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 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 Business (former Parcel)			A common appendix to the terms and conditions throughout the Nordic region, see below. The service will change its name to PostNord Business.
	• 5.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
	• 6.2	• Marking	New requirements for marking and transport EDI on parcels over 10 kg to and from the Netherlands. New surcharge for Unreadable label.
	• 8	• Collection	Surcharge for non-completed, agreed or booked pick-up are clarified.
PostNord Service Point			A common appendix to the terms and conditions throughout the Nordic region, see below.
	• 5.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
	• 6.2	• Marking	New requirements for marking and transport EDI on parcels over 10 kg to and from the Netherlands. New surcharge for Unreadable label.
	• 8	• Collection	Surcharge for non-completed, agreed or booked pick-up are clarified.
PostNord Parcel Locker			A common appendix to the terms and conditions throughout the Nordic region, see below.
	• 5.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
	• 6.2	• Marking	New surcharge for Unreadable label.
	• 8	• Collection	Surcharge for non-completed, agreed or booked pick-up are clarified.
PostNord Return			A common appendix to the terms and conditions throughout the Nordic region, see below.
	• 5.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
	• 6.2	• Marking	New requirements for marking and transport EDI on parcels over 10 kg to and from the Netherlands.
PostNord Home			A common appendix to the terms and conditions throughout the Nordic region, see below.

	• 5.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
	• 6.2	• Marking	New requirements for marking and transport EDI on parcels over 10 kg to and from the Netherlands. New surcharge for Unreadable label.
	• 8	• Collection	Surcharge for non-completed, agreed or booked pick-up are clarified.
	• 10.3.2	• Delivery location	Home deliveries to Denmark will be more uniform with the rest of the Nordic region. Delivery to a mailbox or door without a receipt will become standard, and with more additional services will work throughout the Nordic region.
All of the service above.	We are introducing common Nordic terms and conditions for parcels and additional services regardless of whether you are a customer in Sweden or another Nordic country. This provides more uniform terms and conditions and makes it clearer what applies when you use our services in several Nordic markets. The terms and conditions have been simplified and more detailed information about the services can instead be found on the postnord.se and in the price list. This applies to, among other things, delivery times, volume calculations, collection, retention time, returns and the recipient's delivery choice. In connection with the new terms and conditions, the following sections have also been clarified and updated. Content, Transport EDI, Marking, Notification, and Customs information. Read the new terms and conditions and information on postnord.se to see what applies to the services you use.		
PostNord Return Pickup	• 3.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
Collection Request	• 3.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
PostNord Home Small (former Varubrev)			New pricing and invoicing model.
	• 2.4	• Marking	New surcharge for Unreadable label.
	• 2.5	• Addressing	Locality surcharge will be phased out.
	• 3.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
	• 6	• Collection	New surcharge for non-completed, agreed or booked pick-up.
International Parcel	• 1.5	• Marking	New surcharge for Unreadable label
	• 2.1	• Digital pre-notification of parcels	One EDI surcharge for any reason.
	• 2.4	• Collection	Surcharge for non-completed, agreed or booked pick-up are clarified.
PEX Courier (Bud)	• 5.1.3	• Fixed assignments and mail	Clarification of permanent assignments and changes and termination of assignments
	• 5.2.3 and 5.2.4	• Vehicle type: Light truck and Heavy truck	The maximum height for heavy trucks is changed to 2.2 m and the maximum height for the EUR pallet is changed to follow the maximum height of the vehicle type.

PostNord Pallet and PostNord Groupage	• 2.6.1 • 3.1	• Dangerous goods • Digital pre-notification of parcels	PostNord Groupage will have a simplified pricing model with fewer weight brackets. Clarification of exempt classes. One EDI surcharge for any reason.
Road transport within Europe	• 2.6.1	• Dangerous goods	Clarification of exempt classes
PostNord Part Loads	• 2.6.1 • 3.1	• Dangerous goods • Digital advance notification of shipments	Clarification of exempt classes One EDI surcharge for any reason.
PostNord InNight	• 2.6.1 • 3.2 • 4.8	• Dangerous goods • Failed electronic transfer • Returgods	New pricing and invoicing model. Clarification of exempt classes One EDI surcharge for any reason. The return service (48) changes its name to PostNord Logistics Reverse. The terms and conditions are clarified.

Additional service	**Point in terms**	**Name in terms**	**Brief description of the most important change**
Packaging, included		Packaging, included	New add-on service for small thin bag, small padded bag and large thin bag. Applies to PostNord Home, PostNord Parcel Locker, PostNord Service Point and PostNord Return.
Tires		Tires	New additional service, requires special agreement. Applies to PostNord Home and PostNord Business.
Attended	• 35	• Attended	Also applies to Denmark. Applies to PostNord Home.
Before 9	• 13	• Before 9	The additional service will change its name to Before 10 a.m. and the time for delivery will be changed to 10 a.m. Applies to PostNord Business.
Before 12	• 14	• Before 12	Valid throughout the Nordic region for PostNord Business.
Print Label	• 23	• Print Label	Now also applies to PostNord Business.
Two delivery attempt	• 27	• Two delivery attempt	Valid throughout the Nordic region for PostNord Business.
Delivery Advice, Delivery Notification and Delivery Confirmation	• 12 • 17 • 31	• Delivery Advice • Delivery Notification • Delivery Confirmation	Will be part of the PostNord Business service in the future.

Notification before delivery, Driver Notification (to Denmark) Collect in Store, Parcel Locker och Age check	• 1 • 4 • 5, 6 • 22 • 33	• Notification before delivery • Driver Notification • Collect in Store/Label only • Parcel Locker • Age check	The additional services will be discontinued for PostNord Business.

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