

# Domestic Express Mail

**With Domestic Express Mail your letter will be sent, quickly and securely, direct to the recipient's door, anywhere in Sweden. Letters will be delivered on the next working day.**

## Packaging

Always use an envelope or other packaging which protects the contents well.

## Labelling

State the name and postal address of the recipient and sender. Each item should be marked with a shipping label with a unique barcode.

Shipping labels can be printed out in the following way:

1. Via the developed printing system Postnord provides or another Transport Administration system (TA system) approved by PostNord
2. Via your own computer/printer following direct payment at [postnord.se](https://postnord.se).
3. Via your own TA system.
4. When dropping the item off at one of PostNord's service points.

## Posting

Domestic Express Mail can be posted at PostNord's service points. Remember always to keep the certificate of posting which you receive on posting your letter.

For information about PostNord's service points, see [postnord.se](https://postnord.se) or contact customer service.

## Tracking

Express Mail letters can be tracked via [postnord.se](https://postnord.se) or by contacting customer service. You can find out about posting and when it has been delivered.

## Dimensions and weight

### Minimum and maximum dimensions

Length: min. 140 mm, max. 600 mm

Width: min. 90 mm

Combined max. length + width + thickness is 900 mm

### Rolled items

Length: min. 100 mm, max. 900 mm

Combined length + 2 x diameter: max. 1,040 mm, min. 170 mm

### Maximum weight

2 kg per letter

## Delivery

Domestic Express Mail letters are normally delivered on the next working day after posting. (There are geographical exceptions). Deliveries to PO boxes will only be made on week-days. Express Mail letters that are forwarded will be delivered as First Class Mail.

Telephone notification will be made prior to delivery on rural delivery routes.

If the letter does not fit in the addressee's letterbox, a notification will be left to pick up the item.

In certain places the delivery time may be longer - see the table.

## Payment

Domestic Express mail can be paid for via [postnord.se/skicka](https://postnord.se/skicka) or by franking. You can also use pre-franked envelopes with a franking surcharge for Express Mail.

If you send large quantities of Express Mail you can apply for "Porto Betalt" and pay on invoice. Apply via [postnord.se](https://postnord.se) or customer service.

### **Delivery time promise**

PostNord will refund the postage cost if the letter is not delivered within the promised time or if the letter is lost. The certificate of posting must be presented in order to make a claim under the delivery time promise.

The delivery time promise does not apply to:

- Notified items
- Items with an incorrect or incomplete addresses
- Items that are addressed to islands that can only be reached by boat or ferry <sup>1</sup>

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<sup>1</sup> You can receive information from customer service

### **Environmentally-certified distribution**

PostNord is environmentally certified in accordance with ISO 14001, and we can also report service-specific environmental data to customers who would like this information.

### **Terms and conditions**

You can find specific terms and conditions for this service at [postnord.se](https://postnord.se).

### **General terms and conditions**

For customers paying by cash, PostNord's General Terms and Conditions (PAV) apply. For customers paying by invoice or customers with agreements, PostNord's General Terms and Conditions for Commercial Clients and Other Organisations PAKN apply. These terms and conditions can be obtained from [postnord.se](https://postnord.se) or via customer service.

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**PostNord Sverige AB**  
Customer Service

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[postnord.se](https://postnord.se)