

Additional conditions regarding the procedure: **“Invitation to collect registered mail in electronic form and fallback-to-paper”**

This is a translation. In the event of a discrepancy, the Dutch version prevails and is leading.

These Additional conditions supplement the General Conditions of the DIGICONNECT platform. These can be found at: https://www.aangetekende.email/GC_NL.pdf

In these additional conditions, reference is made to the eIDAS qualified trust service Aangetekende.email™. The General Conditions of the Aangetekende.email™ service apply to this service. These can be found at: https://www.aangetekenen.email/GCAE_NL.pdf

1. Purpose

1.1 The procedure described below is not part of the eIDAS qualified trust service for Electronic Registered Delivery that is offered by Connect Solutions under the name Aangetekende.email™.

1.2 The procedure frames the qualified trust service Aangetekende.email™ with additional services regarding:

- Inviting an intended addressee (company) to register on the Aangetekende.email™ service, so that this intended addressee can be written to via the qualified trust service Aangetekende.email™.
- Inviting an intended addressee (private person who is not registered on the Aangetekende.email™ service) to accept registered mail in electronic form, and thus obtain prior agreement regarding the transfer of registered mail in electronic form, so that the intended addressee can be written to through the qualified trust service Aangetekende.email™.
- Sending a registered letter in classic paper form via bpost if the intended recipient does not accept the above mentioned invitation and therefore the registered mail cannot be sent via the Aangetekende.email™ service. Also described as “fallback to paper”.

1.3 The described procedure is only offered for addressees based in Belgium. Deliveries to recipients located abroad will not be processed.

2. Description of the procedure - Addressee is a company

2.1 If the sender enters an intended addressee (company) on the Aangetekende.email™ service and this addressee is not registered on the Aangetekende.email™ service, the procedure below will take effect:

- The sender continues to compose the message. This is placed in a “waiting folder”.
- The addressee will receive an invitation to register on the Aangetekende.email™ service.
- If the addressee registers within a number of days specified by the sender, the registered mail will be delivered electronically to the addressee via the Aangetekende.email™ service.
- If the addressee does not register within the number of days specified by the sender, Connect Solutions will deposit the delivery at bpost for delivery via classic registered mail on paper.

2.2 The delivery only has legal value after the addressee has registered and the message has been delivered electronically (legal date of deposit = date of activation of the Aangetekende.email™ service at the addressee), or when it was deposited at bpost (legal date of deposit = date deposited to bpost for delivery via classic registered mail on paper). Until then, the delivery is only ready in a “waiting folder”.

3. Description of the procedure - Addressee is a private person

3.1 If the sender enters an intended addressee (private person) on the Aangetekende.email™ service and this addressee is not registered on the Aangetekende.email™ service, the procedure below will take effect:

- The sender continues to compose the message. This is placed in a “waiting folder”.
- The addressee will receive an invitation to accept and collect the registered delivery in electronic form.
- If the addressee accepts the registered delivery in electronic form within a number of days specified by the sender, the registered mail will be delivered electronically to the addressee via the Aangetekende.email™ service.
- If the addressee does not accept the registered delivery in electronic form within a number of days specified by the sender, Connect Solutions will deposit the delivery at bpost for delivery via classic registered mail on paper.

3.2 The delivery only has legal value after the addressee has accepted the registered delivery in electronic form and the message has been delivered electronically (legal date of deposit = date of acceptance of the registered delivery in electronic form), or when it was deposited at bpost (legal date of deposit = date deposited to bpost for delivery via classic registered mail on paper). Until then, the delivery is only ready in a “waiting folder”.

4. Fallback-to-paper

4.1 If the registered mail is delivered on paper, the procedure will be as follows: the message that was submitted electronically is printed on paper (recto / verso in color), put in an envelope, stamped and deposited at bpost.

4.2 The sender can monitor the status of the delivery on the DIGICONNECT platform via the track-and-trace code of bpost.

4.3 The bpost proof of deposit lists are kept by Connect Solutions and can be requested by the sender on request. A fee is charged for this.

4.4 The activities described in 4.1 can either be carried out by Connect Solutions itself or be outsourced to subcontractors.

4.5 The cost of the delivery on paper is variable based on the number of pages. Prices can be consulted on the DIGICONNECT platform. Before submitting the message, the exact price calculation is shown in detail to the sender.

4.6 The sender address printed on the delivery is the sender's address (address registered by the sender on the account in DIGICONNECT) and not the address of Connect Solutions. If the delivery is not collected by the addressee after 14 days, it will be returned directly to the sender's address. The sender can then keep the unopened envelope for further follow-up.

5. Method of payment

5.1. When a message is placed in a waiting folder, no payment is yet due. Payment is only due when the message has actually been dispatched (electronically via the Aangetekende.email™ service or deposited at bpost). The amount depends on the actual delivery method.

5.2 In case a user works on a prepayment basis (recharge balance on the account), a provision will be reserved on the available balance for the amount of the most expensive delivery method. This provision is released after effective delivery and deduction of the actual amount due.

6. Invoicing

6.1 Actual usage and work performed is invoiced periodically. Invoices are available in electronic form within the account on DIGICONNECT.

6.2 Postage costs of bpost are for the sender's account. These are advanced by Connect Solutions and charged separately to the sender for the exact amount. No VAT is due on the calculation of these advanced costs (art. 28, 5° W. BTW).

7. Liability

7.1 Connect Solutions' liability in case of fallback-to-paper (see §4) is limited to the guarantee that the submitted message is printed and deposited at the postal operator (bpost) for delivery to the address specified by the sender. Connect Solutions will not further follow up the delivery after being deposited at the postal operator.

7.2 Connect Solutions is not responsible for errors made by the postal operator.

7.3 The liability of Connect Solutions is in all cases limited to the price paid for the delivery.

7.4 The sender is responsible for the quality and correctness of the address details and the contents of the delivery.

7.5 Connect Solutions is not liable for any non-recognition of signatures printed on the documents.

7.6 The sender is responsible for determining the period within which the registered delivery can be collected in electronic form and, therefore, for the date on which the delivery must be deposited at bpost. See also 2.2 and 3.2. Connect Solutions is not liable for cases where the registered delivery would have reached the addressee too late as a result of incorrect determination of the said term by the sender.

8. Miscellaneous

8.3 CONNECT SOLUTIONS reserves the right to unilaterally change or supplement these additional conditions. These changes or additions apply immediately from their publication on the CONNECT SOLUTIONS website. When CONNECT SOLUTIONS makes changes or additions to these terms, it changes the date of the "last update" at the bottom of the document.

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