

## Overview – Changes to Special Terms & Conditions

Valid from 1 January 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](https://postnord.se).

Service	Point in terms	Name in terms	Brief description of the most important change
Franking Service <i>(terms in Swedish only)</i>	2	The customer's commitment	Added text: <i>"The notice period for main services and additional services is one (1) month."</i>
Internal Postal Service (IPS)	8.3	In case of failure	Added text: <i>"during the course of the agreement"</i>
eBrev	1	Scope of the Service: Physical distribution	Self-mailer removed as an option.
Registered Mail Domestic	7.7	Supplements: Cash on Delivery	The additional service Cash on Delivery is decommissioned.
Registered Mail with Enhanced Identification	6.4	Supplements: Cash on Delivery	The additional service Cash on Delivery is decommissioned.
Domestic First Class Letters	5, 6	Additional services Cash on Delivery	The additional service Cash on Delivery is decommissioned.
UDM Exclusive	4	Delivery	UDM Exclusive is delivered over two days, with only non-holiday Mondays as the start day. UDM Community Information Exclusive is delivered within four days, with only non-holiday Mondays as the start day.
Free Periodicals <i>(terms in Swedish only)</i>	4	Distribution	Free Periodicals are distributed over two days, with the option to choose from several start days: non-holiday Tuesday, Wednesday, or Thursday
Free Periodicals <i>(terms in Swedish only)</i>	4	Distribution	Free Periodicals National are distributed within five days, with only non-holiday Monday as the start day.
Free Periodicals <i>(terms in Swedish only)</i>	3	Submission	Local deviations may occur regarding submission time (when the start day is Tuesday).
Free Periodicals <i>(terms in Swedish only)</i>	3	Submission	Submission at the Mail Terminal (National Distribution) is no longer possible, only at Mail Terminal (Local Distribution) within the area where the deliveries are to be made.
Periodicals A and B	-	Ingress and multiple Paragraphs	Removal of low- and normal zones. The minimum number of items is 500 per submission for both unsorted and sorted shipments.
All international postal letter services for light goods	Varies depending on the service	Prohibited content	Clarification of text regarding tobacco and tobacco-free nicotine products

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**CONTACT INFORMATION**

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