

PostNord Return Drop Off within Sweden, from the other Nordic countries and Europe.

For customers with an agreement

With PostNord Return Drop Off you can offer your customers a simple and safe service for returning goods. You provide your customer with a valid return or QR code. Your customer, the return sender, hands over the parcel to any PostNord service point.

Simple, convenient and time-saving. PostNord Return Drop Off is a service for distance sellers who want to offer their customers a little bit extra when it comes to returns.

Delivery time

PostNord Return Drop Off is normally delivered to the recipient on the next business day in Sweden. From countries outside Sweden, parcels normally take 2-6 business days. See Delivery times at postnord.se/leveranstid.

Dimensions and weight, per package

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| Max. dimensions within the Nordic region | Length 1,50 m Length + circumference = 3 m |
| Max. dimensions outside the Nordic region | Length 1,0 m Length + circumference = 2,5 m |
| Min. dimensions all countries | Length 140 mm Width 90 mm Height 15 mm |
| Max. weight | 20 kg/parcel |
| Min. weight | 150 grams/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.
- 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.

Address label

The selling company provides its customer, the returns sender, with a valid address label in accordance with PostNord's address label specification and product code 24 within the Nordic region and 332 outside the Nordic region. The simplest way to print out your freight documents is to use our system, Send Direct Business.

The selling company can also provide its customer, the return sender with a valid QR code. The shipping document is then printed out when the return sender present the QR code and the parcel is handed in at a PostNord service point. A address label or the QR code is valid for 60 days.

Drop-off

Returns via the PostNord Return Drop Off service are handed in at a PostNord service point.

Delivery

Returns via the PostNord Return Drop-Off service are delivered to the recipient's door. The recipient signs a physical or electronic confirmation.

If no-one is present on site, the delivery attempt is notified and the goods may be collected from a PostNord distribution point.

Additional service

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 via the company 2050.

Customs procedures outside the EU

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

- Stamping of EUR certificate
- Classification of product code
- Transiting
- Other shipping tasks

Insurance

You have the option to take out a supplementary insurance policy via PostNord. It covers all types of permitted goods and items, except for already damaged or used goods. 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.

Print Digital Return (within Sweden and to Danmark)

With the Print Digital Return, you provide the recipient with a QR code instead of having to send a hard copy shipping document. The shipping document is then printed out when the sender presents the QR code and hand in the parcel at a service point.

Delivery notification (within Sweden)

Notify your returns sender, or perhaps a third party, by SMS, e-mail or PostNord App when the parcel has been delivered.

Pricing

The price is calculated per package. Freight is calculated at 280 kg/m³. The price list is based on zonal pricing and weight ranges.

For more information on prices, see postnord.se/priser.

Contents

The value of the contents may not exceed 13,000 euro per parcel. Parcels may not contain dangerous goods. For more information on what is classified as dangerous goods, see msb.se.

For information on what is classified as prohibited goods, see service-specific Special Terms and Conditions at postnord.se/villkor.

PostNord's Liability

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

Addressing

The parcel must be addressed accordance with PostNord's specification which can be ordered via postnord.se/frakthandlingar. Also see Parcels from Norway point Addressing below.

Parcels from Norway

Addressing

PostNord Return Drop Off includes aggregation and processing at the terminal, as well as transport to the returns location, the address that is stated on the shipping document. Goods from Norway are to be marked with the recipient's address: "Company name", c/o PostNord, Postens Godssenter, NO-0068 Oslo.

Creating a commercial invoice

When the parcel is to be returned to Sweden (as Split Shipment), the customer shall create a commercial invoice that can form the basis of customs clearance; see Nordic Return Solution (NRS) available on the Customer Portal at postnord.se.

When the parcel (as a single parcel) is to be returned to Sweden, the customer must upload a copy of a commercial invoice including the return sender's personal ID number or organization nr to the following URL: <https://www.postnord.se/en/receiving/collect/from-another-country/complete-customs-declaration>.

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

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.

Forwarding

PostNord Return Drop Off goods are not forwarded.

Product code

PostNord Return Drop Off product code 24
PostNord Return DropOff to countries outside the Nordic region product code 332.

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