

PostNord Parcel

For customers with service agreements

PostNord Parcel is a efficient way of sending parcels from door to door to companies in Sweden and to the other Nordic countries and to all countries of the world defined in the price list applicable from time to time. We collect the goods from you and deliver them to the recipient.

Delivery time

Delivery to recipient company according to timetable, Monday-Friday (not public holidays). See delivery times for different countries at postnord.se/leveranstid, or contact PostNord Customer Service.

- 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.

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 kilo/parcel within the Nordic region and 31,5 kilo/parcel outside the Nordic region.
If dropping off at Postal service point, the maximum weight is 20 kg/parcel and the maximum length limit is 1,5 m per parcel.

Minimum weight: 150 gram/parcel

More information see postnord.se/skickadirektbusiness and postnord.se/frakthandlingar.

Pick-ups, drop-offs 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 Postal service point. One-off pick-ups can be booked in one of the following ways:

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

Delivery

PostNord Parcel 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. The service normally includes one (1) delivery attempt to recipients. If the shipment item cannot be delivered, it will be available for the recipients to collect at the recipients service point no later than the next working day. In those

cases where a service point is not available for the recipients, three (3) delivery attempts will be made. For Norway and countries within zone 2-4, the distributor in the recipient country offers three (3) delivery attempts. One delivery attempt is applicable to countries in zones 5 to 9. For more information on countries, see our price list applicable from time to time, postnord.se/priser. Parcels that have not been delivered are returned after a certain retention time. The retention time is 7 days except for parcels from Denmark, which are returned after 14 days, and for parcels from zones 5 to 9, which are returned after 21 days. The parcel is returned to the sender at their expense.

Additional services

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 company 2050.

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 (only applies to Norway)
- Other shipping orders

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.

Dangerous Goods LQ

You can send a limited number of dangerous goods, however, not to or from Gotland. More information about the countries and postcodes for which this applies, see under Parcel service at postnord.se. Read more about what is meant by "Dangerous Goods LQ" at msb.se.

ID Check (within Nordic region)

ID Check means that items are handed over to the person who receives the goods against receipt confirmation and presentation of valid ID. In Sweden delivery can, however, take place after presentation of a valid delivery code.

This code is obtained through the recipient confirming their identity via Mobilt BankID (Mobile BankID) in PostNord's MottagarApp (Recipient App).

Signature Assurance (within Sweden and to Denmark)

Signature Assurance means that the recipient cannot choose "deliver the parcel even if I am not in place" as a delivery option. The parcel is then delivered with proof of delivery.

Delivery without a POD (within Nordic region)

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.

Driver Notification (within Nordic region)

The recipient will be telephoned by the driver before delivery.

Before 9 (within Sweden, to Norway and Finland)

Before 9 means that the goods will be delivered to the recipient before 9 a.m. on weekdays. If we do not deliver within the time limit as promised, the additional fee will be refunded to you in accordance with our delivery time guarantee. The goods shall be labelled with a Before 9 label. The additional service can be used in a limited number of locations. See delivery times at postnord.se/leveranstid.

Before 12 (within Sweden, to Norway and Finland)

Before 12 means that the goods will be delivered to the recipient before 12 a.m. on weekdays. If we do not deliver within the time limit as promised, the additional fee will be refunded to you in accordance with our delivery time guarantee. The goods shall be labelled with a Before 12 label. The additional service can be used in a limited number of locations. See delivery times at postnord.se/leveranstid.

Return to sender (within Nordic region)

PostNord Parcel that cannot be delivered to the recipient go directly back to the sender at his expense.

Notification (within Sweden)

Notify your recipient, or perhaps a third party, that their pallet is on its way or has been delivered. We offer the following options for notification via sms, e-mail or PostNord App.

- Delivery Advice** (estimated delivery day)
- Delivery Notification delivery today before 9 a.m., 12 a.m. or the end of business day
- Delivery Confirmation (the goods has been delivered*)

*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
** Also apply in zone 2-4.

FlexChange (within Sweden)

PostNord notifies the recipient via sms, e-mail or PostNord App for an agreement on delivery choice, for example, alternative time interval, deliver the parcel even if I am not in place, or extend the retention time to 14 days. Some of these delivery options are available after payment by the recipient. For more information about the recipient's delivery options, see FlexChange at postnord.se.

Collect in Store (within Sweden)

The additional service enables the Customer to choose which of the Customer's collection points the parcel should be held at for collection.

Collect in Store - Label only (within Sweden)

Can be used if the Customer only requires notification by email or sms, followed by collection from the Customer's collection point.

DigitalLOCK (within Sweden)

The item may be delivered to a place secured by a digital lock without the recipient having received the item personally and signed for it. The delivery record* is proof that the item has been delivered.

Early Collect (within Sweden)

Early Collect means that the goods are delivered to the service point chosen by the sender on the next normal working day. The delivery time to certain locations may be longer. For exact delivery times, see postnord.se. The recipient is notified by sms, e-mail or PostNord App when the goods are ready for collection at the service point chosen by the sender. If the goods do not have EDI information, a reminder notification will only be sent by letter seven days after the goods have arrived at the service point.

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.

Fixed retention time 7 days (within Sweden)

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

Recipient Freight (within Sweden)

The recipient pays the freight charge. This is assuming that advance information has been sent by you/the sender via EDI. Both the recipient and the sender should be credit customers.

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 Skicka Direkt Business if the freight documents has been printed out using this service or by using the Delivery Change 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 Customer Portal Business or by calling PostNord Customer Service on +46 (0)771 33 33 10.

Pricing

The price to zone 0-4 is calculated per package. The price to zone 5-9 is priced with Basic price + price per kilo. Freight is calculated at 280 kg/m³.

The price list is based on weight intervals and the receiving zone or country. See separate price list, or visit postnord.se/priser.

Contents

The value of the contents may not exceed EUR 13,000/parcel. For Russia, the maximum goods value is USD 850/package. The parcel may not contain dangerous goods, with the exception of those included in 'limited quantities of dangerous goods' (see Additional services). 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/kundvillkor.

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.

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 further information, check the freight documents at postnord.se/frakthandlingar. The simplest way to print out your freight documents is to use our system, Send Direct Business. To countries outside the Nordic region, the freight document must include a route code. The latest versions of tables with approved countries and postcodes can be downloaded via postnord.se.

Addressing

- Recipient company's contact and delivery address, including equivalent postal code, with ISO country code. The address should be written so that it can be understood in the country of delivery, while the country should be stated in Swedish.
- The recipient's daytime telephone number.
- Access code, if applicable.

If you mistakenly give the recipient's box number/box address, or an invalid country and postal code instead, you will be charged an extra fee. You can search for postal codes and valid countries at postnord.se.

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.

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. Visit postnord.se.

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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