

# Expresspaket - Domestic Express Service

## For customers with service agreements

**Express Parcel allows you to reach customers all over Sweden. No matter where in Sweden the recipient lives, the parcel can be delivered. The recipient can also collect the parcel at one of our Service points. You can see exactly when the parcel will arrive under [postnord.se/leveranstid](https://postnord.se/leveranstid).**

### Delivery time

The parcel is usually delivered on the next normal working day to the recipient's delivery address. If the recipient lives on a rural mail delivery route, it will be delivered according to the usual route. Exceptions apply between certain locations. Check Delivery times at [postnord.se/leveranstid](https://postnord.se/leveranstid). If we do not deliver within the time limit as promised, the freight charge will be refunded to you in accordance with our delivery time guarantee.

### Dimensions and weight per parcel

<b>Maximum size:</b>	Length 1 m Width 0,5 m Height 0,5 m
<b>Minimum size:</b>	Length 140 mm Width 90 mm Height 15 mm
<b>Maximum weight:</b>	30 kg/parcel if picking up if dropping off at the Postal service point, the maximum weight is 20 kg/parcel.
<b>Minimum weight:</b>	150 gram/parcel

### Electronic shipping instruction

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

- Via Send Direct Business at PostNord Portal on [postnord.se](https://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](https://postnord.se/skickadirektbusiness) and [postnord.se/frakthandlingar](https://postnord.se/frakthandlingar).

### Dropp-offs and pick-ups

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

If you have a parcel to post you can take it to a Postal Service Point. One-off pick-ups can be booked in one of the following ways:

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

When the Express Parcel has been received, the recipient is sent advance notification via SMS, e-mail or PostNord App stating. Pre-advice is free and PostNord can only send advance notification via SMS, e-mail or PostNord APP if the sender submits advance information via EDI.

### Delivery

Express Parcel shipment items are delivered to the recipient's delivery address on the next

normal working day, no later than 6 pm. Delivery to recipients on a rural mail delivery route, will be delivered according to the usual route. Exceptions apply for certain locations. Check Delivery times at [postnord.se/leveranstider](https://postnord.se/leveranstider).

Express Parcel shipment items are delivered with proof of delivery. The recipient, who need not be the person on the address label, signs a physical or electronic delivery note. If the additional service Early Collect has been chosen, delivery will be made via PostNord's service point on production of a valid identity document or collection code. An item is undeliverable if it cannot be delivered to the recipient, and it is then returned to the sender on payment of a charge after 14 days.

### Additional services

#### Early Collect

This means that the goods will be delivered to a service point on the next normal working day. The transit time to certain locations may be longer. For exact transit times, see [postnord.se/leveranstider](https://postnord.se/leveranstider). The recipient is notified by SMS, e-mail or PostNord APP when the goods are ready for collection at the service point chosen by the sender. If the goods do not have EDI information, a reminder notification will only be sent by letter seven days after the goods have arrived at the service point.

#### Delivery without a POD

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.

#### Recipient Freight

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.

#### Delivery Change

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](https://postnord.se/kundservice/blanketter).

#### 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](https://postnord.se/kundvillkor).

#### New delivery

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.

#### Pricing

The price is calculated per package. Freight is calculated at 280 kg/m<sup>3</sup>. The price list is based on weight intervals, regardless of the area to which the goods are being sent. see separate pricelist or visit [postnord.se/priser](https://postnord.se/priser).

#### Contents

The parcel may not contain dangerous goods. You can find information about what is classified as a dangerous item at [msb.se](https://msb.se).

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

Goods that are flown maybe restricted by the allowed content, see [iata.org](https://iata.org).

#### Liability

For information, see the Special Terms and Conditions for Expresspaket, 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](https://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 further information, check the freight documents at [postnord.se/frakthandlingar](https://postnord.se/frakthandlingar). The simplest way to print out your freight documents is to use our system Skicka Direkt Business.

#### Addressing

- Recipient company's contact and delivery address, including equivalent postal code.
- The recipient's daytime telephone number.
- SMS-number
- Access code, if applicable.

You can search for postal codes at [postnord.se](https://postnord.se).

#### Forwarding

Forwarding is not included in the service.

#### Product code

Expresspaket - product code 42.

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\* Information on the delivery record may be obtained via the goods tracking function at [postnord.se](https://postnord.se) or from PostNord Customer Services 0771-33 33 10.

### **Transport administration services at [postnord.se](https://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](https://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.

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**PostNord**  
Customer Service

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