

Domestic Registered Mail

Domestic Registered Mail is a secure way of sending items of post containing valuable documents, cash and small goods. Tracking enables you to see where your item of Registered Mail is within the PostNord system. With Registered Mail, you can always be sure that your item reaches the right person, since receipt is confirmed by the recipient or their representative.

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. With Registered Mail, each letter is supplied with freight documents with a unique identity.

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.
3. Via your own TA system.
4. When dropping the item off at one of PostNord's service points.

Delivery time

Rek submitted on a weekday normally reaches PostNord's service point next weekday after the date of submission (certain geographical exceptions).

Posting

Domestic Registered Mail items are dropped off at PostNord's service points. Always remember to retain your receipt. For information about PostNord's service points, see postnord.se or contact

customer service.

Dimensions and weight Registered Mail and Registered Mail Return

Minimum and maximum dimensions

Length: Min. 140 mm, max. 600 mm

Width: Min. 90 mm

Length + width + thickness combined may not exceed 900 mm

Rolled items

Length: Min. 100 mm, max. 900 mm

Length + double diameter combined may not exceed 1,040mm and must be at least 170mm

Max. weight

2 kg per item

Dimensions and weight, registered Mail Extra

Minimum and maximum dimensions

Length: Min. 140 mm, max. 1500 mm

Width: Min. 90 mm

Length + circumference max 2000 mm

Max. weight

20 kg per item

Delivery

Domestic Registered Mail items are delivered to our Postal Service Points, Business Service Centres, or via rural postmen.

The letter is signed for by the recipient or their

representative, on production of ID.

Items of mail remain available for collection for 14 days from the day of arrival at the collection point.

Tracking

Domestic Registered Mail letters can be tracked via postnord.se or by contacting customer service. You can find out about where the item is and when it has been delivered.

Contents

Domestic Registered Mail and Registered Mail Return may contain items with a maximum market value of SEK 10,000 (5,000 if means of payments).

Registered Mail Extra may contain items with a maximum market value of SEK 25,000 (5,000 if means of payments)

PostNord's liability

PostNord provides compensation for lost or damaged Domestic Registered Mail and Registered Mail Return items up to a value of SEK 10,000 (5,000 if means of payments). Compensation is calculated according to the proven market value. If the value of the contents exceeds a market value of SEK 10,000 then no compensation is payable for lost or damaged items.

PostNord provides compensation for lost or damaged Registered Mail Extra items up to a value of SEK 25,000 (5,000 if means of payments). Compensation is calculated according to the proven market value.

If the value of the contents exceeds a market value of SEK 25,000 then no compensation is payable for lost or damaged items.

Payment

Registered Mail and Registered Mail Extra can be paid for via postnord.se or with stamps, a franking machine or pay on invoice (Postage Paid).

Registered Mail Return is paid by invoice. Apply to pay on invoice at postnord.se or by contacting customer service.

Additional services

Domestic Registered Mail can be combined with additional services.

Advice of delivery

When you would like signed proof that the item has been delivered to the recipient. (not Registered Mail Return)

Sorting of original notification

You will receive the recipient's original signed notification following a retention period of two months. (not Registered Mail Return)

Signature of recipient

If advance notification is carried out with EDI or if the freight documents are purchased via postnord.se then an image of the recipient's receipt can be obtained. (not Registered Mail Return)

Personal delivery

When you send an item to an individual and would like the addressee to personally sign for the item. A proxy or representative will not be authorised to do this. (not Registered Mail Return)

Cash on Delivery

Cash on Delivery enables you to receive direct payment for an item or document.

Registered Mail in combination with COD may contain items with a maximum market value of SEK 10,000 (5,000 if means of payments). (not Registered Mail Extra or Registered Mail Return)

Signature of recipient

If advance notification is carried out with EDI or if the freight documents are purchased via postnord.se then an image of the recipient's receipt can be obtained.

Sorting of original notification

You will receive the recipient's original signed notification following a retention period of two months.

Business Reply Mail

With Business Reply Mail, you pay for the postage and Registered Mail fee for returns. See special terms and conditions for the service at postnord.se

Reporting back

Reporting back via EDI

We provide a report when the item has been dropped of at PostNord, when it has arrived at the collection point and when it has been handed over to the recipient.

Visit postnord.se for further information about our additional services.

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.

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 or via customer service.

PostNord Sverige AB
Customer service

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www.posten.se