

Overview – Changes to Special terms and conditions

Valid from 1 January 2026

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
General Name Change	-	-	In 2026, our Business Centers (Företagscenter) will undergo a name change in our special terms and conditions. The new name will be presented on our website: postnord.se/privat/foretagscenter-forandras/ .
First Class Mail Shipments	2.2, 2.3, 3.1	Several points	Low and normal price zones are removed.
	3	Submission	Direct-payment is no longer possible.
Economy Mail Shipments	2.2, 2.3, 3.1	Several points	Low and normal price zones are removed.
	3	Submission	Direct-payment is no longer possible.
Valuables	-	-	The service is decommissioned.
Franking Service	5	Pricing	Clarification regarding invoice frequency.
Franking Machine	13.6	Refund	Clarification regarding the refund of downloaded amounts in the event of bankruptcy.
Free Periodicals	1.2	Measurements and Weight	Shipments exceeding a certain size must be folded, unless a special agreement has been made with PostNord.
Unaddressed DM Exclusive	1.3	Labelling	Political advertising must be labelled in accordance with the EU Regulation on the Transparency and Targeting of Political Advertising (TTPA) and must also include the name of the municipality.
Periodicals A and B	1.5	Postal Operator Zone or Data Matrix 2D Code	For periodicals and catalogue shipments, it is possible to apply an approved Data Matrix 2D code.
	3	Submission	Direct-payment is no longer possible.
Addressed DM	1.5	Postal Operator Zone or Data Matrix 2D Code	For periodicals and catalogue shipments, it is possible to apply an approved Data Matrix 2D code.
	3	Submission	Direct-payment is no longer possible.
	2.2, 2.3, 3.1	Several points	Low and normal price zones are removed.
Postal Distributed Daily Newspapers	6	Distribution Support	PostNord no longer administers distribution support.

Registered Mail 2 000 (New name: Registered Mail International)	- 1.1	- Content	Name change to Registered Mail International (<i>SWE: Rek utrikes</i>) It is no longer permitted to send goods via Registered Mail International.
Registered Mail 10 000	-	-	The service is being discontinued due to new international regulations.
PostNord Tracked Letter	2.2	Packing load carriers for consignments	Clarification that the maximum weight for submitted bags per shipment is 20 kg.
International postal services where sending goods is permitted	1.1	Content	Clarification regarding prohibited items, specifically perfumes.
PostNord Untracked Return	-	-	Non-EU countries have been removed due to increased requirements for digital customs data.

CONTACT

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