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<https://www.21grams.se/villkor/>

Special Terms and Conditions

Mail sorting – PostSort

Valid as of 1 January 2026

21 Grams AB (company registration no. 556666-3729) provides this service. Another company within the 21grams group may be authorised to enter into agreements on behalf of 21 Grams AB. However, 21 Grams AB shall always be the Customer's contractual counterparty. In these Special Terms and Conditions, as well as in the Price Appendix and any other contractual appendices relating to this service, "21grams" refers to 21 Grams AB.

"The Service" *Mail sorting* refers to the Customer being granted access to the PostSort software, provided by 21grams, for the purpose of creating mail sorting for physical distribution.

The Service is provided in accordance with these Special Terms and Conditions.

Unless otherwise stated in these Special Terms and Conditions or expressly agreed with 21grams, the at all times applicable General Terms and Conditions of 21grams shall apply.

Definitions

Business Day: A weekday excluding public holidays, except for days which, according to custom in the country where the Service is provided, are wholly or partially non-working days.

The Agreement: The agreement that refers to these at all times applicable Special Terms and Conditions, the 21grams General Terms and Conditions, and the appendices and other contractual documents incorporated therein.

The Software: The local installation of PostSort at the Customer's premises.

The Address File: The addresses entered into the Software.

General Terms and Conditions: The at all times applicable General Terms and Conditions of 21grams accordance with Clause 7.

1. Scope of the Service

The Service consists of the basic service described below, in the Standard version, and a number of optional add-ons in accordance with Clause 2.

1.1 PostSort Standard

1.1.1 Right of Use

The Customer is granted the right to use the Software, PostSort.

For the right to use the PostSort Standard service, a start-up fee, a monthly fee, and a transaction fee shall be charged in accordance with the at all times applicable price appendix of 21grams.

The Customer may also add optional services to the basic service by selecting add-ons in accordance with Clause 2.

1.1.2 Mail Sorting and Postage Optimisation

The Address File is sorted in accordance with the various conditions of the distributors selected by the user in the PostSort Software.

If the Postage Optimisation add-on has been agreed, the Address File may be postage-optimised in accordance with the Customer's selected postage price lists.

1.1.3 Reports

In connection with sorting, the Service generates a number of reports. These are used to facilitate production, submission of mail, and follow-up:

- Optimisation report (calculated savings)
- Notification documentation (per distributor)
- Delivery notes (submission documentation to distributor)

1.2 Help Desk

21grams provides a Help Desk for the Service, through which the Customer may report faults in the Service. Via the Help Desk, 21grams also assists the Customer, to a reasonable extent, by answering questions regarding the Service.

Unless otherwise notified or agreed, the 21grams Help Desk is staffed on Swedish business days between 08:30 and 17:00 CET. The Help Desk can be contacted via support@21grams.com.

21grams is always entitled to charge remuneration for time spent on support as described above, or if 21grams performs a specific activity or measure at the Customer's request, in accordance with agreement. In such cases, remuneration shall be based on

actual time spent, in accordance with the at all times applicable price appendix of 21grams.

1.3 Operations

The Service is normally operational twenty-four (24) hours per day, seven (7) days per week. 21grams does not guarantee that the Service will be free from errors or interruptions.

2. Optional Add-ons

The following add-ons are available to the Customer, provided that the Customer is connected to the PostSort Standard basic service. Add-ons are charged in accordance with the at all times applicable price appendix of 21grams.

2.1 Address Update

Through the Address Update add-on, the Service can compare addresses in the Address File against the current database of Svensk Adressändring and return information regarding deviating addresses and the address registered with Svensk Adressändring.

2.2 Postage Optimisation

Through the Postage Optimisation add-on, the Address File can be postage-optimised in accordance with the Customer's selected postage price lists.

2.3 Optimisation of Postage for First-Class Mail

Through the 1–2 day sorting add-on, the Service can calculate which letters may be distributed by another distributor. In this way, the Customer may send first-class letters at a lower cost.

2.4 Data Matrix 2-D Code

Through the Data Matrix 2-D Code add-on, the Service can generate a 2-D code. A 2-D code consists of information that facilitates the sorting of consignments.

The 2-D code is easily generated by the Service and only requires that the type of consignment and the paying customer number are specified. To obtain postage discounts for consignments using a 2-D code, the paying customer number must correspond between PostSort and the submission documentation.

3. Undertakings of 21grams

21grams shall provide the Service as further described, in accordance with these Special Terms and Conditions and the 21grams General Terms and Conditions.

3.1 Communication of Information

21grams specifies the technical prerequisites applicable to the Customer's use of the Service. Communication and document specifications are provided by 21grams where applicable.

3.2 Prerequisites for Connection

21grams undertakes to connect the Customer to the Service in accordance with the technical prerequisites. Production deployment of the Service takes place once the technical prerequisites have been fulfilled by both parties.

If, in the assessment of 21grams, information or actions required from the Customer for the connection are missing, 21grams is entitled to suspend work on the connection until the necessary information has been provided or actions taken.

Connection of the Service is charged in accordance with the at all times applicable price appendix of 21grams.

21grams is entitled to charge special remuneration for time spent in connection with customer onboarding

(a) where a delay is due to the Customer or circumstances beyond the control of 21grams, or

(b) where another activity or measure is carried out by 21grams pursuant to a specific agreement with the Customer.

Such special remuneration shall be charged per hour in accordance with the hourly rates applied by 21grams at the relevant time.

If the Customer wishes to make changes that require the connection to be wholly or partially redone, 21grams is entitled to charge special remuneration in accordance with the hourly rates applied by 21grams at the relevant time.

3.3 Optimisation

If the Postage Optimisation add-on has been agreed, 21grams undertakes to guarantee that the postage optimisation service will identify the lowest distribution cost based on the Customer's selected postage price lists.

3.4 Information Barriers

21grams undertakes to protect its customers' sensitive information. This includes, inter alia, the existence of information barriers in relation to PostNord, and that information is

accessible only to those persons within 21grams who are responsible for or work with postage optimisation services and whose work requires access to such information.

4. Undertakings of the Customer

The Customer shall fulfil the obligations set out in these Special Terms and Conditions, the 21grams General Terms and Conditions, or any other separately executed agreement between the parties.

4.1 Authorisation

The Customer undertakes to maintain and apply procedures relating to the management of granted authorisations, ensuring that no unauthorised person gains access.

4.2 Connection

The Customer may begin using the Service only once the Software has been installed and activated, and a complete, signed Agreement has been received by 21grams, and agreed tests have been performed and approved.

If the Customer has not fulfilled its obligations in accordance with the production deployment plan, 21grams is entitled to remuneration for reasonable time spent, charged per hour in accordance with the at all times applicable price appendix of 21grams.

4.3 Changes

21grams reserves the right, after notifying the Customer, to implement changes to operating methods, technical specifications, systems, opening hours, structure, and similar matters.

Notice of such changes shall be provided to the Customer within a reasonable time, taking into account the nature of the change.

4.4 Contact Person

The Customer shall appoint a responsible person to act as contact person vis-à-vis 21grams. Any change of contact person shall be notified to 21grams without undue delay.

5. Payment Terms

Connection of the Service is invoiced in arrears at the time when each respective stage has been completed, and in accordance with the agreed payment plan. Monthly fees are invoiced in advance.

6. Liability

The applicable liability provisions are set out in the 21grams General Terms and Conditions.

21grams' liability to pay compensation is limited to re-performance of the assignment necessary to achieve an agreed result.

21grams shall not be liable for damage suffered by the Customer or a third party, except where the damage has been caused intentionally or through gross negligence.

If the Customer requests re-performance or an investigation relating to an error that the Customer suspects to have been caused by 21grams, but which proves to have been caused by the Customer or where it is established that no error exists, 21grams is entitled to charge remuneration for the additional measures taken, in accordance with the price appendix applicable at the relevant time.

7. Publication of Service-Related Documents Including Customer Terms

On the websites specified below, the at all times applicable technical manuals and other service-related documents, as well as Customer Terms and Conditions, are published for each respective country.

Service-related documents and Customer Terms and Conditions published in accordance with the list below apply in the country where the Service is provided by 21grams, in the language in which the agreement is executed.

Sweden: www.21grams.com