

PostNord MyPack Collect - within Sweden to Nordic region and to Europe

For customers with service agreements

PostNord MyPack Collect is a swift, secure parcel service aimed at companies that deliver to individuals within Sweden and to Denmark, Norway, Finland and to some countries in Europe as defined in our current price list. The parcel can be collected from our agent at the addressee's convenience. It is quickest if you use sms notifications which reach the recipient as soon as the parcel arrives at the collection point.

Delivery times

Parcels within Sweden are usually delivered on the next working day* to the recipient's collection point. Check Delivery times at postnord.se/levetranstid.

Parcels sent to Denmark, Norway and Finland are delivered 2-6 working days after the consignment day, depending on the notification method.

Dimensions and weight per parcel

Maximum size within

Nordic region: Length 1.50 m
Length + circumference = 3 m

Maximum size outside Nordic region:
Length 1.0 m
Length + circumference = 2,5 m

Minimum size to all countries:
Length 140 mm
Width 90 mm
Height 15 mm

Maximum weight: 20 kg/parcel

Minimum weight: 150 gram/parcel

Electronic Data Interchange (EDI)

All PostNord's parcel services are required to give electronic advance notification via EDI, Electronic Data Interchange

There are 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. If desired, parcels may be dropped off at a PostNord Service Point. One-off pick-ups can be booked in one of the following ways:

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

Delivery

PostNord MyPack Collect parcels are delivered to the recipient or the recipient's agent via the recipient's service point on production of a valid identity document. In Sweden, items can also be collected on presentation of a valid collection code. This code is obtained through the recipient confirming their identity via Mobilt BankID (Mobile

*Delivery times are longer to certain areas and archipelagos.

BankID) in PostNord's MottagarApp (Recipient App). On delivery to an agent in Sweden, the agent must also show the recipient's identity document or collection code. To other countries see Special conditions at postnord.se/villkor.

Parcels that have not been picked up are returned after 7 days. The parcel is returned to the sender at their expense.

Notification

Notification must be sent via sms, email, PostNord App or letter to enable the recipient to collect the parcel. Digital notification is included in the service. A digital notification is sent as soon as the parcel arrives at the recipient's collection point and the recipient can collect the parcel immediately. If notification by letter has been chosen instead, the postman delivers the notification to the recipient and the parcel can usually be collected after 4 p.m. on the same day. Notification by letter is only sent to recipients in countries in the Nordic region.

Additional services

COD (Cash on Delivery) within Sweden and to Norway.

COD (Cash on Delivery) is an additional service whereby PostNord, either itself or via an agent, collects the Customer's (sender's) specified amount. This takes place when delivering the parcel. The amount is deposited into an account specified by the Customer. The maximum amounts for COD are 25,000 kr per shipment and 25,000 Norwegian kr per parcel.

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 2050.

Customs management outside the EU

You can request the following additional services in connection with export declarations to countries outside the EU:

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

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.

Choice of Collection Point

The additional service is mandatory to use for recipients in countries outside Sweden. In order to do this you need to state the collection point using one of the following alternatives:

- Use Skicka Direkt Business
- Another TA system approved by PostNord
- Send an advance notification file in accordance with a EDI Transport Instruction.

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

Collect in Store (within Sweden, to Denmark, Finland and Norway)

The additional service enables the Customer to choose which of the Customer's collection points the parcel should be held at for collection.

Collect in Store - Label only within Sweden to Denmark, Finland and Norway

Can be used if the Customer only requires notification by email or text, followed by collection from the Customer's collection point.

Age check (within Sweden)

Age check is used where there is a further requirement to check that the recipient is the right age to receive the delivery: 16, 18 or 20 years old.

Enhanced identification within Sweden

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

Delivery Advice within Sweden

Notify your recipient, or perhaps a third part, that their parcel is on its way via SMS, e-mail or PostNord App.

Extended retention time 14 days (within Sweden)

The period of retention time is extended to 14 days.

Extended retention time 30 days (within Sweden)

The period of retention time is extended to 30 days.

Fixed retention time 7 days (within Sweden)

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

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, change the COD amount, 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.

Pricing

The price is calculated per parcel. Freight is calculated at 280 kg/m³. The price list is based on weight intervals regardless of the area in the country to which the parcel is being sent. See prices at postnord.se/priser.

Contents

The value of the contents may not exceed 13,000 euro per parcel. The parcel may not contain dangerous goods. 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.

Liability

For information, see the Special Terms and Conditions for PostNord MyPack Collect, 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.

Freight documents

All parcels 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. For more information, see postnord.se/frakthandlingar.

The simplest way to print out your freight documents is to use our system, Send Direct Business.

Addressing

State the recipient's contact person and delivery address (including to a box). If the parcel is to be sent abroad, the address should be written correctly and in such a way that it can be understood in the country of delivery. The postcode must also be preceded by the ISO nationality code.

Customs documentation

For preferential treatment (tariff reduction), the recipient's certificate of origin requirements apply, e.g. EUR 1 or invoice declaration.

Full information about export documentation is available in The Shipping Guide, which is issued by the Swedish Trade Council, telephone 08-588 660 00 or swedishtrade.se

To Norway

Packaging

For parcels that are to be sent as Split Shipment to Norway, the Customer undertakes to pack the parcels on pallets. More information, see special terms and conditions for Split Shipment.

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.

Forward delivery

PostNord MyPack Collect items will not be forwarded.

Transport administration services online

At postnord.se you can carry out a variety of tasks including printing out freight documents, booking goods pick-up, 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.

Certifications

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

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