shall be entitled to suspend opening the connection until the necessary information is provided or necessary measures are taken.

PostNord Strålfors shall be entitled to charge a separate fee for reasonable time expended in conjunction with connection of a Customer or in conjunction with delays attributable to the Customer, for example late deliveries, or in the event of any other activity or measure which PostNord Strålfors according to a separate agreement with the Customer or at its request. Such compensation shall be charged per hour pursuant to the hourly rate stated in PostNord Strålfors' price appendix, applicable from time to time.

If the Customer wishes to make changes which entail that the connection, in whole or in part, needs to be remade, PostNord Strålfors shall be entitled to compensation pursuant to the hourly rate applied by PostNord Strålfors from time to time. Changes must be agreed in writing between the parties in the Customer Assignment.

4.3 Delivery time

If the Data is received by the receiving function designated in the Customer Assignment not later than 24.00 (or the time of day stated in the Customer Assignment) on Business Days, delivery shall normally be made within 1 – 5 Business Days (or the day stated in the Customer Assignment). Delivery time is guaranteed 98% of the time.

Delivery times may be increased if submission of the Data takes place:

- (i) after the end of the normal submission time pursuant to the foregoing; or
- (ii) after the agreed submission time in the Customer Assignment; or
- (iii) after the time for late submission as separately agreed.

In the event of delayed submission of the Data pursuant to sections i – iii above, PostNord Strålfors shall be entitled to separate compensation for extra time expended pursuant to hourly rates listed under "Other Prices" in PostNord Strålfors' price appendix, applicable from time to time.

5 The Customer's undertakings

The Customer shall perform the obligations stated in these Special Terms and Conditions as well as any other undertakings which may be required of the Customer and which are stated, for example, in the Customer Assignment or SGTC.

5.1 Production Plan

The Customer shall provide information regarding volumes for, among other things, PostNord Strålfors' production planning, in a so-called production forecast. Changes in volume shall affect prices during the current term of the agreement in the manner set forth in PostNord Strålfors' price appendix, applicable from time to time.

The Customer shall provide PostNord Strålfors with one Production Plan per Customer Assignment pursuant to the following table:

| | Latest submission date | Validity period |
|---|--|---|
| Annual Production Plan | 1 December | Subsequent calendar year and, if there is no previous Production Plan, up to the end of the year. |
| Updated/changed Production Plan or Production Plan for new assignments | Not later than ten (10) Business Days prior to the start of production | Until the end of the year or until a new Production Plan is submitted. |

For each assignment the Production Plan shall state, among other things, the production day as well as the number of letters, pages and inserts.

The Production Plan shall be prepared in accordance with these terms and conditions, the Customer Assignment and otherwise pursuant to the parties' agreement as well as PostNord Strålfors' instructions. In the event of production changes, the Customer must provide PostNord Strålfors with an updated Production Plan. Deficiencies in, or missing, Production Plans or changed Production Plans may result in PostNord Strålfors not being able to fulfil its undertakings, for example to carry out any production at all, to deliver on time, or on agreed terms and conditions, pursuant to the Customer Agreement.

5.1.1 Deviations from the Production Plan
Deviations from the Production Plan contained in the Data at the time of submission to PostNord Strålfors and changes of the submission date must be notified not later than ten (10) Business Days prior to the relevant submission date. If notification is not made in time, delays can arise.

Notification of changes in the Production Plan shall be made to the agreed contact person at PostNord Strålfors.

5.2 Data

The Customer shall provide Data in the manner separately agreed in the Customer Assignment and other documentation provided by PostNord Strålfors. The Customer shall further ensure that the Data is complete and accurate and provided at the agreed time.

If, in PostNord Strålfors' opinion, a deficiency in the Data can be corrected by PostNord Strålfors, PostNord Strålfors shall have the right, but not the obligation, to do so in exchange for separate compensation for time

expended pursuant to hourly rates listed under "Other Prices" in PostNord Strålfors' price appendix, applicable from time to time.

In the event the Data is incomplete or inaccurate to the extent that PostNord Strålfors deems that production is not possible, PostNord Strålfors must contact the Customer in order to allow the Customer to supplement the Data or submit new Data. In such case, PostNord Strålfors shall have no liability whatsoever for any delays or errors which may arise.

5.3 Customer Assignment

The assignments which are covered by the Agreement are set forth in the individual Customer Assignment appended to the Agreement. If the Customer wishes to add new Customer Assignments during the term of the Agreement and this results in changes which, in PostNord Strålfors' opinion, have an impact on the basis for agreed prices and terms and conditions of the Agreement, adjustment shall take place in a written supplemental agreement.

5.4 Customer-specific paper or envelope

Following an agreement in the Customer Assignment, the Customer shall be able to receive print on customer-specific paper or envelopes. The Customer will be invoiced for specific materials in full as soon as the material has been ordered.

If the Customer wishes to cease using customer-specific paper or envelopes, or change the content or appearance of such material, the Customer shall notify PostNord Strålfors Customer Service thereof no later than three (3) months prior to the date of termination or change. If the Customer does not observe this time, the Customer shall compensate PostNord Strålfors for any and all costs of production of material which can no longer be used in production for the Customer. In the event that customer-specific paper or envelopes left in storage after the (3) three months' deadline, PostNord Strålfors has the right to destroy the material at the Customer's expense.

5.5 Colour (Business colour)

"Colour (Business colour)" means that all or part of the Customer's Data is printed in four colours with high volume print. The Customer Assignment states which assignments are to be printed in colour (Business colour).

In such case, the Customer shall be responsible for formulating the Data in accordance with the guidelines stated in Instructions File Preparation.

5.6 Inserts

The Customer Assignment states whether inserts are to be inserted with the mail items. Inserts must follow the guidelines stated in the document Instructions Inserts, applicable from time to time and available according to section 9.

5.7 Suspension of production

Where PostNord Strålfors has commenced production pursuant to the Data submitted by the Customer and the production is suspended at the Customer's request, the Customer shall compensate PostNord Strålfors for material and

work expended pursuant to the hourly rates listed under "Other Prices" in PostNord Strålfors' price appendix, applicable from time to time. However, the production cannot be suspended after the mail items are ready for physical distribution or PostNord Strålfors deems it is not possible to recall and destroy produced material.

6 Delivery

6.1 Delivery terms and conditions

Freight terms are ex loading dock at the PostNord Strålfors production facility unless otherwise agreed.

In conjunction with delivery, the mail items must be equipped with packaging which protects them against foreseeable damage during shipping and while in suitable storage at the Customer.

7 Shutdown

PostNord Strålfors shall be entitled to shut down its production system for service and upgrades which, to the greatest possible extent, will be scheduled at times that do not affect the performance of the Service. If possible, the Customer shall receive advance notice of any planned shutdown.

The Customer is aware that the Service, from time to time, may be unavailable as a result of planned and/or unplanned shutdowns for necessary service and maintenance of the Service and/or PostNord Strålfors' systems. PostNord Strålfors shall not be liable for errors or delays during such shutdowns.

To avoid obstructions to the production process, PostNord Strålfors shall ensure that procedures for making backup copies are in place.

To the extent the Customer's use of the Service causes technical or other problems for PostNord Strålfors or another customer, PostNord Strålfors reserves the right to limit the use or to end the Service with immediate effect.

8 Liability

SGTC contains applicable liability terms and conditions.

In the event of any defect, deficiency or delay in the performance of the Service, PostNord Strålfors' liability shall be limited to the compensation which the Customer has paid to PostNord Strålfors or shall pay in accordance with the price appendix, applicable from time to time, in respect of the production which is effected by the defect, deficiency or delay.

9 Publication of service-related documents, including Customer Terms and Conditions

On the websites stated below, each country's technical manuals and other service-related documents applicable from time to time, as well as Customer Terms and Conditions, i.e. Special Terms and Conditions for each individual service and SGTC, are published. Service-related documents and Customer

Terms and Conditions published in accordance with the list below are applicable in the country in which the Service is provided by PostNord Strålfors in the language in which the Agreement is drafted.

Denmark: www.postnordstralfors.dk/vilkaar
England: www.postnordstralfors.co.uk/terms
Finland: www.postnordstralfors.fi/ehdot
France: www.postnordstralfors.fr/conditions
Norway: www.postnordstralfors.no/vilkar
Poland: www.postnordstralfors.pl/warunki
Sweden: www.postnordstralfors.se/villkor