

# Overview – Changes to Special terms and 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 parcel, pallet and groupage 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
PostNord Parcel	• 2.1	• Size and weight	The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.
	• 4	• Customs declaration and export documents	All customs documentation must be submitted digitally for export shipments to Norway.
	• 6.3	• Delivery attempt	Two delivery attempt to recipient in countries within zone 2-4.
	• 9.19	• Early Collect	Additional Service Early Collect discontinued.
Expresspaket (Express parcel)	• 2.6	• Addressing	New Location Surcharge.
PostNord Service Point (fmr MyPack Collect)	• 2.1	• Size and weight	The service will be renamed to PostNord Service Point. The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.
	• 4	• Customs declaration and export documents	All customs documentation must be submitted digitally for export shipments to Norway.
	• 5	• Sorting requirements	Pre-sorting is removed.
	• 6	• Posting/Collection	Possibility to hand in the parcel to a parcel box.
	• 10.4	• Print Label	New additional service.
	• 10.5	• Dangerous Goods LQ	New additional service
	• 10.6	• COD	Additional Service COD discontinued.
PostNord Parcel Locker (fmr MyPack Box)	• 2.1	• Size and weight	The service will be renamed to PostNord Parcel Locker.
			The maximum weight is reduced to 10 kg for Sweden, Norway and Denmark. The maximum weight is also included in the surcharge for Exceeded product terms Parcel box. The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.
	• 4	• Customs declaration and export documents	All customs documentation must be submitted digitally for export shipments to Norway.
	• 6	• Sorting requirements	Pre-sorting is removed.

	<ul style="list-style-type: none"> <li>• 9.1</li> <li>• 9.4</li> <li>• 9.5</li> <li>• 9.9</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance</li> <li>• Print Label</li> <li>• Dangerous Goods LQ</li> <li>• ID-Check</li> </ul>	<p>New additional service.</p> <p>New additional service.</p> <p>New additional service.</p> <p>New additional service to Norway Norge.</p>
PostNord Return Drop Off	<ul style="list-style-type: none"> <li>• 2.1</li> <li>• 4</li> </ul>	<ul style="list-style-type: none"> <li>• Size and weight</li> <li>• Customs declaration and export documents</li> </ul>	<p>The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.</p> <p>All customs documentation must be submitted digitally for export shipments to Norway.</p>
PostNord MyPack Home	<ul style="list-style-type: none"> <li>• 2.1</li> <li>• 4</li> <li>• 5</li> </ul>	<ul style="list-style-type: none"> <li>• Size and weight</li> <li>• Customs declaration and export documents</li> <li>• Posting/Collection</li> </ul>	<p>A simplified pricing model is introduced, Sweden will be divided into six new price zones.</p> <p>The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.</p> <p>All customs documentation must be submitted digitally for export shipments to Norway.</p> <p>Possibility to hand in the parcel to a parcel locker.</p>
PostNord MyPack Home Small	<ul style="list-style-type: none"> <li>• 2.1</li> <li>• 9.2</li> </ul>	<ul style="list-style-type: none"> <li>• Size and weight</li> <li>• Extended retention time 14 days</li> </ul>	<p>Clarification of the surcharge Exceeded product term – measure.</p> <p>Additional Service Extended retention time 14 days is discontinued.</p>
PostNord Return Pickup	<ul style="list-style-type: none"> <li>• 2.1</li> </ul>	<ul style="list-style-type: none"> <li>• Size and weight</li> </ul>	<p>A simplified pricing model is introduced, Sweden will be divided into six new price zones.</p> <p>The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.</p>
PostNord Collection Request	<ul style="list-style-type: none"> <li>• 2.1</li> </ul>	<ul style="list-style-type: none"> <li>• Size and weight</li> </ul>	<p>The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.</p>
Split Shipment (additional service)	<ul style="list-style-type: none"> <li>• 6</li> </ul>	<ul style="list-style-type: none"> <li>• Customs declaration and export documents</li> </ul>	<p>All customs documentation must be submitted digitally for export shipments to Norway.</p>
International Parcel	<ul style="list-style-type: none"> <li>• 1.1</li> </ul>	<ul style="list-style-type: none"> <li>• Size and weight</li> </ul>	<p>The maximum width measurement is lowered from 70 cm to 60 cm in the conditions for surcharge Special Handling.</p>

PEX Bud (PEX Courier)	• 10.6	• Dangerous Goods LQ	We now offer bicycle couriers in central Umeå. More clearly described additional service.
	• 10.7	• ADR	Clarification that the additional service can be sent after special agreement.
	• 10.8	• Tempered goods	Clarification that the additional service can be sent after special agreement.
PostNord Groupage	• 2.3.1	• Mail carriers	New surcharge if Mail carrier is used without additional service Mail carrier rent.
	• 4	• Customs declaration and export documents	All customs documentation must be submitted digitally for export shipments to Norway.
	• 10.9	• Private receiver direct delivery	Additional service Private receiver direct delivery discontinued.
	• 10.14	• Return Pickup, goods	The additional service Return Pickup, goods can now also be used from Denmark.
	• 10.17	• Mail carrier rent	Additional service Mail carrier rent (within Sweden) can also be offered by special agreement.
PostNord Pallet	• 4	• Customs declaration and export documents	All customs documentation must be submitted digitally for export shipments to Norway.
	• 10.10	• Private receiver direct delivery	Additional service Private receiver direct delivery discontinued.
	• 10.14	• Return Pickup, goods	The additional service Return Pickup, goods can now also be used from Denmark.
	• 10.15	• Delivery Change	Extended retention time discontinued.
Vägtransporter inom Europa (Road transportation within Europe)	• 5	• Customs declaration and export documents	All customs documentation must be submitted digitally for export shipments to Norway. New requirements for customs EDI, new surcharges for Customs invoice, missing EDI, incomplete EDI, incorrect EDI.
PostNord InNight	• 2.1	• Size and weight	Specifications of size for pallets are removed.
	• 4	• Customs declaration and export documents	All customs documentation must be submitted digitally for export shipments to Norway.

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