

Overview – Changes to Special terms and 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 parcel, pallet and groupage 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
PostNord Parcel	• 2.5	• Marking	To Germany, requirements are introduced for the labelling of parcels over 10 kg
	• 2.6	• Addressing	Clarification of what is meant by delivery address
	• 5.1	• Collection	If the Customer has agreed shipping prices, pickup is included free of charge
	• 5.2	• Posting	
	• 6.6	• Returns from Norway	
	• 9.1	• Book pick-up	New additional service for booking a sporadic pickup
	• 9.4	• Dangerous Goods LQ	New requirements for information to Finland
	• 9.5	• Delivery without POD	
	• 9.12	• Split Shipment (to Norway)	New labelling and Transport-EDI requirements
	• 9.14	• Not Parcel Locker (within Nordic region)	Now also to Denmark, Norway and Finland
PostNord Service Point	• 2.6	• Marking	To Germany, requirements are introduced for the labelling of parcels over 10 kg
	• 5.1	• Collection	If the Customer has agreed shipping prices, pickup is included free of charge
	• 5.2	• Posting	
	• 6.6.3	• Returns from Norway	
	• 9.1	• Book pick-up	New additional service for booking a sporadic pickup
	• 9.5	• Dangerous Goods LQ	New requirements for information to Finland
	• 9.9	• Split Shipment (to Norway)	New labelling and Transport-EDI requirements
	• 9.11	• Not Parcel Locker (within Nordic region)	Now also to Denmark, Norway and Finland
	• 9.12	• Not to Outdoor parcel locker (to Finland)	New additional service to Finland
		• Delivery Advice	The additional service will be discontinued

Expresspaket (Express parcel)	• 5.1	• Collection	If the Customer has agreed shipping prices, pickup is included free of charge
	• 5.2	• Posting	
	• 9.2	• Book pick-up	New additional service for booking a sporadic pickup
		• Delivery without POD	The additional service will be discontinued
PostNord Parcel Locker	• 5.1	• Collection	If the Customer has agreed shipping prices, pickup is included free of charge
	• 5.2	• Posting	
	• 6.3.3	• Returer från Norge	
	• 9.1	• Book pick-up	New additional service for booking a sporadic pickup
	• 9.5	• Dangerous Goods LQ	New requirements for information to Finland
	• 9.8	• Not to Outdoor parcel locker (to Finland)	New additional service to Finland
	• 9.9	• Split Shipment (to Norway)	New labelling and Transport-EDI requirements
		• Delivery Advice	The additional service will be discontinued
PostNord Return Drop Off	• 2.5	• Addressing	Clarification of what is meant by delivery address
	• 2.6	• Marking	To Germany, requirements are introduced for the labelling of parcels over 10 kg
	• 4	• Customs declaration and export documents	
Varubrev	• 7.1	• Mailbox Only	New additional service will be introduced from 10 June
PostNord Home (fd PostNord MyPack Home)	• 2.5	• Marking	To Germany, requirements are introduced for the labelling of parcels over 10 kg
	• 2.6	• Addressing	Clarification of what is meant by delivery address
	• 5.1	• Collection	If the Customer has agreed shipping prices, pickup is included free of charge
	• 5.2	• Posting	
	• 6.3	• Returns from Norway	
	• 9.1	• Book pick-up	New additional service for booking a sporadic pickup
	• 9.4	• Dangerous Goods LQ	New requirements for information to Finland
	• 9.7	• Split Shipment (to Norway)	New labelling and Transport-EDI requirements
	• 9.8	• Not Parcel Locker (within Nordic region)	Now also to Denmark, Norway and Finland
• 9.9	• Not to Outdoor parcel locker (to Finland)	New additional service to Finland	

PostNord Return Pickup	<ul style="list-style-type: none"> • 2.6 	<ul style="list-style-type: none"> • Addressing • Delivery Advice 	<p>Clarification of what is meant by delivery address</p> <p>The additional service will be discontinued</p>
PostNord MyPack Home Small	<ul style="list-style-type: none"> • 5.1 • 5.2 	<ul style="list-style-type: none"> • Collection • Posting 	<p>If the Customer has agreed shipping prices, pickup is included free of charge</p>
International Parcel	<ul style="list-style-type: none"> • 1.5 • 4.1 • 4.2 • 7.1 	<ul style="list-style-type: none"> • Marking • Collection • Posting • Book pick-up 	<p>To Germany, requirements are introduced for the labelling of parcels over 10 kg</p> <p>If the Customer has agreed shipping prices, pickup is included free of charge</p> <p>New additional service for booking a sporadic pickup</p>
PEX Bud (PEX Courier)	<ul style="list-style-type: none"> • 5.2.2 • 5.3.4 • 10.10 • 10.11 	<ul style="list-style-type: none"> • Vehicle type:Van • Distance calculation • Driver notification • Phone notification 	<p>Clarification of maximum dimensions</p> <p>Adjusted to the fastest route</p> <p>Name change</p> <p>Name change</p>
PostNord Groupage	<ul style="list-style-type: none"> • 2.5 • 7.5 • 10.5 	<ul style="list-style-type: none"> • Addressing • Retention time and returns • Dangerous Goods LQ 	<p>It is now mandatory to include SMS-number to private recipients</p> <p>New requirements for information to Finland</p>
PostNord Pallet	<ul style="list-style-type: none"> • 2.5 • 7.5 • 10.5 	<ul style="list-style-type: none"> • Addressing • Retention time and returns • Dangerous Goods LQ 	<p>It is now mandatory to include SMS-number to private recipients within and outside the Nordic region and to companies outside the Nordic region.</p> <p>New requirements for information to Finland</p>
Vägtransporter inom Europa (Road transportation within Europe)	<ul style="list-style-type: none"> • 5 • 10.4 	<ul style="list-style-type: none"> • Customs declaration and export documents • Proof of delivery (POD) 	<p>New additional service</p>
PostNord InNight	<ul style="list-style-type: none"> • 3.1 	<ul style="list-style-type: none"> • Digital pre-notification of goods 	

CONTACT

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