

# Terms and Conditions

## Letters submitted to daoSHOP

Effective as of January 24, 2024

### 1. Application

1.1 These Terms and Conditions apply to all activities carried out by Dansk Avis Omdeling A/S (hereafter dao) in connection with the distribution of letters sent with a dao code purchased online or a dao stamp submitted for distribution at a daoSHOP or similar dao-approved submission point. dao does not issue a receipt for the submission of letters. The Terms and Conditions apply to our sender, regardless of whether the activities are carried out by dao or one of our partners. Letters submitted in daoSHOP are sent to recipients in Denmark (excluding the Faroe Islands and Greenland).

### 2. Scope of Distribution Service

2.1 dao organizes and carries out the sorting and distribution of letters that must comply with the following formats:

Weight: max. 250 grams

Min. size: 14 x 9 x 0.1 cm.

Max. size: 33 x 23 x 1 cm

The recipient's address must be applied to the largest surface of the letter.

2.2 If a letter exceeds the max. weight/dimensions, dao can sort it out and return the letter to the sender at their expense. If a letter that exceeds the max. weight/dimensions is forwarded in dao's system, this may result in an additional charge.

2.3 dao can refuse to receive or distribute a letter that is not properly packaged or is not suitable for letter distribution.

2.4 dao considers the letter as correctly delivered when it has been delivered to the recipient's mailbox.

### 3. Distribution

3.1 The sender is responsible for adequate and proper packaging and labeling with a clear and legible address on the recipient, as well as a dao code or stamp purchased via dao (website or dao app) or dao's partners.

3.2 Letters must be provided with the sender's name and address, so the letter can be returned if it is not possible to deliver it to the specified recipient.

3.3 dao destroys undeliverable letters (where it has not been possible to determine the rightful owner after 60 days).

3.4 dao delivers all letters within 5 days from submission. A letter submitted in a daoSHOP on Thursday is delivered by the following Tuesday at the latest. dao's goal is that 98% of the letters should be delivered in accordance with the service requirement of 5 days.

### 4. Content

4.1 A letter may only contain paper products, cardboard, and plastic. All other products must be sent properly packaged as a dao parcel.

4.2 Therefore, letters must not contain, among other things, the following content:

Money, traveler's checks, bearer papers, counterfeit and pirated items, and dangerous content. Dangerous content refers to any substances or materials that, due to their physical or chemical properties, may be hazardous to people, animals, and the environment.

4.3 If it is determined that a letter contains dangerous or prohibited content, it will be safely destroyed at the sender's expense or handed over to the relevant authority.

4.4 The sender is obligated to indemnify dao for any loss dao suffers as a result of the letter's content or packaging not meeting the requirements for content and packaging in these terms and conditions.

### 5. Delivery

5.1 dao delivers letters throughout Denmark (excluding the Faroe Islands and Greenland) all 7 days of the week to the address stated on the letter, provided the address can be validated in dao's system.

5.2 Postal delivery may be limited to 1-2 times a week if it concerns particularly remote or inaccessible locations.

5.3 In special cases where conditions at the recipient's location complicate delivery, or where delivery is associated with physical or psychological risk, dao is entitled to refrain from delivering letters, for example due to loose, aggressive dogs at the address, lack of

snow clearing/gritting, harassing or otherwise offensive/threatening behavior.

5.4 dao delivers to the recipient's mailbox. At larger institutions and companies, letters are typically delivered to one location at the main address.

5.5 If the recipient does not comply with the provisions for setting up mailboxes, mailbox systems, or establishing mail slots, or if the addressee's name is not indicated in connection with the mailbox, mailbox system, or mail slot, dao may refrain from delivering the letter. The same applies if access to the mailbox system is not provided or if the recipient's mailbox is full.

5.6 Letters that dao refrains from delivering are normally returned to the sender. However, dao may choose to attempt to redeliver the letter or deliver it to an adult person at the address. Dao also reserves the right to destroy the letter if delivery is not possible.

5.7 dao does not deliver to PO Box addresses.

## **6. Payment**

6.1 Sending letters via a daoSHOP can only be done by franking with dao letter stamps or a dao code purchased online. When buying a code online, this is valid for 14 days after date of purchase. Dao letter stamps are valid for the calendar year in which they are purchased, plus the following 2 calendar years.

6.2 Overviews of the currently applicable list prices can be found at [www.dao.as](http://www.dao.as)

6.3 In case of insufficient payment for the carriage of a letter, dao is entitled to charge the sender for the correct payment plus an administration fee.

6.4 By purchasing a dao letter code via dao's website or dao's app, consent is given for immediate delivery. Thus, the right of withdrawal under the Consumer Contracts Act is waived.

## **7. Complaints**

7.1 dao does not provide compensation of any kind, nor in the form of price reductions, for delays, loss, including misdelivery, complete or partial loss of content, or damage, etc., of letters.

## 8. Personal data

8.1 It is the sender's responsibility to ensure that the personal data desired by dao are correct and can legally be used by dao. Read more about how dao processes personal data at [www.dao.as](http://www.dao.as).

## 9. Jurisdiction

9.1 Any disputes regarding these Terms and Conditions shall be settled according to Danish law.

9.2 The court in Kolding shall be the venue of first instance for all disputes between dao and the sender under these Terms and Conditions, unless mandatory rules dictate otherwise.

9.3 If the sender or recipient wishes to complain about dao's carriage of a letter, the complaint must be submitted to dao via customer service or [www.dao.as](http://www.dao.as). The complaint must be submitted within 14 days after the shipment has been submitted for carriage. dao will process the complaint within 14 days from the receipt of the complaint.

9.4 If a resolution cannot be found, you may complain to the Center for Complaint Resolution and thereafter to the Consumer Complaints Board. Further information can be found here: <https://naevneneshus.dk/start-din-klage/center-for-klageloesning-og-forbrugerklagenaevnet/til-forbrugere/>

9.5 You can also find further information through the EU Commission's complaint portal: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>