

Overview – Changes to Special Terms & Conditions

Valid from 2 May 2025

This document provides an overview of the main points in the Special terms and conditions that have been changed for PostNord's letter services. Any additional amendments to the terms can be found in the full-length conditions on postnord.se.

Service	Point in terms	Name in terms	Brief description of the most important change
Registered Mail	6	Liability	Clarification that packaging must be presented in the event of a damaged shipment
Valuables (<i>Swedish only</i>)	6	Liability	Clarification that packaging must be presented in the event of a damaged shipment
Registered Mail with Enhanced Identification	-	-	Special terms are discontinued and will instead become an additional service for Registered Mail.
Registered Mail	7	Enhanced Identification	New additional service for Registered Mail
International Business Reply Mail	-	-	Special terms are discontinued and will be replaced by PostNord Untracked Letter
International Customer Return Mail	-	-	Special terms are discontinued and will be replaced by PostNord Untracked Letter
PostNord Tracked Return	-	-	New service

CONTACT INFORMATION

PostNord Customer Service

0771-33 33 10

kundservice.se@postnord.com