

International Customer Return Mail

Paying the return postage makes it easy for your customers in other countries to return merchandise items. International Customer Returns works from a large number of countries and you will only pay for the items you receive.

Reply Service subscription

To be able to purchase Customer Return Mail, you need to subscribe to Reply Service via customer service.

Packaging

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

Labelling

Each shipment item shall be marked with a unique item identity, including barcode. It is not permitted to overdraw or recycle the assigned series of number with approved prefix "QA".

For each item, the Customer must create the return label via the developed printing system Postnord provides at postnord.se.

Dimensions and weight

Minimum and maximum dimensions

Maximum dimensions: Length 600 mm, width + length + thickness = 900 mm

Minimum dimensions: 90 x 140 mm (flat surface)

Maximum weight: 2,000 g

Country list

Customer Return Letter can be posted in the following countries:

Austria	Italy (no recycling products)
Belgium	Latvia
Czech Republic	Lithuania
Denmark (excluding the Faeroe Islands and Greenland)	Luxembourg
Estonia	Netherlands
Finland (incl Åland)	Norway
France	Poland
Germany	Portugal
Great Britain	Romania
Greece	Slovakia
Hungary	Slovenia
Iceland	Spain
Ireland	Switzerland

International Customer Reply Mail items can be posted in letter boxes in the countries mentioned above, and are delivered as First Class Mail. International Customer Reply Mail items received can be collected from your chosen collection location.

Dangerous goods

Customer Return items may contain messages, printed matter and goods with a commercial value. Please see postnord.se, for information on each country.

International Customer Return Mail may not contain dangerous goods.

For information about dangerous goods, see PostNord's General Terms and Conditions for Commercial Clients and Other Organizations (PAKN).

Payment

The postage price is paid afterwards for Customer Reply Mail items received as per the relevant price list. For details of prices, see postnord.se.

Subscription charges are paid per subscription and calendar year. Where a subscription is held for Domestic Business Reply Mail, no additional charge is required.

You can apply at postnord.se or via customer service.

Environmentally-certified distribution

PostNord Sverige AB is, since 1999, certified in accordance to ISO 14001, and we are constantly striving to reduce environmental impact.

You can download templates from 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 Organizations (PAKN) apply.

These terms and conditions can be obtained from postnord.se or via customer service.

PostNord Sverige AB
Customer service

Phone:
0771-33 33 10
From abroad:
+46 771 33 33 10

postnord.se