

Product and price changes January 1, 2026

We want to be the preferred parcel provider for Danes. Therefore, we make it easier for you to collaborate with us - with uniform products across the Nordic countries and delivery options that are flexible, secure, and tailored to your needs.

In short: we minimize the differences and streamline products, processes, and services in Denmark, Sweden, Finland, and Norway, making it easier for you and your customers.

From January 1, 2026, new product and price changes will take effect. The changes will affect the agreements you have with us, and you can read more about the various changes below. The changes mean better coherence, more transparency - and of course parcels **on time**.

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Changes in parcel products

PostNord Home is being harmonized in the Nordic region

In Sweden, Norway, and Finland, PostNord Home parcels will as a standard be delivered without the recipient being home or signing for the parcel. We call this unattended.

In Denmark, we continue as a standard to hand over Home parcels to a person at the address (attended). If the recipient address is registered with Modtagerflex, the parcel is delivered to the agreed location without disturbing your customer – or it is placed in the mailbox.

You still have the option to choose **Signature Guarantee**, where the parcel is only delivered to a person at the address upon signature.

When you send parcels in Denmark, there are therefore no changes – you book your parcels as usual.

Be aware of shipments to the Nordics

When you send parcels to the other Nordic countries (Sweden, Norway, and Finland), you should increasingly tailor the delivery by using the services that match the customers' needs and the level of security you want on the parcel. We recommend that you inform your Nordic customers at checkout about PostNord's delivery methods.

Delivery of heavy parcels

- Denmark: Over 20 kg is delivered as Flex delivery. If the customer is signed up for Recipient Flex, we place the parcel at the agreed location.
- Sweden: Over 20 kg is delivered to the curb and handed over against receipt, unless the customer changes the delivery in FlexChange, so the driver can place the parcel at the curb without a signature.
- Norway and Finland: Parcels up to 35 kg are delivered directly to the customer's address.

You can choose from a range of services that tailor the parcel delivery and the parcel's level of security:

Personal delivery (SE, NO, FI) (Attended)	With the service offering Personal delivery, the parcel will primarily be delivered as you know it in Denmark. Read more about the new service offering under "New services and changes"
Signature guarantee (DK, SE, NO, FI) (Signature assurance)	Receipt upon delivery to a person at the address (not necessarily the recipient indicated on the parcel label). The recipient cannot change the delivery in FlexChange to a delivery to a specific location at the address, but there is an option to change the delivery so that the parcel must instead be picked up at a PostNord Parcel Shop.
ID-check (SE/NO)	Read more about ID-check under "New services and changes"

Unsuccessful deliveries

In the event of a failed delivery of a Home parcel, the driver takes a picture (for example, in front of a locked apartment entrance or a door). The picture, including coordinates, is shared with your customer, and you can also see the picture and coordinates in the Customer Portal.

In Denmark, we continue to take a picture both in the case of failed delivery and when delivering with Recipient Flex or Flex Delivery.

Improvements in the FlexChange solution

In 2026, we will expand our FlexChange options so that your customers receive an even better delivery experience. With FlexChange, they can change the delivery in real-time during the parcel journey – thereby gaining full control right up to receipt.

Already in the autumn of 2025, we will introduce an improvement for Danish customers: They can change the delivery earlier than today, before the parcel is handed over to PostNord – for example, switching a home delivery to a parcel shop delivery. This means that your customers gain control over the parcel journey much earlier than today and thus more flexibility and control than ever before.

The table below shows the current FlexChange options in the Nordic countries. We are working to harmonize the solutions so that the experience gradually becomes more uniform across the Nordics – also for your Danish customers.

Possible delivery changes	Denmark	Sweden	Norway	Finland
Home delivery to parcel shop delivery	√ ¹	√	√	√
Home delivery to parcel locker delivery		√		
Parcel shop delivery to parcel locker delivery		√		
Extend the pickup deadline for the parcel from 7 to 14 days		√ ²	√ ²	

- 1) 3 nearest parcel shops
- 2) Fees applies

New pickup process with pickup codes

We make it easier for your customers to pick up parcels at PostNord Parcel shops and PostNord Parcel Lockers. From now on, they only need to use a unique pickup code instead of showing ID. This has already been implemented in Finland and Norway – and is now being rolled out across the rest of the Nordic countries. The pickup code ensures

that only the correct recipient can collect the parcel, making the pickup both faster and more secure.

For customers who need extra security, you can still choose the ID-Check service when collecting from PostNord Service Point and in PostNord Parcel Locker in Sweden and Norway.

This is how it works for your customers

- In Denmark and Sweden, the pickup code is displayed as a QR code in the PostNord App or as a link via SMS/email. The staff scans the code in the parcel shop and hands over the parcel.
- For parcel boxes, a digital key in the PostNord App is used instead. The digital key does not require MitID in Denmark or BankID in Sweden. However, in Denmark, some boxes still use a PIN code.
- In Norway and Finland, customers receive a barcode for pickup (but not in the Finnish parcel boxes).

The system automatically checks that the information on the parcel matches the customer's contact details before the pickup code becomes visible in the app. A PostNord app user cannot manually add a parcel in the app and access the pickup code. This provides an extra layer of security and prevents abuse.

In short: Pickup codes make it quicker and easier to collect parcels – and at the same time more secure for both you and your customers.

PostNord Return Drop Off becomes PostNord Return

In the future, PostNord Return Drop Off will simply be called PostNord Return. The name change is the first step towards consolidating return products across the Nordics, so both you and your customers will have a more uniform and simple experience.

For you, this means no changes in function or handling – you can continue exactly as you usually do. In the long run, the solution will become even more streamlined and user-friendly.

Change in minimum dimensions and weight for parcels

All parcel products now have the same minimum size and weight:

- Length: 150 mm
- Width: 100 mm
- Height: 15 mm
- Weight: minimum 150 grams

Previously, the rules were different in the Nordic countries. Now they will be the same, making it easier for you to understand the requirements.

Requirements for SMS and e-mail in EDI on parcel products

To provide your customers with the best experience, it is important that we can get in touch with them. Therefore, it is now a requirement that you always provide a mobile number and/or email address in EDI – not only for PostNord Parcel Locker and Service Point, but also for PostNord Home, PostNord Return, and PostNord Return Pickup.

When we have this information, your customers can be notified about the parcel electronically, track it in the PostNord App, and change the delivery via FlexChange. This provides both more security and more flexibility.

What does it require of you?

Make sure to add a mobile number and/or email in EDI on your home and return parcels. We recommend that you do the same on PostNord Parcel and all international parcels – this way, your customers will receive the best service experience.

New services and changes

Personal delivery (Sweden, Norway, and Finland)

We are introducing a new service for your parcels to Sweden, Norway, and Finland: Personal delivery (Attended). Here, the parcel is delivered directly to a person at the address – not in the mailbox. However, customers can change the delivery to, for example, in front of the door (Unattended) or to a PostNord parcel shop/parcel locker. When the parcel is delivered as Unattended to your customer, the parcel is considered duly delivered by PostNord.

ID check is extended to Norway

ID check, which you may know from Sweden, can now also be used for your parcels to Norway.

With the introduction of pickup codes in the Nordics, security is increased when delivering parcels in the parcel shops. If you want extra control, you can add ID check and ensure that the parcel is only handed over when the recipient shows ID. This applies to both Home parcels, service point, and parcel locker.

Note: less flexibility with ID check

ID-check cannot be combined with Signature Guarantee, and when ID-check is selected, customers have fewer options in FlexChange. (for example, they can only change delivery to a parcel shop/parcel box in Sweden and to a parcel shop in Norway).

Return Immediately throughout the Nordics

The service Return to Sender, which already exists in Denmark and Sweden, can now also be used for parcels to Norway and Finland. If the parcel cannot be delivered

directly to the customer, it will be returned to you immediately. It cannot therefore be changed via FlexChange, delivered as Recipient Flex in Denmark, or placed in a parcel shop.

Print Label is now offered in Finland

With Print label, it becomes easier to handle return parcels. Your customer receives a QR code via SMS/email or the PostNord App and can print the label at the parcel shop. In Finland, customers instead receive a barcode and a numeric code, which they write on the parcel. The solution works in staffed parcel shops and Pakettipiste boxes, but not yet in Lähiboksi (MyBox).

With the solution in Finland, we now have a common Nordic model that benefits the environment by saving large amounts of return labels that would otherwise never have been used.

What does it require of you?

You just need to select the service Print label when you book the parcel via PostNord Send or another shipping system.

Changes to supplements and prices

Energy surcharge

On January 1, 2026, PostNord will increase the environmental surcharge from 4.6% to 5.6% as part of our climate and environmental efforts.

PostNord is working toward fossil-free transportation and operations by 2030 and has committed to achieving net-zero greenhouse gas emissions by 2040. Our near-term science-based targets have been approved by the Science Based Targets initiative (SBTi):

- 80% greenhouse gas emissions in scope 1 and 2 by 2030
- 50% greenhouse gas emissions per parcel in scope 3 by 2030

PostNord's climate transition includes investments in biofuels, electric vehicles, and charging infrastructure.

Oversize, Oversize Parcel Locker and Oversize Return

We are changing the way we charge surcharges when a parcel exceeds the maximum dimensions or weight for the chosen product. The parcel will still be handled and delivered by PostNord, but a surcharge will be applied: Oversize Parcel Locker, Oversize, or Oversize Return. We are not converting the parcel to another product – we are simply adding the surcharge.

Oversize Return was introduced in Denmark in May 2025. It applies to parcels that exceed our maximum weight or dimensions:

- Weight: over 35 kg
- Length: over 220 cm
- Length + circumference: over 360 cm

These parcels will be returned to you as before. Read more about the additions in the price list Additions and Services.

Private individual/address

If we conduct an address check during the sorting of your PostNord parcel and determine that the recipient is a private address, we will deliver the parcel and invoice it as a PostNord Home parcel. From 2026, we will change this, so you will be invoiced the surcharge Private person/address on the PostNord parcel going forward. We will continue to deliver the parcel as a home delivery to your customer.

Read more about this surcharge in our price sheet 'Surcharges and Services'.

New weight intervals over 35 kg

This change applies only to customers who are invoiced based on volumetric weight.

To simplify the rules, we are introducing common Nordic weight intervals over 35 kg.

- The interval >50 kg is changed to 50–75 kg
- New interval: over 75 kg

The new weight intervals are listed on the price sheet and on the invoice.

International shipments

PostNord Tracked

We will continue to offer PostNord Tracked to your international customers in 2026.

However, we are changing the names of the two variants:

- PostNord Tracked large letter will become PostNord Tracked Small
- PostNord Tracked maxi letter will become PostNord Tracked Large

New minimum dimensions:

- Length: 150 mm
- Width: 100 mm
- Height: 15 mm
- Weight: minimum 150 grams

If you have a fixed pickup agreement with us, we will continue to collect your shipments. Otherwise, they can be dropped off at one of our parcel shops.

Registered Shipments

We offer registered shipments to foreign countries in 2026 – but only when the contents are documents. If you need to send something else, you should instead use PostNord Tracked or one of our parcel products.

Registered shipments can no longer be picked up by the driver, even if you have a pickup agreement. They must instead be dropped off at a PostNord Parcel Shop.

You can still book your registered shipments via the Customer Portal.

Other changes

Ad hoc Pickup (pickup of parcels)

We raise the maximum number of parcels we collect per pickup from 3 to 4 parcels.

Read more about Ad hoc Pickup in our price sheet 'Add-ons and Services'.

Fewer business deliveries in 2026

In 2026, we will gradually have fewer business deliveries. From now on, we will primarily offer business delivery at our parcel terminals. Therefore, we recommend that you consider alternatives if you currently use Business Delivery.

Alternatives:

- **Few parcels:** Deliver to the nearest PostNord Parcel Shop. At postnord.dk/findos you can find the nearest parcel shop and see the latest drop-off deadline.
- **Ad hoc Pickup:** Book up to 4 parcels on a weekday before 10 PM, and we will pick them up the next weekday.
- **Regular pickup agreement:** If you send more than 5 parcels daily, we can set up a regular pickup agreement at your address. Easy and convenient.
- **Parcels over 20 kg, over 150 cm or tires:** These cannot be delivered to PostNord Parcel Shops and must be picked up at your address.

PostNord is phasing out letter products and associated services in 2025

From 2026, we will focus exclusively on one core service: **Parcels**. Therefore, we will phase out all letter products and associated services by the end of 2025. At the same time, we will also stop the early delivery of parcels.

Important dates:

- Basic mail (Letters, Business letters, Direct Mail, and Magazine mail) must be submitted no later than December 18, 2025.
- Quick letters, Recipient pays the postage, Registered letters, Delivery receipts, and Postal announcements must be submitted no later than December 29, 2025.

We will distribute the last letters on December 30, 2025.

Read more about the letter products that are being phased out [here](#)

Updated business terms

In connection with the annual product and price changes, we have also updated our business terms and encourage you to read the updated business terms, which are valid as of January 1, 2026. Find them by clicking [here](#).