

PostNord MyPack Home - within Sweden, to the Nordic region and to Europe

For customers with service agreements

Offer your private customers the flexible home delivery service we call PostNord MyPack Home when they order from you. We will pick up the parcels from you and deliver them to your customers doors within Sweden, to our neighbouring Nordic countries and to most countries in Europe*. PostNord notifies the recipient before the delivery with date & time for delivery.

Delivery time

The parcel will be delivered to the recipient's door on the proposed/agreed delivery day and time slots Monday-Friday, (not public holidays), and also Saturdays (not public holidays) in several locations within Sweden, no sooner than on the next normal working day after notification**, see notification.

- By using another transport administration system approved by PostNord.
- By sending a shipping instruction file in accordance with EDI Transport instruction.

For more information see postnord.se/skickadirektbusiness and postnord.se/frakthandlingar.

Dimensions and weight per parcel

Maximum size: Length 1.75 m
Length + circumference = 3 m

Minimum size: Length 140 mm
Width 90 mm
Height 15 mm

Maximum weight: 35 kg/parcel within Nordic region and 31,5 kg/parcel outside Nordic region.

Minimum weight: 150 gram/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.

Pick-ups, drop-offs and transport booking

The service includes pick-up. If you have goods to be picked up on a daily basis, we can agree on fixed pick-up times. If desired, parcels may be dropped off at a PostNord's service point instead.

The maximum weight limit is then 20 kg and the maximum length limit is 1,5 m. AdHoc pick-ups can be booked in one of the following ways:

- Online: Via PostNord Portal at postnord.se
- Telephone: +46 (0)771 333310

Notifications

PostNord notifies the recipient via sms, email or through the PostNord App. Once PostNord has the parcel in our hands we will notify the recipient with proposed date & time for delivery. This notification also include alternative delivery options, see Flex-Change at postnord.se Within Sweden, the first notification is actually based on PostNord receiving EDI from you informing us about the parcel being on its way, so we do the same to the recipient. And then PostNord also notify the recipient, when their parcel is on its way and when it has been delivered.

* As per current price list.

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

Delivery

PostNord MyPack Home are delivered with confirmation of receipt. The recipient, who need not be the person on the address label, signs a physical or electronic delivery note. Within Sweden and Norway delivery is made without signed confirmation if the recipient does not change the proposed delivery option. PostNord will then place the parcel at the recipient's door or in reception, the loading bay/goods reception and register the delivery record. The delivery record* is proof that the parcel has been delivered to the recipient.

In Sweden there are special restrictions regarding parcels with a weight over 20 kg. The delivery then only takes place to the recipient's door if the delivery can be performed by one driver using equipment with wheels to assist the delivery. If the parcel cannot be delivered to the door, the recipient will be contacted and delivery will take place to curb side/ ground floor.

If the parcel cannot be delivered due to for example, the driver not being able to enter a gate or similar, or there are requirements for a signed confirmation upon the delivery and the recipient is not at home, the recipient will be notified how to obtain the parcel. Parcels that for some reason are undeliverable will be returned after a certain period of retention. The period of retention is 7 days, except for parcels from Denmark, which are returned after 14 days. The parcel is returned to the sender at their expense. To other countries see more information in the Special Terms and Conditions for the service at postnord.se.

Additional service

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.

Customs management outside the EU

You can request the following additional services in connection with export declarations to countries outside the EU.

- Stamping of EUR certificate
- Classification of tariff codes
- Transit
- Other shipping orders

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 2050.

Dangerous Goods LQ

You can send a limited number of dangerous goods to certain approved countries. More information about the countries and postcodes for which this applies, see under PostNord MyPack Home service at postnord.se. Read more about what is meant by Dangerous Goods LQ at msb.se.

ID Check (within Sweden and to Denmark)

ID Check means that items are handed over to the person who receives the goods against signature and presentation of valid ID. However, in Sweden delivery can take place after presentation of a valid delivery code. This code is obtained through confirmation of the recipient's identity via Mobilt BankID (a digital identification tool) via the PostNord MottagarApp (the PostNord Receiver App).

Enhanced identification (within Sweden)

Enhanced identification is used in the event of an extra need to check that the recipient personally receives the parcel. The recipient's social security number on their physical ID card is then checked through the PostNord system, as well as the name and address, of the recipient before the parcel is handed over.

Return to Sender (Sweden and Denmark)

PostNord MyPack Home parcels that cannot be delivered to the recipient go directly back to the sender at their expense.

Signature Assurance (within Nordic region)

Signature Assurance means that the recipient only has a delivery option that involves obtaining signed confirmation and no other receipt option is available. The parcel is then only delivered with proof of delivery.

Delivery without a POD (within Sweden)

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

Age check (within Sweden)

Age check is used where there is a further requirement to check that the recipient is the right age to receive the delivery: 16, 18 or 20 years old.

Extended retention time 14 days (within Sweden)

The period of retention time is extended to 14 days.

*Information on the delivery record may be obtained via the goods tracking function at postnord.se or from PostNord Customer Services 0771-33 33 10

Fixed retention time 7 days (within Sweden)

The recipient will not be offered an extension of their period of retention to 14 days.

Delivery Change (within Sweden)

You can make changes to the process before the parcel has reached the recipient, before delivery. For example a change to the recipient or the recipient address, return to sender or extended retention period to 30 days. The additional service can be ordered via PostNord Portal Business or via Customer service by using the Delivery Change at postnord.se/kundservice/blanketter.

New delivery (within Sweden)

The additional service New delivery enables the sender or the recipient to make a subsequent request for an additional delivery attempt to the recipient's delivery address. This can be ordered via PostNord Portal Business or by calling PostNord Customer Service on +46 (0)771 33 33 10.

Pricing

The price is calculated per package. Freight is calculated at 280 kg/m³. The price list is based on different price groups and weight intervals. The price groups are based on from which area the parcels are being sent from and where they are being sent to.

Contents

The value of the contents may not exceed 13,000 EUR/parcel.

The parcel may not contain dangerous goods. You can find information about what is classified as a dangerous item at msb.se.

For items that are classified as 'prohibited contents', check the Special Terms and Conditions for the service at postnord.se

Liability

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

Freight documents

All parcels must have a freight document. An approved standard transport label, STE or equivalent, is used as a freight document, printed out on a laser or thermal transfer label. For more information, see postnord.se/frakthandlingar. The simplest way to print out your freight documents is to use our system, Send Direct Business.

Addressing

- Recipient's contact and delivery address, including equivalent postal code.
- The recipient's SMS number.
- Access code, if applicable.

You can search for postal codes at postnord.se.

Packaging to Norway

For parcels that are to be sent as Split Shipment, the Customer undertakes to pack the parcels on pallets. More information, see special terms and conditions for Split Shipment.

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

Forwarding is not included in the service.

Product code

PostNord MyPack Home - product code 17.

Transport administration services at 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.

PostNord
Customer Service

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