

PostNord MyPack Home Small - within Sverige

For customers with service agreements

Offer your private customers delivery with PostNord MyPack Home Small when they order their goods. PostNord MyPack Home Small is a fast and secure parcel service aimed at companies that deliver small items with a low value to private customers in Sweden. We collect the parcel from you and then drive it home to your customer's mailbox. The recipient receives a text/e-mail when we have delivered the parcel.

Delivery time

PostNord MyPack Home Small items are normally delivered to the recipient's mailbox no later than two (2) working days after being handed over for sending.

Dimensions and weight per parcel

Maximum length: 0.34 m
Maximum width: 0.24 m
Maximum height: 0.07 m

Minimum length: 140 mm
Minimum width: 90 mm
Minimum height: 15 mm

Maximum weight: 3kg/item
Minimum weight: 150 gram/item

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.

Pick-ups, drop-off and transport booking

The service includes pick-up. If you need goods delivering 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. AdHoc pick-ups can be booked in one of the following ways:

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

Pre-advice

PostNord always provides the recipient with pre-advice via SMS, e-mail or PostNord App. The advice includes information stating that the parcel is on its way to the recipient.

Delivery

PostNord MyPack Home Small items are delivered to the recipient's mailbox.

A notification via SMS, e-mail or PostNord APP shall be sent on the same day as the parcel has been delivered.

If a PostNord MyPack Home Small item does not fit into the recipient's mailbox, notification that it can be collected is issued. Such notification is provided via SMS, e-mail or PostNord App or letter.

Parcels that have not been delivered are returned after a certain retention time. The retention time is 7 days.

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.

Extended retention time 14 days

The period of retention time is extended to 14 days.

Fixed retention time 7 days

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

Pricing

The price is calculated per package. The price list is based on weight intervals, regardless of the area to which the goods are being sent. See separate price list, or visit postnord.se/priser.

Contents

The value of the contents may not exceed 50 euro per 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/villkor.

PostNord' responsibility

See the Special terms and conditions for PostNord MyPack Home Small, PostNord's General Terms and Conditions for Commercial Customers (PAKN) and the Nordic Association of Freight Forwarders' General 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

The address on the shipping document must be the recipient's street address, zip code and town.

Forward delivery

PostNord MyPack Home Small items will not be forwarded.

Product code

PostNord MyPack Home Small product code 30.

Transport administration services online

At postnord.se you can 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.

PostNord
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