

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 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	• 2.1	• Size and weight	From January, the service is included in the new Special Terms and Conditions for Nordic Parcel. New minimum dimensions and new charges for parcels that exceed product terms.
	• 5.2	• Posting	At service points, the limit for posting is raised to 20.
	• 6.2	• Delivery location	Parcel to private address, now home delivery throughout the Nordic region.
	• 8.7	• Return to Sender	The additional service is now available throughout the Nordic region.
	• 8.9	• Before 9	The additional service is being discontinued in Norway.
	• 8.10	• Before 12	The additional service will be discontinued in Finland.
	• 10	• Load carriers	Load carriers will be removed from the Special Terms and Conditions, found in the General Terms and Conditions, PAKN.
PostNord Service Point	• 2.1	• Size and weight	From January, the service is included in the new Special Terms and Conditions for Nordic Parcel. New minimum dimensions and new charges for parcels that exceed product terms.
	• 2.5	• Addressing	Clarification that the recipient's sms number and/or email address must be provided correctly.
	• 5.2	• Posting	At service points, the limit for posting is raised to 20.
	• 6.4	• Delivery	Smoother parcel delivery in the Nordic region with secure code.
	• 8.10	• ID Check	The additional service is expanded to also apply in Sweden.
	• 10	• Load carriers	Load carriers are removed from the Special Terms and Conditions, found in the General Terms and Conditions, PAKN.
PostNord Parcel Locker	• 2.1	• Size and weight	From January,1 the service is included in the new Special Terms and Conditions for Nordic Parcel. New minimum dimensions and new charges for parcels that exceed product terms.

	2.5	Addressing	Clarification that the recipient's sms number and/or email address must be provided correctly.
	5.2	Posting	At service points, the limit for posting is raised to 20.
	6.4 8.10	- Delivery - ID Check	Smoother parcel delivery in the Nordic region. The additional service will be expanded to also apply to Sweden.
	10	Load carriers	Load carriers are removed from the Special Terms and Conditions, found in the General Terms and Conditions, PAKN.
PostNord Return (fd PostNord Return Drop Off)			The service changes its name to PostNord Return. From January, the service is included in the new Special Terms and Conditions for Nordic Parcel.
	2.1	Size and weight	New minimum dimensions and new charges for parcels that exceed product terms.
	2.5	Addressing	Clarification that the return sender's sms number and/or email address must be provided correctly.
	8.2	Print Label	The additional service makes returns easier throughout the Nordic region.
	10	Load carriers	Load carriers are removed from the Special Terms and Conditions, found in the General Terms and Conditions, PAKN.
PostNord Home			From January, the service is included in the new Special Terms and Conditions for Nordic Parcel. New minimum dimensions and new charges for parcels that exceed product terms.
	2.1	Size and weight	New minimum dimensions and new charges for parcels that exceed product terms.
	2.6	Addressing	Clarification that the return sender's sms number and/or email address must be provided correctly.
	5.2	Posting	At service points, the limit for posting is raised to 20.
	6.3 6.4	- Delivery location - Proof of delivery	Home deliveries more uniform and flexible in Sweden, Finland and Norway.
	8.5	Print Label	New additional service.
	8.6	Attended	New additional service in the Nordic region.
	8.7	Signature Assurance	The additional service is now available throughout the Nordic region.
	8.8	Return to sender	The additional service is now available throughout the Nordic region.
	8.13	ID Check	The additional service is now also available in Norway.
	10	Load carriers	Load carriers are removed from the Special Terms and Conditions, found in the General Terms and Conditions, PAKN.
PostNord Return Pickup	2.1	Size and weight	New minimum dimensions and new charges for parcels that exceed product terms.

	• 2.6 • 10	• Addressing • Load carriers	Clarification that the return sender's sms number and/or email address must be correctly provided. Load carriers are removed from the Special Terms and Conditions, found in the General Terms and Conditions, PAKN.
Varubrev	• 1.4.1 • 3.2	• Addressing • Place	Clarification that the recipient sms number and/or email address must be provided correctly. At service points, the limit for posting is raised to 20.
PostNord MyPack Home Small	• 2.4 • 5.2 • 10	• Addressing • Posting • Load carriers	Clarification that the recipient sms number and/or email address must be provided correctly. At service points, the limit for posting is raised to 20. Load carriers are removed from the Special Terms and Conditions, found in the General Terms and Conditions, PAKN.
International Parcel	• 4.2	• Posting	At service points, the limit for posting is raised to 20.
PEX Bud	• 5.3.4 • 5.4	• Distance calculation • Out-of-hours surcharges	The minimum number of km changes for Heavy truck. A minimum charge of 3 hours per vehicle type applies.
PostNord Groupage	• 2.1	• Size and weight	A change in surcharge for Exceeded product terms.
PostNord Pallet	• 2.1	• Size and weight	A change in surcharge for Exceeded product terms.

CONTACT

PostNord Customer Service,
T+46(0)771-33 33 10,
kundservice.se@postnord.com