

PostNord Parcel

PostNord Parcel is designed to meet enterprises' requirements for consignments sent to business partners and customers. PostNord Parcel gives you access to our professional and efficient distribution network, backed by years of experience in parcel delivery.

Contact Customer Service, Corporate, at +45 70 11 12 30

Choosing PostNord Parcel means you do not have to worry about which parcel product to choose for each individual country. We deliver parcels all over the world.

Next-day delivery in Denmark

When you send a PostNord Parcel to an address in Denmark, you can be sure it will arrive on the next weekday - although delivery to islands without bridge links to the mainland may take an extra day.

Delivery to other countries

Delivery times for parcels sent to international destinations:

- In most of the Nordic region, parcels are delivered directly to the recipient's address within 1-2 days
- The delivery time for most metropolitan areas in Europe is 2-3 days.
- For the rest of the world, the delivery time is 5-15 days, depending on the destination.

Handover or Collection

You can choose whether you would like an agreement under which PostNord collect the parcels from your company address, or whether you would prefer to hand them over yourself at one of PostNord's numerous post offices or business drop off sites.

Follow the parcel with Track & Trace

You can track your PostNord Parcel at www.postnord.dk/en/track-and-trace.

Notification for your customer

Improve the service you give to customers even further with text message/email notifications when a parcel is on its way - and, if applicable, when it can be collected. This service is included in PostNord Parcel if you provide a telephone number or an email address.

Electronic Data Interchange - EDI

You have to submit an electronic transport order to PostNord in EDI format for each PostNord Parcel. This is a precondition for us to be able to notify your customers by text message or email, and for timely and correct delivery of your parcel. For more information, please see the General Terms and Conditions for EDI.

Dangerous goods in limited quantities

It is only permitted to send dangerous goods as "Dangerous goods in limited quantities", according to ADR, in parcels. If you need to send larger quantities of dangerous goods, please contact us for information about our other solutions.

Prices

PostNord Parcel deliveries are priced within set weight ranges plus possible service charges for special handling and oversize. The prices are stated in appendix to your agreement with PostNord.

Export to countries outside the EU

Parcels to countries outside the EU have to clear customs. As the sender, you are responsible for providing accurate information about the parcel contents for the purpose of customs clearance, and for ensuring that the products can be legally imported into the destination country.

If you send parcels to Norway, we need the customs information in electronic format. The standard for PostNord Parcel is that the sender pays for customs clearance. The recipient pays customs duties and VAT in the destination country, but please note that if the recipient does not cover this cost, you may be required to pay the sum in question as well as a commission fee. More information is available from the Danish Trade Council (Eksportrådet).

Packaging

Parcels must be packaged responsibly in relation to their contents, and in a way that prevents the parcel itself from damaging other consignments.

As far as possible, parcels must also be packaged so that they can be machine sorted. Parcels requiring special handling or that cannot be machine sorted are subject to a fee for special handling.

Special handling

Some parcels cannot be machine sorted. That applies among other things, for parcels above 115 cm or parcels measuring above 60 x 60 cm. But also parcels there due to their physical properties cannot be machine sorted, or which endangers other parcels. Read more about special handling at our website.

For example, it must be able to lie stable on one side, without rolling. Read more in our packaging guide.

Weight and dimensions

PostNord Parcels must remain within certain values, depending on the destination:

Minimum regardless of destination: 1.5 x 14 x 9 cm and at least 100 grams. As a roll or tube: Length 10 cm, and length + 2 x diameter = 17 cm.

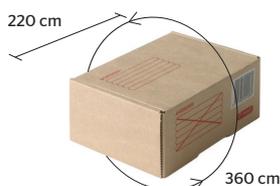
Maximum for Denmark, Finland, Norway and Sweden: 35 kg, length 175 cm, and length + the largest circumference measured in a direction other than the length = 300 cm*.

MyPack Home to the Faroe Islands, Greenland and Iceland: Length 150 cm, and length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 35 kg.

For deliveries to the Faroe Islands and Greenland, parcels measuring up to 175 cm in length can be sent with PostNord Parcel Economy.

Maximum to most other countries in Europe: 31.5 kg, length 175 cm, and length + the largest circumference measured in a direction other than the length = 300 cm.

Maximum to the rest of the world: 20 kg, length 150 cm, and length + the largest circumference measured in a direction other than the length = 300 cm.



*In Denmark we currently accept parcels measuring up to 220 cm in length, and with length + the largest circumference measured in a direction other than the length = 360 cm, against a surcharge for oversize.

ADDITIONAL SERVICES FOR POSTNORD PARCEL

Flex Delivery

If you are sending parcels to recipients in Denmark, Finland Norway or Sweden who will not be at the address when the parcel is delivered, you can choose to send these using the Flex Delivery (Flex-levering) service. You tell us where we can place the parcel, then the parcel carrier will leave the parcel in, for example, the carport or next to the front door. Flex Delivery saves the recipient a trip to the post office and helps reduce your amount of returns. The contents of the parcel must be of no value to parties other than the recipient.

Return parcels

If you want to offer your customer an easy return service we have a wide range of return products. For additional information, please see the fact sheet entitled "PostNord Return".

Immediate return

If you select Return to Sender, PostNord will immediately return the parcel to you if the first attempt to deliver it to the recipient's address fails. This means that the parcel will not be stored for pick up from a parcel locker terminal (Pakkeboks) or a post office.

Signature Assurance

If you want the recipient's signature upon delivery of the parcel, and to ensure that the parcel is not delivered as Flex Delivery or put in the recipient's mailbox, you can choose Signature Assurance. We then ensure that the parcel is only handed out in return for a signature, and you can see who signed for the parcel, with our Track & Trace service.

Insured Items (Værdiforsendelser)

If you are sending valuable items or items that require the recipient's signature, you can send your PostNord Parcel as a PostNord Parcel with Value to recipients in Denmark, the Faroe Islands and Greenland.

Additional transport insurance

If your parcel is damaged, PostNord will pay compensation in accordance with NSAB 2015. If the possible compensation is not sufficient to meet your requirements, we offer additional transport insurance of up to DKK 100,000 per parcel.

PostNord

Hedegaardsvej 88
2300 København S
Danmark

www.postnord.dk

Climate Compensation

If you would like to do a little extra for the environment and climate, you can choose our Climate Compensation option. For a small supplement, we guarantee that the carbon footprint generated by your PostNord Parcel is offset before it has even been made. We are working together with The CarbonNeutral Company in London on three projects that reduce CO2. The supplementary fee you pay goes toward supporting these projects.

Would you like additional information?

For detailed information about PostNord's parcel products, please see our General Terms and Conditions. You can also visit www.postnord.dk/en or call us at +45 70 11 12 30 if you require more information.

You know us, but do you know about everything we offer?

PostNord also provides a wide range of other domestic and international logistics services, including:

- Groupage, pallets and part and full loads
- Courier and express deliveries
- InNight distribution before 7:00 a.m.
- Third-party logistics/Pick & Pack.

PostNord

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Denmark

www.postnord.dk