Additional conditions regarding regular (non-registered) outgoing letter mail

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

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. Purpose

1.1 The purpose of this procedure is to enable DigiConnect users to digitally upload outgoing non-registered letter mail on the platform, after which it will be printed, enveloped and stamped (PRIOR) and deposited at the postal operator (bpost) for delivery.

1.2 A regular letter can be created either directly (via "Outgoing deliveries → regular letter post"), or as a "fallback-to-paper" for secure e-mail messages ("Outgoing deliveries → (secure) e-mail").

1.3 Messages that are created directly as regular letter on the platform on working days before 5 pm are deposited with bpost on the working day following the day of uploading.

1.4 Messages that are created directly as regular letter on the platform on working days after 5 pm or on non-working days are deposited with bpost on the working day following the next working day after loading.

1.5 Regular letters as "fallback-to-paper" for (secure) e-mail messages are deposited with bpost the next working day after the cut-off date / time for collection of the (secure) e-mail has been reached.

2. Procedure for submitting a new regular outgoing letter

2.1 The sender logs on to the platform.

2.2 The sender then enters the addressee's details:

- First name and name of the addressee (in case of a delivery to a private person) or company name of the addressee (in case of a deliver to a company)
- Street and number
- Postal code
- City
- Country (choice from a dropdown menu)
- Language of the addressee: Dutch, French or English

2.3 Then the sender enters the subject and a message body text. The message body text is optional if the sender uploads attachments containing the contents of the message in the next step.

2.4 The sender uploads one or more attachments (PDF files).

2.5 The sender will see a preview of the message as it will be sent. The sender must check whether the message as generated in the preview meets the expectations.

2.6 The sender submits the message. Once submitted, the message can no longer be changed or canceled.

3.   Pricing and invoicing

3.1 The current prices are stated on the website.

3.2 Actual usage and material are invoiced periodically. Invoices are available in electronic form within the account on DIGICONNECT.

3.3 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 ° VAT code of law).

4.   Liability

4.1 Connect Solutions' liability is limited to the guarantee that the submitted message is printed and deposited at the postal operator (bpost) conform 1.2 and 1.3. Connect Solutions will not further follow up the delivery after being deposited at the postal operator.

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

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

4.4 The sender is responsible for the quality and correctness of the delivered address details and the contents of the message.

4.5 Connect Solutions is not liable for any non-recognition of printed (electronic) signatures that are present in attachments uploaded by the sender.

5.   Miscellaneous

5.1 Connect Solutions reserves the right to unilaterally change or supplement these additional conditions. These changes or additions will 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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