

# PostNord Return Pickup - Domestic Parcel Service

## For customers with service agreements

**With PostNord Return Pickup, you can offer your customers a flexible return solution, with returns being collected from your customer at home. We collect during the daytime throughout Sweden and evening time in several geographical locations in Sweden. You provide your customer with a valid return shipping label (either physically or digitally using additional service Print Label Pickup) 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. This is a simple, convenient, time-saving solution. PostNord Return Pickup is a service for distance/e-commerce sellers who want to offer their customers that little "extra" when it comes to returns.**

### Delivery area

PostNord Return Pickup shipment items are collected from the return sender throughout Sweden, with the exception of addresses that are serviced by our rural mail delivery service. Delivery back to you, the sales company, can however be done with PostNord rural mail delivery service.

### Delivery time

The return parcels will get collected from your customers, on a date & time agreed between your customers and PostNord and will be delivered back to your or to your designated return address door.

### Dimensions and weight per parcel

<b>Maximum size:</b>	Length 1.75 m Length + circumference = 3 m
<b>Minimum size:</b>	Length 140 mm Width 90 mm Height 15 mm
<b>Maximum weight:</b>	35 kg/parcel
<b>Minimum weight:</b>	150 gram/parcel

\* The delivery time to certain areas may be longer.

### Electronic shipping instruction

To send shipping instructions via EDI is a requirement when using PostNord parcel services. There are different ways of sending 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).

### Address label

You provide your customer, the return sender, with a valid address label. Either you print a label and give that to your customer who in turn affixes the address label and any other labelling required to the parcel, or you use the additional service Print Label Pickup, where PostNord makes sure that a label gets attached to the return parcel upon pickup. See PostNord's address label specification. For easier return handling for you and your customer see additional service Print Label Pickup.

### Drop-off and transport booking

The service includes pick-up. Your customer, the return sender, books collection on <https://returns.postnord.com/se>. Your customer can also drop off parcels at one of PostNord's service points. In case of a drop off point being used, the maximum weight is 35 kg when dropping off at a hub with customer reception or a PostNord Business Service Centre, or a maximum weight of 20 kg and a maximum length of 1.5 m when dropping off at a Postal Service Point.

### Pick-ups

At the time of booking, your customer chooses a day and time of pick-up. The pick-up can take place either during the day or in the evening.

### Delivery

PostNord Return Pickup shipment items are delivered to the your door or your designated return delivery address. Signature upon delivery is required.

### Additional service

#### Notification

Notify your return recipient, or perhaps a third party, that their parcel has been delivered - via SMS, e-mail or PostNord App.

- Delivery Advice (estimated delivery day)
- Delivery Notification (will be delivered today)
- Delivery Confirmation (parcel have been delivered)

#### Goods Handover

Goods Handover means that the returns sender cannot select "collect the parcel even if I'm not at home" as a collection option. PostNord Return Pickup shall be handed over to the driver on collection.

#### Print Label Pickup

PostNord prints out the shipping document when the booking is made. The driver takes the shipping document with him and the return sender puts this shipping document on the parcel for the pick-up. This additional service can only be ordered as follows.

- [postnord.se](https://postnord.se) via Send Direct Business
- [developer.postnord.com](https://developer.postnord.com), see PostNord Return API

#### Dangerous Goods LQ

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](https://msb.se).

### 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.

### Delivery without a POD

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

### 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).

### Pricing

The price is calculated per package. Freight is calculated at 280 kg/m<sup>3</sup>. The price list is based on different price groups and weight intervals, depend on from which area the goods are being sent to. See price list at [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).

### Liability

For information, see the Special Terms and Conditions for PostNord Return Pickup, 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).

### Addressing

- The recipient's contact person and delivery address, including postal code.
- The recipient's daytime telephone number.
- Any door code.

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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.

If you give the recipient's PO box number/PO box address instead in error, you will be charged an additional fee. Postal codes for delivery addresses can be found at [postnord.se](http://postnord.se).

### **Forwarding**

Forwarding is not included in the service.

### **Product code**

PostNord Return Pickup - product code 20.

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

### **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**  
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