Overview – Changes to Special terms and conditions

Valid from 1 January 2027

This document provides an overview of the main points in the Special terms and conditions that have been changed for PostNord's domestic and international 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 Domestic	5.2	Notification	The time for a notification letter to reach the recipient is extended from 3 to 4 business days, counted from the day of posting.
Valuables	4.2	Notification	The time for a notification letter to reach the recipient is extended from 3 to 4 business days, counted from the day of posting.
First Class Mail Shipment Large Letters with Sorting Code Economy Mail Shipment	1.1	Dimensions and weight	A bulky item surcharge applies to letter items longer than 340 mm.
First Class Mail First Class Mail Shipment Periodicals A Mail-delivered Daily Newspapers	4	Delivery	Adaptation to the new delivery model.
International Mail Shipment	-	Introduction	The International Economy Mail Shipment product is discontinued.
International Mail Shipment	1.1.1	Letters containing Goods	Goods are only permitted in the Maxi letter format.
PostNord Tracked Letter	-	Introduction	Items can now be sent to all countries.
Registered Mail International	1.2	Dimensions and weight	New maximum weight: 1 kg.
PostNord Untracked Letter	-	-	The service is discontinued.
Addressed Direct Mail Periodicals B	3.2	Time	The latest posting time at mail terminals changes to 16:00.
Free Newspapers	4	Delivery	Delivery normally takes place within three days, with a choice of Tuesday or Wednesday as the delivery start day.
Free Newspapers Free Newspapers National Unaddressed Direct Mail Exclusive	4.2	Recipient Groups	Delivery is only made to businesses and offices with the company name displayed on the mailbox.
Unaddressed Direct Mail Exclusive	4	Delivery	Delivery normally takes place within three days.
Unaddressed Community Information Exclusive	4	Delivery	Delivery normally takes place within five days.

Create Mailouts (Skapa Utskick)	1.2	Address Purchase	Customers can purchase addresses through PostNord Customer Service.
PO Box	-	Application	The requirement for Nordic companies to have a branch address in Sweden is removed.
Real Postcards	-	-	The Norwegian terms and conditions for the service are removed, with reference to the Swedish and English terms and conditions.

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