

## MyPack – Parcels for private recipients

**MyPack is always a quick and safe way of sending parcels with PostNord to your customers in Denmark and other countries. With MyPack, customers can choose to pick up their parcels themselves, where and when it suits them best – or have them delivered to their address if they so wish. If your customer wants to return the product, we can also handle this.**

If you have any questions about MyPack, you can call Customer Service on tel. +45 70 11 12 30

### MYPACK COLLECT

In Denmark, we offer next-day delivery of parcels on all weekdays. For islands not connected to the mainland by a bridge link, the delivery time will, however, be slightly longer. With MyPack Collect, parcels to Denmark, Sweden, Norway, Finland, Germany, Belgium, the Netherlands, Luxembourg, France and Austria are quickly delivered to one of 13,000 delivery locations, making it easy for your customers to collect their parcels.

#### Let your customers choose the delivery location

By implementing PostNord's 'Self-Select Delivery Location' for collection points, your customers have the option of choosing where they want to collect their parcels – in Denmark alone there are 1,600 post offices and parcel locker terminals from which to choose. By entering a postcode, your customers will be able to see and choose the nearest delivery location. Letting your customers decide where to collect their parcels reduces the number of parcel returns.

#### How is the recipient notified?

We notify your customers by text message or email when the parcel is ready for collection. The customer will receive a reminder if the parcel has not been picked up.

#### Weight and dimensions

Minimum 1.5 x 14 x 9 cm, and the parcel must weigh at least 100 grams.

#### MyPack Collect to Denmark, Sweden, Norway and Finland

Length 150 cm, and the length + the largest circumference measured in another direction than the length = 300 cm. Max. weight 20 kg.

#### MyPack Collect to Germany, Belgium, the Netherlands, Luxembourg, France and Austria

Length 100 cm, and the length + the largest circumference measured in another direction than the length = 250 cm. Max. weight 20 kg.

### Pick-up

To have the parcel handed over, the customer must sign for it and show the text message or email notification as well as valid ID

### MYPACK HOME

You can send MyPack Home parcels to private recipients' home address worldwide.

In Denmark, there is next-day parcel delivery, however, slightly longer time is required for islands without a bridge link to the mainland. If the recipient is not at home when the parcel delivery person arrives, we will notify the recipient by email, text message or letter of where and when the parcel can be picked up. If the recipient in Denmark is registered with Recipient Flex, the parcel will be left at the agreed place at the address. If possible, the parcel will be put in the recipient's mailbox.

See delivery times for other countries at [www.postnord.dk](http://www.postnord.dk)

#### Flex Delivery – fewer return parcels

In Denmark, Norway, Sweden and Finland, you and your recipient can also agree for each delivery whether your product(s) will be sent by Flex Delivery. The parcel delivery person will leave the parcel at the recipient's address at the place chosen by the sender together with the recipient. This may, for example, be in the garage, by the door or in the greenhouse. Flex Delivery also reduces the number of returns, as the parcel is always delivered at the address.

#### Notification of recipient

You must provide information about the recipient's mobile phone number and/or email address, and we will then send a message to the recipient about when the parcel will be delivered. The recipient will also have access to a number of services, which vary from country to country.

In Denmark, the parcel can be left at the address or be delivered to your neighbour.

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In Norway, Sweden and Finland, the parcel can be left at the address, or another delivery point or day can be selected

In Germany, Belgium, the Netherlands, Luxembourg, France and Austria, the recipient has the following options:

Prior to delivery, the recipient will be notified by text message or email about the expected delivery time at one-hour intervals. If the delivery time does not suit the recipient, he or she may choose

- another delivery time or date
- delivery to another address
- pick-up from a parcel locker terminal
- to have the parcel left at the address (Flex delivery)

In other countries, a message is left if the recipient is not at home. In some countries, the recipient must pick up the parcel at a delivery location – in other countries, the recipient must get in touch to make delivery arrangements.

### Weight and dimensions

Minimum 1.5 x 14 x 9 cm, and the parcel must weigh at least 100 grams.

### MyPack Home to Denmark, the Faroe Islands, Greenland and Iceland

Length 175 cm, and the length + the largest circumference measured in another direction than the length = 300 cm. We accept so far without Plus packages with length 220 cm, and the length + the largest circumference measured in another direction than the length = 360 cm. The maximum weight is 35 kg.

### MyPack Home to Sweden, Norway and Finland

Length 175 cm, and the length + the largest circumference measured in another direction than the length = 300 cm. Max. weight 35 kg.

### MyPack Home weight and dimensions to Germany, Belgium, the Netherlands, Austria, France and Luxembourg

Length 175 cm, and the length + the largest circumference measured in another direction than the length = 300 cm.  
Max. weight 31.5 kg.

### MyPack Home weight and dimensions to the rest of the world

Length 150 cm, and the length + the largest circumference measured in another direction than the length = 300 cm.  
Max. weight 20 kg.

### PostNord customer return

With PostNord Return, you can offer your customers the service of paying for the return if they wish to return the parcel. Read more in the Product

You can either place a return label in the parcel before sending it or send the return label afterwards. Your customer then only has to hand in his or her return parcel at one of our delivery locations.

## EXTRA SERVICES FOR MYPACK

### Valuable parcels

If you send something particularly valuable to Denmark, Greenland and the Faroe Islands, you can send the parcel as a MyPack Home Insured Parcel. Read more about insured parcels in Product Facts for Insured Items.

### Signature guarantee

If it is important that you obtain a signature when we hand out the parcel, you can choose this service in connection with MyPack Home. We ensure that the parcel is not delivered as Flex Delivery or put in the recipient's mailbox. At [www.postnord.dk/tracktrace](http://www.postnord.dk/tracktrace), you can see who the parcel has been handed over to.

### Parcel delivery on Saturdays

PostNord delivers parcels for pick-up at Denmark's more than 1,600 post offices and parcel locker terminals, so that the customers can also receive parcels on Saturdays.

### Insurance

Transport insurance may be taken out for all countries with insurance cover of the parcel contents by up to DKK 100,000.

Insurance is taken out in PacSoft online or by sending an email to [transportforsikring@postnord.dk](mailto:transportforsikring@postnord.dk). For further details, see [www.postnord.dk](http://www.postnord.dk) under Practical information about parcels.

### Parcels with care

You can show the outside world that your company is eco-friendly. When you send Parcels with care, you are guaranteed that the CO<sub>2</sub> emissions connected with the delivery of the parcels are neutralised already before they arrive.

## GENERAL CONDITIONS FOR MYPACK

### Export to countries outside the EU

Parcels to countries outside the EU must be customs cleared. The sender is responsible for providing correct information about the parcel contents for use for the customs clearance and for ensuring that the products can be legally imported into the country of destination.

When you send parcels to Norway, we must receive the customs information electronically. The standard for MyPack is that the sender pays for inward customs clearance. The recipient pays customs duties and VAT in the country of destination. If the

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### PostNord

Hedegaardsvej 88  
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Denmark

[www.postnord.dk](http://www.postnord.dk)

recipient does not pay customs duties and VAT, the sender may be required to pay the amount as well as a commission fee. More information is available from the Danish Trade Council (*Eksportrådet*) and at [www.postnord.dk](http://www.postnord.dk) under Export and Customs Duties

#### **Dangerous contents in limited quantities**

To a certain extent, MyPack parcels may be sent with dangerous contents in limited quantities. Read more about the substances and quantities allowed at [www.postdanmark.dk](http://www.postdanmark.dk). For further details, see Product Facts Dangerous Contents in Limited Quantities.

#### **Drop-off or pick-up**

PostNord picks up MyPack parcels from your address subject to further agreement. You can also drop off parcels at the post office.

#### **Electronic data interchange – EDI**

You must submit an electronic transport order to PostNord with information about each individual parcel in EDI (Electronic Data Interchange) format. This is one of the preconditions for us to be able to notify your customers by text message and email. Read more in Product Facts EDI.

#### **Track & Trace – follow the parcel**

All parcels can be tracked along their itinerary from sender to recipient using Track & Trace.

#### **Prices**

The price for MyPack is based on weight ranges and on the volume weight of the individual parcel. The price appears from the appendix to your agreement with PostNord.

#### **Do you need more information?**

You can check the detailed terms for parcels in our General Terms and Conditions.

You can always visit [www.postnord.dk](http://www.postnord.dk) or contact us on +45 70 11 12 30 if you want to learn more about your options with MyPack.

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#### **PostNord**

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