

PostNord Pallet – Domestic and International Pallet Service

For customers with service agreements

PostNord Pallet is a competitively priced, quick Nordic standard service. With us you can send pallet goods of different kinds/types of items weighing up to 1,000 kg within Nordic countries and to Europe. We will be happy to provide you with a quotation for larger pallet flows. The pallet delivery service is as simple as our parcel service, and we can pick up all your goods at the same time, if required.

Delivery times

Pallet goods are delivered to the recipient company according to a timetable, Monday-Friday (except public holidays). Check delivery times at postnord.se/leveranstid. If the recipient is an individual located within Nordic region, see additional services Privat receiver direct delivery (Sweden) och Privat receiver (Nordic region). The service includes one (1) delivery attempt to the recipient. The service does not include a delivery time guarantee.

Type of item (type of pallet)

When you send PostNord Pallet, you state the type of item/type of pallet you wish to send. There are four different types (type of item), EUR pallet, half pallet, quarter pallet and special pallet. The type of item should be stated in the EDI file, see postnord.se/frakthandlingar.

If the type of item is missing, the pallet is charged as a EUR pallet, Half pallet, Quarter pallet or Special pallet.

Dimensions and weight, per pallet

Type of item EUR pallet:

Maximum weight: 1,000 kg/pallet

Sweden

Maximum dimensions: Length 1.20
Width 0.80 m
Height 2.20 m

Denmark, Norway, Finland and the rest of Europe

Maximum dimensions: Length 1.20 m
Width 0.80 m
Height 2.0 m

Type of item: Half pallet

Maximum weight: 500 kg/pallet

Sweden, Denmark, Norway, Finland and the rest of Europe

Maximum size: Length 0.60 m
Width 0.80 m
Height 1.50 m

Type of item: Quarter pallet

Maximum weight: 200 kg/pallet

Sweden, Denmark, Norway, Finland and the rest of Europe

Maximum size: Length 0.60 m
Width 0.40 m
Height 1.20 m

Type of item: Special pallet

Maximum weight: 1000 kg/pallet

Sweden

Maximum size: Length 1.20 m
Width 1.20 m
Height 2.20 m

Denmark, Norway, Finland and the rest of Europe

Maximum size: Length 1.20 m
Width 1.20 m
Height 2.00 m

Electronic Data Interchange (EDI)

All PostNord pallet services are required to give advance electronic notification via EDI, Electronic Data Interchange.

There are four different ways of setting up shipping instructions:

- Via Send Direct Business at PostNord Portal on postnord.se.
- By using another transport administration system approved by PostNord.
- By sending a shipping instruction file in accordance with EDI Transport instruction.

More information see postnord.se/skickadirektbusiness and postnord.se/frakthandlingar.

Pick-ups and transport booking

The service includes pick-up. If you need goods delivering on a daily basis, we can agree on fixed collection times.

Domestic goods in Sweden and goods for export can be booked in one of the following ways:

- Online: Via PostNord Portal at postnord.se
- Telephone: +46 (0)771 33 33 10

The goods are to be loaded and secured on EUR pallets or equivalent, which can be lifted using a pallet truck. You are responsible for the pallets, which are classed as shipping packaging. The service does not include a change of pallet.

Delivery

The service includes one (1) delivery attempt to the recipient (provided that the recipient is a company) If the recipient is an individual located within Nordic region see additional services Privat receiver direct delivery (Sweden) och Privat receiver (Nordic region).

PostNord Pallet is delivered with confirmation of receipt except when the additional services Delivery without POD or Private receiver direct delivery are used. The recipient, who need not be the addressee, signs a physical or electronic delivery note.

If the recipient is not there, a notification is left and the goods will be available for collection from the nearest terminal. Goods that have not been delivered are returned after a certain period of retention. In Sweden the period of retention is 7 days. The goods is returned to the sender at their expense. The recipient can on request have the goods delivered again, and be charged according to the local courier fee.

Additional services

Climate Compensation

Climate Compensation is an additional service that involves PostNord providing carbon offsetting by

investing the full amount payable in renewable energy production in developing countries. Renewable sources replace fossil energy production. This is done by means of UN-certified CDM (Clean Development Mechanism) projects through company 2050.

Insurance

You can take out a supplementary insurance policy via PostNord. It covers all types of permitted items and types of goods, apart from goods that are already damaged or second-hand. Insurance is taken out when you order your transport and print your shipping label. For further information, see Terms of Insurance at postnord.se/kundvillkor.

Notification by Phone (within Nordic region)

The recipient is telephoned to book a time for delivery.

Delivery without a POD (within Nordic region)

The item may be delivered without the recipient having received the item personally and signed for it. The delivery record is proof that the item has been delivered.

Dangerous Goods LQ (within the Nordic region)

With PostNord Pallet you can send a limited number of dangerous goods, however, not to or from Gotland. Read more about what is meant by Dangerous Goods LQ at msb.se.

Private receiver direct delivery (within Sweden)

Private receiver direct delivery (within Sweden) is used when the recipient is a private individual. PostNord notifies the recipient on one occasion with a pre-arranged day of delivery, in a pre-arranged time slot. The recipient does not need to be present at delivery to confirm receipt of the goods. Notification takes place via sms, e-mail or PostNord App on 1-3 holidayfree weekday after posting. Goods are delivered to the recipient's boundary/ground floor before the end of the working day. When the goods have been delivered, PostNord makes a drop-off registration. The drop-off registration* then constitutes proof that the goods has been delivered. The additional services Delivery notification and Delivery Confirmation are included free of charge.

Private receiver (within Nordic region)

Private receiver is used when the recipient is a private individual. A special agreement is required if you wish to use the additional service within Sweden. PostNord notifies the recipient on one occasion in order to agree on a delivery date and time slot. Notification takes place via sms, e-post or PostNord App on 1-3 holidayfree weekday after posting, see Delivery Time at postnord.se/leveranstid. Notifications to the recipient include

alternative delivery options. For more information about the recipient's delivery options, see FlexChange at postnord.se. Goods are delivered to the recipient's boundary/ground floor during the agreed holiday-free weekday before the end of the working day. The goods are delivered to the recipient or the recipient's representative against the acknowledgement. The additional services Delivery notification and Delivery Confirmation are included free of charge.

Return Pickup, goods (within Sweden)

With Return Pickup, goods you can offer your customers a flexible return solution, with returns being collected from your customer at home. You provide your customer with a valid return shipping label and booking instructions. Your customer, the return sender, books a time for collection by us, and we will agree on the date and time of collection.

Extended retention time 14 days (within Sweden)

The period of retention time is extended to 14 days.

Fixed retention time 7 days (within Sweden)

The recipient will not be offered an extension of their period of retention to 14 days.

Pickup Handover (within Sweden)

Pickup Handover means that the returns sender cannot select "collect goods even if I'm not at home". The goods will be handed over to the driver on collection. Pickup Handover can only be used in combination with Return Pickup, goods.

Recipient Freight (within Sweden)

The recipient pays the freight charge. This is assuming that advance information has been sent by you/the sender via EDI. Both the recipient and the sender should be credit customers.

ID Check (within Sweden)

ID Check means that items are handed over to the person who receives the goods against receipt confirmation and presentation of valid ID or valid delivery code. This code is obtained through the recipient confirming their identity via Mobilt BankID in PostNord MottagarApp. ID Check can only be used in combination with Private receiver.

Enhanced identification (within Sweden)

Enhanced identification is used in the event of an extra need to check that the recipient personally receives the goods. As well as the name and address, the recipient's civic registration number is also checked before handed over.

Signature Assurance (within Nordic Region)

Signature Assurance means that the recipient cannot choose "deliver the goods even if I am not at home" as a delivery option. The goods is then delivered with proof of delivery. Signature Assurance can only be used in combination with Private receiver.

Notification (within Sweden)

Notify your recipient, or perhaps a third party, that their pallet is on its way or has been delivered. We offer the following options for notification via sms, e-mail or PostNord App.

- Delivery Advice (estimated delivery day)
- Delivery Notification (delivery today before the end of business day)
- Delivery Confirmation (the pallet has been delivered*)

Collection Request (from Sweden)

You can request collection of goods from another sender to deliver to you or to a third party with address in a country other than Sweden. You are responsible for ensuring that this sender is informed, so that the goods can be collected.

Bookings can be carried out using Pacsoft Online at postnord.se before 5 p.m.

Delivery Change (within Sweden)

You can make changes to the process before the parcel has reached the recipient, before delivery. For example a change to the recipient or the recipient address, return to sender or extended retention period to 30 days. The additional service can be ordered via Skicka Direkt Business if the freight documents has been printed out using this service or by using the Delivery Change at postnord.se/kundservice/blanketter.

New delivery (within Sweden)

The additional service New delivery enables the sender or the recipient to make a subsequent request for an additional delivery attempt to the recipient's delivery address. This can be ordered via PostNord Customer Portal Business or by calling PostNord Customer Service on +46 (0)771 33 33 10.

Pallett Exchange (within Sweden)

Pallett Exchange is a system used to keep track of pallet flows between customers who send goods with the service PostNord Pallet and receiving clients. The system includes approved EUR pallets. Special agreement for receiving customers required.

Postal containers as load carriers (within Sweden)

Postal containers can be used as load carriers instead of pallets/load carriers for domestic transports subject to a special fee. Postal containers are the property of PostNord. The Customer pays only for the right of use during the transportation period.

Customs management for countries outside the EU

The following additional services are available to you in connection with export declarations to countries outside the EU:

- Stamping of EUR certificate
- Classification of tariff codes
- Transit
- Other shipping orders

Pricing

The price is based on the stated type of item and the receiving zone or country. See separate price list, or visit postnord.se/priser.

Contents

The pallet may not contain dangerous goods, with the exception of so-called Dangerous Goods LQ. You can find information about what is classed as a dangerous item at msb.se.

For items that are classed as 'prohibited contents', check the Special Terms and Conditions for each service at postnord.se/kundvillkor.

Liability

See special terms and conditions for PostNord Pallet, PostNord's General Terms and Conditions for Commercial Clients (PAKN), and the Nordic Association of Freight Forwarders' General Conditions (NSAB 2015), at postnord.se/kundvillkor.

PostNord Pallet is not a conveyance by post.

Freight documents

All pallet goods must have a freight document. An approved, standard transport label, STE, or equivalent, is used as a freight document, printed out on a laser or thermal transfer label. The simplest way to print out your freight documents is to use our system Skicka Direct Business.

Addressing

- Recipient company's contact and delivery address, including equivalent postcode. For goods

sent abroad, the postcode must be preceded by an ISO country code and the contents must be stated in English.

- The recipient's daytime telephone number.
- Door code, if applicable.

If you mistakenly give the recipient's box number/box address instead, you will be charged an extra fee. You can search for postal codes and valid countries at postnord.se.

Customs documentation

Full information about export documentation is available in The Shipping Guide, which is issued by the Business Sweden, telephone +46 (0)858866000 or swedishtrade.se. Information and tips are also available at postnord.se/tullinfo.

To countries within the EU

Only a freight document is required for goods within the EU.

To countries outside the EU

For goods outside the EU, a commercial invoice sent with the goods and invoice information via EDI according to PostNord's specification are also required in addition to the freight document. Visit postnord.se/frakthandlingar.

For further information, check the Special terms and condition at postnord.se/villkor.

Forwarding

PostNord Pallet pallets cannot be forwarded.

Product code:

PostNord Pallet - product code 52.

Transport administration services at postnord.se

At postnord.se you can carry out a variety of tasks including printing out freight documents, booking goods collection, submitting complaints and carrying out volume calculations, as well as tracking items and searching for postal codes. You can also find price lists, and general and special terms and conditions for our services. Visit postnord.se.

Certifications

PostNord business systems have been certified by Bureau Veritas Certification Sverige AB and meet the requirements of ISO 9001 and ISO 14001.

PostNord
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