

Special Terms and Conditions

International Letters

General information

These Special Terms and Conditions apply to the carriage of International Letters. They have been prepared in conformity with the regulations set out in the Danish Postal Services Act (Postloven) (Act no. 1536 of 21 December 2010, as amended) and related provisions.

In this context, "International Letters" (Breve Udland) are letters submitted for carriage to Post Danmark (hereinafter called "PostNord") and sent to recipients abroad, as well as to recipients on the Faroe Islands and Greenland.

In the context of these Special Terms and Conditions, the expression "working days" is taken to mean Monday to Friday, excluding public holidays, 5 June (Constitution Day) and 24 December, as well as intermediate days approved by the Danish Transport, Construction and Housing Authority. "Intermediate days" are single working days falling between Sundays and public holidays, as well as official non-working days.

No items will be collected and/or distributed on 31 December 2023.

1.0 International Letters

1.1 Delivery time and quality targets

The delivery time for International Letters (Breve Udland) depends on the country to which the letter is sent.

Additional information regarding delivery times to individual countries of destination is available from PostNord Customer Service. Information on delivery times is also published online at www.postnord.dk.

The quality target for cross-border letters (A Prioritaire) within the European Union is delivery of 85 per cent of the letters within three working days of handover, and delivery of 97 per cent of the letters within five working days of handover; cf. the Individual license issued by the Danish Transport, Construction and Housing Authority.

1.2 Dimensions and weight

Letters must comply with the following dimensions:

- Minimum: 14 x 9 cm. In roll or bar form: length 10 cm and $(\text{length} + 2 \times \text{diameter/height}) = 17$ cm.
- Maximum: length 60 cm and length + width + height = 90 cm. In roll or bar form: length 90 cm and $(\text{length} + 2 \times \text{diameter/height}) = 104$ cm.

Letters may weigh up to 2 kg including packaging.

1.3 Contents

PostNord will not accept letters for carriage if their format, contents, carriage or storage are in

contravention of any regulation, or if they require special arrangements (e.g. refrigerated articles and perishables), safety measures or permits.

According to regulations adopted by the Universal Postal Union, the sender must ensure that items containing goods carry a S10 barcode and EDI information. This should to the greatest possible extent be done by using the systems made available by PostNord.

Lack of EDI information may result in the items being returned.

Senders are responsible for checking whether the contents of the letter are subject to duty or tax, and whether, pursuant to the regulations in effect in the country of destination, it is permitted to import the contents of the letter into said country and, if so, under what conditions. PostNord neither checks nor is competent to advise on these matters but recommends senders to contact the authorities of the country in question – the relevant embassies or consulates, for example.

It is the sender's responsibility to ensure that the consignment does not violate any sanctions.

International Letters may not contain:

- cash, travelers' checks, bearer securities, precious metals such as platinum, gold and silver, precious stones, or any other valuable articles. Subject to certain limitations in terms of value, such contents may, however, be sent as Registered Letters. In this context, "Bearer securities" is taken to mean debt instruments, shares, checks which are not crossed, bills of exchange, safe custody receipts and other documents that represent a monetary value and which entitle the holder of the document to transfer it, to receive payment according to it, and to claim movable property released or services provided under its terms.
- Dangerous goods. "Dangerous goods" is taken to mean all substances or materials whose physical or chemical properties may present a hazard to people, animals, the environment (such as production equipment and other items) or means of transport. "Dangerous goods" include all articles designated from time to time as dangerous goods according to the UN Recommendations on Transport of Dangerous Goods. Model Regulations.
- Lithium cells or lithium batteries that are not installed in equipment are categorized as dangerous goods and must therefore not be sent by mail. Lithium batteries or lithium cells that are installed in equipment may, however, be sent as International Letters when special packaging rules are observed. Additional information is available from PostNord, including information about the countries of destination

that do not allow International Letters containing lithium batteries and lithium cells installed in equipment. A letter may contain a maximum of either four lithium cells installed in equipment or two lithium batteries installed in equipment. The content of lithium metal or lithium alloy in cells may not exceed 1 g per cell, and for cells with lithium ions, the maximum is 20 Wh per cell. The content of lithium metal or lithium alloy in batteries may not exceed 2 g of lithium per battery, and for batteries with lithium ions, the maximum is 100 Wh per battery. Lithium cells or lithium batteries installed in equipment that have been identified by the manufacturer as being defective on the grounds of safety, which have been damaged, or which have the potential to generate dangerous levels of heat, fire or short circuit, must not be sent by mail. Information prepared by PostNord about dangerous goods/lithium batteries is published online at www.postnord.dk.

- Knives that require a permit to purchase, possess, carry or use, weapons, weapon parts, soft guns, etc. as well as copies of these and live/blank ammunition or explosive components.
- Live animals.
- Counterfeit goods and fakes.

If a letter has been X-ray screened prior to air transport and found to contain dangerous goods or prohibited articles, it will be returned to the sender against payment of a fee or handed over to the proper authority.

1.4 Packaging and sender statement

Senders must ensure that items are packaged such that the contents are sufficiently protected during normal handling, including mechanical sorting, and such that the letter is prevented from causing damage or harm to other items, PostNord or any third party. Only postcards may be sent without packaging.

Porcelain, glass and similar fragile objects must be packaged extra solidly with material that is suitable for protecting the contents.

Highly fluid and readily condensable liquids and substances must be placed in completely leak-proof containers. The individual container must be packed and placed in particularly solid packaging containing a protective material which can absorb the liquid in the event of a rupture of the container.

Letters should feature the sender's name and address so that the letter can be returned to the sender if it is not possible to deliver it to the designated recipient.

For International Letters franked with PP, Franking Service or a franking machine or postage codes via the PostNord Customer Portal, the sender's name and address must be clearly stated on the letter. A logo is not sufficient. Undeliverable letters without sufficient sender information will normally not be returned but will generally be stored for collection at PostNord for two months, after which they will be destroyed.

1.5 Labeling

The address side of International Letters must be marked "Prioritaire" or labeled "A Prioritaire". The time of delivery may be extended for any letters that are not marked/labeled correctly.

1.6 Customs clearance

Where a letter containing anything other than ordinary correspondence is sent to a country outside the EU, the contents and the value of same must be specified to facilitate quick customs clearance. The sender is responsible for completing customs documents correctly as well as submitting correct electronic customs information to PostNord.

This should to the greatest possible extent be done by using the systems made available by PostNord.

Customs declaration fees as well as customs duties and VAT are paid by the recipient, unless otherwise agreed with PostNord.

1.7 Handover

International Letters may be handed over for carriage in the following ways:

- at the post office
- at a mail sorting center or business handover location
- in any of the mailboxes installed by PostNord
- For households in rural areas, prepaid letters may also be handed to the mail carrier, but without the option to buy supplementary services.

PostNord does not issue receipts for letters handed over. International Letters franked with a PP (printed postage) impression may be regarded as posted on the following day if insufficient posting details were provided or if posting conditions were not met. The sender will be charged the cost of splitting up a batch if appropriate.

1.8 Right of disposal

Until the letter has been delivered to or notification has been sent to the stated recipient, senders of letters to a number of countries are entitled to request their letter returned or delivered to a different recipient. However, PostNord cannot guarantee that the letter can be stopped if it has been handed over to another carrier. PostNord does not reimburse postage on returned letters. Where senders choose to exercise their right of disposal, PostNord may charge a fee for sending the request concerning the altered conditions.

In some cases, the postal operator in the country of destination will charge the recipient additional postage for redirecting a letter.

1.9 Delivery and redirection

Letters are delivered according to the rules applicable in the country of destination.

Letters franked with Danish postage that cannot be delivered to the recipient in the relevant country abroad will be returned to the return address.

1.10 Undeliverable letters

Letters which cannot be delivered to the recipient or returned to the sender are handled by PostNord in accordance with the regulations set out in the Danish Postal Services Act, Section 12 and associated provisions.

1.11 Confidentiality and opening mail

PostNord treats any information concerning the sender's use of postal services as confidential.

Pursuant to Danish Consolidation Act no. 646 of 2 June 2017 on the Civil Registration System as amended, an obligation may, however, be imposed on PostNord by municipal councils to provide such information for use in the investigation of a person's residential circumstances.

Where it has not been possible to find the recipient or the sender, letters handed over for carriage can be opened by PostNord without judicial authorization in conformity with the provisions set out in Section 12 of the Danish Postal Services Act.

Letters may likewise be opened without a court order where this is done to determine the extent of any damage to the consignment.

1.12 Processing of personal data

PostNord will act as data controller when processing personal data in the provision of the Service, as PostNord decides the purposes and means of the processing.

PostNord will process the personal data to provide the Service, to develop and test PostNord's IT systems, to compile anonymized statistics and to offer additional services that are naturally connected to the deliver the Service.

PostNord will process personal data related to the Customer (if the Customer is a private person) and to recipients of the packages or parcels, and/or to the Customer's employees or customers (if the Customer is a legal entity), such as name, address, telephone number and email address. The legal basis of the processing of PostNord are GDPR, art. 6, stk. 1, litra b and f, concerning the fulfillment of a contract and the legitimate interest of PostNord.

For more information on PostNord's processing of personal data and of the rights of the data subjects whose personal data is processed, see our privacy policy at; www.postnord.dk/personlige-oplysninger.

If the Customer is a legal entity, the Customer is responsible for informing its employees and/or customers of PostNord's processing of personal data.

Data controller for the processing of personal data is PostNord A/S, Hedegaardsvej 88, 2300 København.

1.13 Franking

International Letters must be franked with postage stamps, postage labels, franking marks, postage codes, PP (Postage Paid) impressions or as "postage paid" reply items.

1.14 Price

The list prices applicable at any time are published online at www.postnord.dk. They can also be viewed at post offices, which provide information about all current prices.

International Letters that are not franked or franked with insufficient postage will be carried as requested

by the sender. For this service, PostNord is entitled to bill the sender for the deficient postage, as well as to charge an administrative fee. The size of the fee charged is stated in the tables of prices available from post offices and online at www.postnord.dk. If PostNord does not know the identity of the sender, the recipient will be charged the deficient postage and any fee payable to the postal operator in the country of destination.

Items that exceed the maximum size and/or weight limits for International Letters specified in subparagraph 1.2 will be processed and priced as Postal Parcels.

1.15 Payment

In the absence of any written agreement concerning the granting of credit, payment must be made in cash when the letter is handed over for carriage.

1.16 Compensation

PostNord's compensation liability with regard to International Letters is governed by the regulations of the Universal Postal Convention (UPU) and related provisions, or by whatever agreements may have been concluded with the postal operator in the country in question; cf. Individual license issued by the Danish Transport, Construction and Housing Authority.

Pursuant to the regulations of the Universal Postal Convention, PostNord will pay no compensation of any kind, nor offer any form of discount, for delay, loss – including delivery to a wrong address – damage to or loss in whole or in part of the contents, etc. of letters, and PostNord has no compensation liability for items confiscated by authorities in Denmark or abroad.

1.17 Sender's compensation liability

The sender is obliged to indemnify PostNord against any loss incurred by PostNord as a result of non-compliance with the requirements regarding contents and packaging of a letter set out in these Special Terms and Conditions, including the requirements set out in subparagraphs 1.3 and 1.4, as well as the additional requirements regarding Registered Letters set out in subparagraph 3.1.

In other respects, the sender assumes liability for compensation in accordance with the general rules of Danish law.

1.18 Complaints

Any complaint by senders or recipients about PostNord's carriage of International Letters must be submitted to PostNord Customer Service.

The complaint must be submitted within six months of the item in question having been handed over for carriage. As regards claims for compensation, see the specific deadlines for complaints set out in subparagraph 3.7.

PostNord undertakes to handle complaints within one month of receipt, in the absence of any special circumstances.

Pursuant to the provisions of the Universal Postal Convention, certain countries of destination refuse to handle complaints about International Letters without supplementary services and Literature for the Blind. The handling of complaints about items mailed to these countries of destination will therefore be limited to an attempt to trace said items in Denmark.

Any decision taken by Customer Service may be appealed to the PostNord Complaints Review Service, Hedegårdsvej 88, 2300 København S. The Complaints Review Service also provides guidance on the complaints procedure.

2.0 Literature for the Blind

Literature for the Blind is covered by the Special Terms and Conditions for International Letters cf. subparagraphs 1.1–1.18, subject to the modifications specified below, as well as in Appendix 1 to the Individual license issued by the Danish Transport, Construction and Housing Authority.

2.1 Weight

Literature for the Blind may weigh up to 7 kg, including packaging.

2.2 Contents

Literature for the Blind items may only contain communication material destined for use by blind people. See the terms and conditions set out in Appendix 1 to the aforementioned license.

2.3 Labeling

Literature for the Blind items must be marked with a special label, which is available from selected post offices. Contact PostNord Customer Service for information about the post offices that distribute these labels.

2.4 Packaging

Literature for the Blind must be sent in packaging that ensures sufficient protection of the contents, while permitting quick and easy verification of same.

2.5 Price

Literature for the Blind items can be sent postage-free, unless otherwise provided by the Universal Postal Convention and related provisions or other international agreements. However, Literature for the Blind items may only be sent postage-free if the relationship between the sender and the recipient is non-commercial.

3.0 Registered Letters

International Letters sent as Registered Letters are covered by the present Special Terms and Conditions, cf. subparagraphs 1–1.18, subject to the following modifications:

3.1 Contents

A Registered Letter may contain cash and/or bearer securities at a value not exceeding DKK 1,050 per letter.

Certain countries of destination do not allow Registered Letters containing coins, banknotes, bearer securities, travelers' checks, platinum, gold, silver, or other valuables. Contact post offices in Denmark for additional information about the countries of destination in question. For certain countries of destination, the information is also published online at www.postnord.dk. Senders are responsible for checking to ensure that the contents of a letter may be sent by registered mail.

The value of bearer securities is calculated on the basis of the current value of the document. If the document does not state a value, or if the value stated in the document does not represent the current value, the value will be set at the commercial value that the document represents. PostNord may request documentation of the commercial value from the sender.

3.2 Labeling

Over and above the attestation set out in subparagraph 1.5, the address side of a Registered Letter must be attested/marked "Rekommanderet" (Registered) for letters sent to the Faroe Islands or Greenland, and "Recommandé" for letters sent to international destinations.

3.3 Labels, bar codes and EDI.

For Registered Letters covered by a Customer Agreement, the sender is required to submit electronic transport orders (EDI) to PostNord for all items in accordance with PostNord's Special Terms and Conditions for EDI.

3.4 Handover

Registered Letters can be handed in at the same places as International Letters, cf. subparagraph 1.7; however, they cannot be posted in mailboxes.

Registered Letters must be handed over to staff at a business handover location or at one of the post offices that accept such letters for delivery. Contact PostNord Customer Service for information about the post offices that accept Registered Letters for delivery. This information is also published online at www.postnord.dk.

PostNord can issue a receipt for handover.

3.5 Franking

Registered Letters purchased in cash via the PostNord self-service solution do not require separate franking.

Customers who have a Customer Agreement that includes Registered Letters and who are using a TA-system shall not frank the letters. The letters are invoiced based on the Customer Agreement.

3.6 Compensation

Pursuant to the regulations of the Universal Postal Convention, no compensation is payable for any delay in the delivery of a Registered Letter or for any damage caused by the delay.

Under the Universal Postal Convention, loss-independent compensation of SDR 30 – or approximately DKK 268 (at 1 August 2021) – is granted if a Registered Letter is totally damaged, lost or totally rifled.

In the event of partial loss of contents or damage, compensation will be paid for the documented value of the lost item or the documented deterioration in value caused by the damage, although in an amount not exceeding SDR 30. No compensation is paid for loss of profits or other indirect losses.

If a Registered Letter is damaged, lost or totally or partially rifled at a time when PostNord is responsible for its carriage, any compensation to the sender will, however, be determined according to the provisions for Domestic Registered Letters, provided that these provisions are more favorable to the sender. See the sections pertaining to Registered Letters in the Special Terms and Conditions for Domestic Letters.

If a registered item is totally damaged, lost or totally rifled, PostNord will reimburse the price of posting, in addition to paying the appropriate compensation. The same applies where a Registered Letter is damaged or partially rifled and the recipient has refused to take delivery of the letter as a result of the damage.

Compensation will be paid to the sender, unless the item has been delivered to the recipient. In that case, compensation will be paid to the recipient.

No compensation, including reimbursement of the amount charged for carriage of the item, etc. is payable if a Registered Letter is damaged, lost or rifled as a result of fault or negligence on the part of the sender, poor condition of the letter, or force majeure.

PostNord is under no circumstances liable to pay compensation, including reimbursing the amount charged for handling, etc. in cases where the sender has failed to meet the requirements set out in these Special Terms and Conditions regarding packaging of, or contents admitted in, a Registered Letter.

The detailed conditions regarding payment of compensation, including reimbursement of the amount charged for carriage, and the regulations for determining liability are as specified in the Universal Postal Convention and associated regulations.

3.7 Deadlines for complaints

In the event of damage or total or partial loss of the contents of a Registered Letter, the recipient or – where the letter has been returned – the sender must complain to the postal operator in the country in question on taking delivery of the Registered Letter.

Any complaint about total loss of the letter must be made within six months from the day on which the item was accepted for carriage.

Where complaints are not made within the stated deadlines, any claim made against PostNord by either the sender or the recipient will be forfeited.

3.8 Period of limitation

The period of limitation for a claim against PostNord is one (1) year from the date on which the letter is handed over for carriage, unless otherwise stipulated in mandatory legislation.

The institution of proceedings will suspend the period of limitation.

4.0 Consignment/Direct Entry

Consignment/Direct Entry is the designation of items handed over to or collected by PostNord, which are conveyed jointly to a country of destination and cleared through customs in countries outside the EU.

Items sent as Consignment/Direct Entry appear as if they were sent as domestic mail in the country of destination. International Letters (A Prioritaire), Economy Letters (B Economique) and unaddressed mail can be sent as Consignment/Direct Entry.

Letters sent as Consignment/Direct Entry are covered by the Special Terms and Conditions for International Letters, cf. subparagraphs 1–1.18, subject to the following modifications, which also apply to unaddressed mail and Economy Letters (B Economique) sent as Consignment/Direct Entry:

4.1 Conditions for sending mail as Consignment/Direct Entry

Senders of Consignment/Direct Entry mail must have entered into a Customer Agreement with PostNord to this effect.

Consignment/Direct Entry agreements must conform to the rules and regulations in effect in the country of destination.

4.2 Delivery time and quality targets

The time of delivery of Consignment/Direct Entry mail depends on the country to which items are sent, and whether items are sent as International Letters (A Prioritaire) or Economy Letters (B Economique).

4.3 Physical dimensions, weight and packaging

The national rules and regulations in effect in the country of destination must be met. Additional information about these rules and regulations is available from PostNord, and senders are solely responsible for complying with same – cf. subparagraph 4.6.

4.4 Handover

Consignment/Direct Entry mail must be handed over at a mail sorting center. In respect of certain Consignment/Direct Entry mail types, special requirements apply with regard to notification, special acceptance times or times for posting. Contact PostNord for additional information about these requirements.

Each batch of Consignment/Direct Entry letters handed over must contain at least the minimum quantity of items per total batch. The minimum quantity per batch is stated in the price list. Batches containing less than the minimum quantity of items will generally be subject to payment of a surcharge. Additional information concerning batch volumes for the different types of items, including batch volumes for Unaddressed Mail, is available from PostNord.

Consignment/Direct Entry mail must be handed over in clear plastic bags, in letter trays on tray carriers, or on approved EUR pallets for each individual country. Senders are responsible for ensuring compliance with the current requirements of the country of destination as to EUR pallets.

The maximum weight limits are 20 kg per bag and 600 kg per pallet. A pallet must not exceed the following dimensions: length x width x height = 120 X 80 X 180 cm.

Senders of Consignment/Direct Entry mail must comply with the regulations pertaining to consignment notes in effect from time to time. Sending Consignment/Direct Entry mail is conditional on the Customer using an Excel printing solution to complete and print the necessary consignment notes.

Senders must use the Excel printing solution to prepare the following documents for each country, which are to be used in connection with posting and direction of Consignment/Direct Entry mail:

- K100 "Consignment/Direct Entry-følgeseddel" (Consignment/Direct Entry consignment note) (the Customer's receipt)
- Three copies of CN32 "Level 3, Direct Entry note" (consignment note intended for the border sorting office)
- K98 "Consignment/Direct Entry dirigeringsedler" (Consignment/Direct Entry direction slips)

- "The Customer's receipt" and the three copies of CN32 "Level 3, Direct Entry note" must be handed over in K48 "Plastpose" (plastic bag).

A combined invoice for use in customs clearance must accompany Consignment/Direct Entry batches for countries outside the EU. For items containing commodities, a copy of a commercial invoice must also accompany each item.

Each transport package must be provided with a K96 "Plastpose" (plastic bag), which must contain a completed K98 "Consignment/Direct Entry dirigeringseddel" (Consignment/Direct Entry direction slip), which is numbered and followed by a hyphen and the total number of transport packages (Page 1 of 3, Page 2 of 3 and Page 3 of 3). The direction slip for the transport package to which the consignment notes are affixed must be marked "F". If letter trays on tray carriers are used, only the tray carriers need to be provided with a K96 "Plastpose" (plastic bag) containing the consignment note and direction slip.

4.5 Import duties and taxes

In connection with Consignment/Direct Entry mail for countries outside the EU, the sender must be represented by a local agent in the country of destination tasked with handling customs clearance and taking responsibility for the payment of import duties and taxes.

4.6 Compensation

The Customer is responsible for ensuring that items sent as Consignment/Direct Entry meet the requirements of the country of destination. PostNord will not check that this is the case.

In the event that Consignment/Direct Entry mail fails to comply with these requirements, PostNord reserves the right to charge an additional fee on the basis of any amount for which the postal operator in the country of destination may subsequently have invoiced PostNord.

The sender is otherwise obliged to indemnify PostNord for any loss incurred by PostNord as a result of non-compliance with the requirements set out in these Special Terms and Conditions regarding the contents and packaging of an item.

In other respects, the sender assumes liability for compensation in accordance with the general rules of Danish law.

PostNord will pay no compensation of any kind and will not offer any form of discount for delay, loss – including delivery to a wrong address – total or partial loss of contents or damage to items sent as Consignment/Direct Entry; cf. subparagraph 1.17. This also applies to Unaddressed Mail sent as Consignment/Direct Entry.

5.0 PostNord Tracked

PostNord Tracked is a term for less traceable consignments that can be sent to selected countries.

PostNord Tracked cannot be combined with supplementary services.

PostNord Tracked is covered by the Special Terms and Conditions for International Letters, cf. subparagraphs 1–1.18, subject to the following modifications:

5.1 Conditions for sending PostNord Tracked

Senders wishing to send PostNord Tracked must have entered into a Customer Agreement with PostNord to this effect.

5.2 Dimensions and weight

PostNord Tracked can be sent as a Large-format Letter or Maxi-format Letter. Letters must comply with the following dimensions:

Minimum:

- 14 x 9 cm. For roll or tube, length 10 cm and length + 2 x diameter or height = 17 cm.

Maximum – dimensions:

- Large-format letters: 33 x 23 x 1 (slightly larger than C4)
- Maxi-format letters: length 60 cm and length + width + height or thickness = 90 cm. For roll or tube, length 90 cm and length + 2 x diameter or height = 104 cm.

Maximum – weight:

- Large-format letters: 500 g. Some countries allow up to 2,000 g: see price list for more details.
- Maxi-format letters: 2,000 g.

5.3 Labels, bar codes and EDI

For PostNord Tracked, the sender is required to submit electronic transport orders (EDI) to PostNord for all items in accordance with PostNord's Special Terms and Conditions for EDI.

Address labels and bar code stickers must be placed on the largest surface of the item. String, tape and the like must not be placed over the bar code, and the bar code must not be folded around the corners of the item. If packaging is reused, the old bar codes must be removed.

5.4 Franking

Franking takes place using an approved transport administration system.

5.5 Handover

PostNord Tracked is handed in at a mail sorting center or a business handover location.

A PostNord Tracked consignment must consist of a minimum number of items per batch. The minimum quantity per batch is stated in the price list. Batches of less than a minimum quantity will be subject to a surcharge.

PostNord Tracked must be submitted in clear plastic bags, letter trays on tray carriers or on approved EUR pallets, divided by country.

The maximum weight limits are 20 kg per bag and 600 kg per pallet. A pallet must not exceed the following dimensions: length x width x height = 120 X 80 X 180 cm.

Each item of transport packaging must have a direction slip marked "PostNord Tracked" and the country of destination must be stated.

5.6 Prices

The price is composed of an item price and a kilo price and is individual per country. The prices appear from the price list applicable at any time at www.postnord.dk.

The invoicing is based on a scan of the consignment combined with weight in the EDI received. If the weight is missing in the EDI, it will be set to 1 kg.

6.0 PostNord Untracked

PostNord Untracked is a term for small, non-traceable consignments that can be sent abroad.

PostNord Untracked cannot be combined with supplementary services.

PostNord Untracked is covered by the Special Terms and Conditions for International Letters, cf. subparagraphs 1–1.18, subject to the modifications that appear from subparagraphs 5.1–5.4 and the following additional modifications:

6.1 Handover

Each item of transport packaging must have a direction slip marked "PostNord Untracked" and the country of destination must be stated.

6.2 Prices

The price is composed of an item price and a kilo price. The price is individual per country. If the country does not appear in the price list, the items will be priced as a Remaining Mail. The prices appear from the price list applicable at any time at www.postnord.dk.

Invoicing is based on consignment notes.

7.0 Sorted International Mail

Sorted International Mail is covered by the Special Terms and Conditions for International Letters, cf. subparagraphs 1–1.18, subject to the following modifications:

7.1 Conditions for sending Sorted International Mail

Senders wishing to send Sorted International Mail must have entered into a Customer Agreement with PostNord to this effect.

7.2 Dimensions and weight

Sorted International Mail can be sent as either Standard-format Letter, Large-format Letter or Maxi-format Letter. Letters must comply with the following dimensions:

Minimum:

- 14 x 9 cm. For roll or tube, length 10 cm and length + 2 x diameter or height = 17 cm.

Maximum – dimensions:

- Standard-format letter: 23 x 17 x 0.5 cm.
- Large-format letters: 33 x 23 x 1 cm (slightly larger than C4)
- Maxi-format letters: length 60 cm and length + width + height or thickness = 90 cm. For roll or tube, length 90 cm and length + 2 x diameter or height = 104 cm.

Maximum – weight:

- Standard-format letters: 100 g
- Large-format letters: 500 g. However, some countries allow up to 2,000 g; see price list for more details.
- Maxi-format letters: 2,000 g.

7.3 Franking

Sorted International Mail must be PP franked.

7.4 Handover

Each batch of Sorted International Mail must be accompanied by a completed delivery note for Sorted International Mail (EK2).

A Sorted International Mail consignment must consist of a minimum number of items per batch. The minimum quantity per batch is stated in the price list. Batches of less than a minimum quantity will be subject to a surcharge.

The Sorted International Mail must be divided by country and handed in at a business handover location.

7.5 Prices

The price is composed of an item price and a kilo price. The price is individual per country. If the country does not appear in the price list, the items will be priced as Remaining Mail.