

DELIVERY OF PARCELS

POSTNORD PARCEL LOCKER

Delivery to Parcel Locker

We deliver your parcel to a parcel locker, known as PostNord Parcel Locker or Self-collection (Hent-Selv) parcel.

PostNord has Denmark's most extensive network of parcel lockers, located both indoors and outdoors nationwide. The parcel is only handed over with a valid code sent via SMS or email.

Collection in the Nearbox is done using the PostNord app via Bluetooth. At checkout, you can choose our "Optional Service Point" solution, allowing the customer to select the parcel locker. Read more in the fact sheet "Checkout options."

We send an SMS, email, and/or app notification to the customer when the parcel is ready for collection.

POSTNORD SERVICE POINT

Delivery to PostNord Parcel Shop

We deliver your parcel to a PostNord Parcel Shop, also known as PostNord Service Point or Self-collection (Hent-Selv) parcel. PostNord has Denmark's most extensive network of parcel shops, located in stores across the country. The parcel can be collected during the store's opening hours.

Collect In-store is another option, where your store becomes a collection point. Read more in the fact sheet Collect In-store.

Parcels are handed over upon presentation of SMS/email and ID or via MitID validation in the PostNord app. Parcels with additional services such as Insured Items and Signature Assurance are handed over against receipt and identification, only to the addressed recipient.

At checkout, you can choose our Optional Service Point solution, allowing the customer to select the parcel shop. Read more in the fact sheet Checkout Options.

We send an SMS, email, and/or app notification to the customer when the parcel is ready for collection.

POSTNORD HOME

Delivery to the Door

We deliver your parcel directly to the recipient's address, known as PostNord Home or Home-to-you parcel (Hjem ti dig).

To ensure the best and most flexible delivery, you must provide the recipient's mobile number or email address via EDI. We send electronic notifications based on your information. SMS messages are sent between 6:30-21:30, while emails and app notifications are sent around the clock.

PostNord Home is delivered without the recipient's signature.

Flexible Delivery

To adapt the delivery to your customer's daily life, we offer several flexible delivery options:

- **Mailbox delivery:** If possible, we place the parcel in the customer's mailbox.
- **Flexchange:** The customer can specify a place at the address where the parcel should be delivered if no one is home via SMS, email, or the PostNord app. Alternatively, the parcel can be delivered to a neighbor or redirected to a PostNord Parcel Shop.
- **Recipient Flex:** The customer can sign up for Recipientflex, where all PostNord Home parcels are delivered to a desired place at the address.
- **Flex Delivery:** You can agree with the customer that the parcel is delivered to a desired place.

For all flexible solutions, we take a picture of the delivered parcel (except for parcels delivered in the mailbox), which the customer can see in the PostNord app when they are MitID validated.

We send a notification upon delivery. If notification is not possible, we leave a note in the mailbox. The delivery scan constitutes PostNord's documentation for delivery. For mailbox delivery, Flexchange, and Recipientflex, the responsibility for the parcel transfers to the recipient, and for Flexdelivery, the responsibility transfers to the sender.

PostNord Home for Collection

If we cannot deliver the parcel to the address, it is placed for collection in a parcel shop. Parcels over 20 kg or with tires are placed at the address if possible, otherwise for collection at the nearest Business Drop Off Point. We send a notification upon delivery attempt and when the parcel is ready for collection.

Want to know more?

if you have any questions, chat with us via the PostNord Customer Portal.

DELIVERY OF PARCELS

POSTNORD PARCEL

Delivery to Business Recipients

We deliver parcels directly to the door for your business recipients, known as PostNord Parcel. Delivery is made against receipt unless the parcel can fit in the mailbox, the address is registered for Recipient Flex, or no one is at the address.

If we cannot deliver the parcel to the address, it is placed for collection in a PostNord Parcel Shop or the nearest business delivery if the parcel weighs over 20 kg or contains tires, and we cannot place the parcel at the address.

We send a notification upon delivery attempt and when the parcel is ready for collection.

TRACK & TRACE

You can track your parcels in the Customer Portal's Track&Trace feature or on postnord.dk.

Both systems enable you, at all times, to see how we delivered the parcel to your customer (see below):

Delivered as:	T&T text
Recipient Flex (ModtagerFlex)	The consignment is delivered as Recipient Flex (ModtagerFlex) (including delivery date/time).
FlexDelivery	The consignment is delivered without receipt (including delivery date/time).
Delivered in mailbox:	The consignment is deposited in the recipient's mailbox (including delivery date/time).
Handed over to an individual at the address	The consignment is delivered (including delivery date/time).
Ready for pickup at a post office or parcel locker	The consignment is ready for pickup (including details on where the parcel can be picked up).
Delivered in a Parcel Shop or parcel locker	The consignment is delivered (including delivery date/time).

DELIVERY TO CUSTOMERS ALL OVER THE WORLD

POSTNORD HOME

Delivery to door

You can send PostNord Home worldwide. When you provide the recipient's SMS and/or email information in EDI, we can send electronic notifications to recipients in the Nordics and

Europe. Recipients in selected countries are also offered a range of flexible delivery options.

Flexible Delivery in the Nordics

In Sweden, recipients are offered a predefined time window for parcel delivery, and the parcel is placed at the address without the recipient having to be at home. The recipient is given the option of changing the delivery day and time window. Recipients also have the option of changing their delivery so that it must be handed over in return for a receipt or dropped off at a service point for collection.

PostNord Home parcels weighing more than 20 kg are dropped off curbside at the recipient's address. The recipient must be at home to receive the parcel.

In Norway, the recipient can choose delivery without a signature. Additionally, the recipient has the option to change the delivery method so that the parcel is placed for pickup at a service point.

In Finland, recipients can specify a delivery day and time window during which a parcel must be delivered.

Flexible delivery in Europe

Recipients in most other EU countries have the following options:

Before a parcel is delivered, recipients are notified of the expected delivery date/time at one-hour intervals. If the time does not suit a recipient, the recipient has the following options:

- a different delivery day
- delivery to a different address
- pickup at a service point
- the parcel is placed unattended at the address

Delivery to the rest of the world

We deliver to other countries according to prevailing practice in the country of destination.

POSTNORD SERVICE POINT

You can send PostNord Service Point to parcel shops and parcel lockers in the Nordics and selected countries in Europe.

POSTNORD PARCEL

You can send PostNord Parcel worldwide. The parcel is delivered according to the practice in the recipient country – typically to the recipient's door.

Want to know more?

if you have any questions, chat with us via the PostNord Customer Portal.