RETURN SOLUTIONS

With PostNord Return, you can offer your customers a smooth return solution. Your customer can drop off the return parcel at one of our PostNord Parcel Shops or via the parcel locker, or we can pick up the return parcel from your customer's home. It is simple, convenient, and time-saving.

You are only invoiced for the return labels that are used.

All return parcels can be tracked in the Track & Trace feature in the Customer Portal and the PostNord app.

POSTNORD RETURN DROP OFF

You have several options for enabling customers to return a parcel:

- You can insert a return label in the parcel when you send it.
- You can send a return label as a PDF file via email. The customer can then print the parcel label.
- You can offer a digital return solution in which your customer only needs to use a QR code.

In Denmark, Return Drop Off can be delivered to a PostNord Parcel Shop or via the parcel locker by having your customer book a locker for the parcel through the PostNord App

Return parcels in the Nordic countries and several EU countries can be delivered to a service point.

Digital return solution

PostNord offers a free digital return solution enabling you to provide your customers with a simple return service without wasting resources on unused return labels. All your customer needs for the return is a QR code.

The QR code can be generated in different ways:

- You can generate the code via the parcel you originally sent to your recipient in Track&Trace in the Customer Portal.
- You can set up your own PostNord return portal. This enables your customers to generate a QR code right on your website.
- You can create a solution using our API.

Once a QR code has been generated, your customer will receive it by text message, email and/or in the PostNord app.

The QR code can be used at all parcel shops.

You can offer a digital return solution to your customers in Denmark and Sweden.

POSTNORD RETURN PICKUP

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

Pickup

You create the return parcel via your TA-system. Send the return label to your customer and tell them to book the pickup on our return portal: returns.postnord.com.

After entering the parcel number in the portal, your customers can choose to have the parcel picked up on one of the following three weekdays. If your customer wants more flexibility, they can also choose to specify where they will place the parcel, so they don't have to wait at home.

If the customer is not present to hand over the parcel to us or if the parcel isn't ready when we arrive, your customer will receive a text message and/or email notification and they can drop off the parcel at one of our parcel shops.

Return Pickup parcels weighing more than 20 kg cannot be picked up by PostNord in Denmark but must instead be dropped off at the nearest Business Drop-off point.

POSTNORD PICKUP REQUEST

We can also pick up your return parcel from businesses. We print and bring the return label when we pick up the parcel.

Pickup

You order the pickup of the return parcel via a TA-system.

When you order before 19.00, we pick up the return parcel on the next weekday, usually between 8.00 and 16.00.

If the customer is not present to hand over the parcel to us, we deposit the return label in the mailbox which enables your customer to drop the parcel off at one of our parcel shops.

The same pickup procedure is available to your business customers in Sweden, Finland, other EU countries and Switzerland.

PostNord Return Drop Off		
	The Nordics	Europe
Lenght	150 cm	100 cm
Lenght + circumference	300 cm	250 cm
Weight	20 kg	20 kg

PostNord Return Pickup/Pickup Request		
	The Nordics	Europe
Lenght	175 cm[1]	175 cm
Lenght + circumference	300 cm[1]	300 cm
Weight	35 kg	31,5 kg

[1] In Denmark, until further notice, we accept parcels in lengths from 175 cm to 220 cm, and length + circumference = 360 cm, in return for payment of an Oversize surcharge.

Want to know more?

If you have any questions, chat with us on the PostNord Customer Portal.