

International Parcel

For customers with service agreements

With International Parcel, you can rest assured that your parcel will reach the recipient in any country in the world within a few days. It's not possible to send International Parcel items to Austria, Belgium, Czech Republic, Denmark (excl. Faeroe Island and Greenland), Estonia, Finland (excl. Åland), France, Germany, Netherlands, Latvia, Lithuania, Luxembourg, Polen, Portugal and Spain. MyPack Collect, MyPack Home or PostNord Parcel should be used for these countries instead. The service features swift and efficient handling of customs and freight documents. We pick up the parcel from you and in many countries, delivery of the parcel all the way to your customer's door is included in the price.

Delivery time

For information about normal delivery times for various countries, check Delivery times at postnord.se/leveranstid, or contact PostNord Customer Service.

Dimensions and weight per parcel

Maximum size: 20 kg/parcel
Minimum size: 150 gram/parcel

To most countries

Maximum size: Length 1.50 m
Length + circumference 3 m
Minimum size: Length 140 mm
Width 90 mm
Height 15 mm

There may be exceptions

Maximum size: Length 1.05 m
Length + circumference 2 m

Electronic shipping instructions

Shipping instructions via EDI are a requirement when using parcel services. There are three different ways of setting up shipping instructions: 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.

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

Pick-ups, drop-offs and transport booking

The service includes pick-up. If you need goods delivering on a daily basis, we can agree on fixed pick-up times. If desired, parcels may be dropped off at a PostNord's 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 333310

Delivery

International Parcel parcels are delivered to the recipient in several countries in Europe, but in some cases a notification may be delivered asking the recipient to collect the parcel from a local post office/collection point.

Additional services

PostNord can offer additional International Parcel services for some countries.

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.

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

Pricing

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

Contents

The maximum market value of the contents of Post Parcel International parcels is 25,000 kr per parcel. The parcel may not contain dangerous goods. You can find information about what is classified as a dangerous item at msb.se.

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

Goods that are being flown may be subject to additional restrictions issued by IATA (International Air Transport Association)/ICAO (International Civil Aviation Organization). Read more at iata.org.

Liability

For information, check the special terms and conditions for International Parcel and PostNord's General Terms and Conditions for Commercial Clients (PAKN), at postnord.se/kundvillkor.

Addressing

- The recipient's contact and street or box address, including equivalent postal code, with ISO country code. The address should be written so that it can be understood in the country of delivery, while the country should be stated in Swedish.
- The recipient's daytime telephone number.
- Door code, if applicable.

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 sent outside the EU with a value of less than 2,000 kr, a Customs Declaration CN23 is required in addition to the shipping label.

In addition to the shipping label, goods with a value of more than 2,000 kr and goods sent for commercial purposes require a Customs Declaration CN23 and a commercial invoice together with the parcel and invoice information via EDI in accordance with PostNord's specification, which can be ordered via postnord.se/frakthandlingar.

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

Forwarding

Forwarding is not included in the service.

Product code

International Parcel – product code 91.

Transport administration services at postnord.se

You are welcome to visit our website to 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. 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
Customer Service

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