

PostNord Return - a straightforward solution for returns

PostNord Return is the ideal solution for companies that work with e-commerce, for instance, and which are keen to go the extra mile for both private customers and business clients, even when it comes to handling returns.

[Chat with us on PostNords Customer Portal](#)

PostNord Return allows you to offer your customers a versatile solution for returns. We can collect the return shipment from your customer's address, or your customer can drop the return parcel off at one of our many collection points. It is simple, convenient, and saves time.

Prices for handling Return Parcels are stated in the price appendix. You will not be invoiced until the Return label is used.

PostNord Return Drop Off

You can either place a return label in the parcel before sending it, or send the return label afterwards. In Denmark, you can send your customer a message, so that your customer can print the packing label on his/her own printer or at a parcel locker terminal (Pakkeboks).

Return parcels can be dropped off at collection points in the Nordic region, a number of other EU countries.

Weight and dimensions

PostNord Return Drop Off in the Nordic region

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

PostNord Return Drop Off in EU countries

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

PostNord Return Pickup

With PostNord Return Pickup, we collect your return parcels at your private customers' homes. You can either place a return label in the parcel before sending it, or send the return label afterwards.

Pick up

You order the pick up of the return parcel (PostNord Return Pickup) via PacSoft Online or another distribution system with the capacity to send data to PostNord. When your customer is ready to return the parcel, he/she can order the pickup via PostNords return portal, and choose which day the parcel should be picked up. Your customer can for example also choose to place the parcel in garage, so that no one has to be at home, to wait for the parcel delivery person.

If the customer is not there to hand over the parcel to us, or if the parcel is not ready at the pickup point, when we come to collect the parcel, your customer will receive a text message and/or an email notification, or you customer can hand in the parcel at one of our service points.

Weight and dimensions

PostNord Pickup Request in Denmark and Sweden

Max. length 175 cm. Length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 35 kg.

Return Pickup parcels that weigh more than 20 kg cannot be picked up by PostNord in Denmark. These must be handed in at a Business Drop-Off.

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.

PostNord Pickup Request

We can also collect your return parcels from corporate customers. We print and bring the return label when we pickup the parcel.

Pick up

You can choose our return parcel pick up service (PostNord Pickup Request) in PacSoft Online or another distribution system with the capacity to send data to PostNord.

If you order before 4:00 p.m., we pick up the return parcel on the next weekday, normally between 8:00 a.m. and 4:00 p.m.

If the customer is not there to hand the parcel over to us, we place the return label in the mailbox, and your customer can then drop the parcel off at one of our collection points.

The same procedure applies for collection from your corporate customers in Sweden, Finland, other EU countries and Switzerland. In Norway, the service must be ordered via Customer Service.

Weight and dimensions

PostNord Pickup Request in Denmark, Finland, Norway and Sweden

Max. length 175 cm. Length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 35 kg.

In Denmark we so 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.

PostNord Pickup Request in EU countries and Switzerland

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

Additional PostNord Return services

Insurance

You can take out transport insurance for parcel deliveries to all countries, thus insuring the parcel contents for up to DKK 100,000. You can take out this insurance in PacSoft Online or by emailing us at transportforsikring@postnord.dk.

Track & Trace - follow the parcel

You can use Track & Trace to keep track of all your parcels.

Special handling

Some parcels cannot med 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.

Would you like more information?

For detailed information about PostNord's parcel products, please see out General Terms and Conditions. You can also visit www.postnord.dk/en or chat with us on PostNords Customer Portal if you require more information.

PostNord

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