



Special Terms and Conditions

Parcels

1 General Information

The following services are subject to these special terms and conditions:

- PostNord Parcel Locker
- PostNord Service Point
- PostNord Home
- PostNord Business
- PostNord Return

PostNord Parcel Locker is a parcel service with delivery via PostNord's service centers' parcel lockers. Hereinafter referred to as "*Parcel Locker*".

PostNord Service Point is a parcel service with delivery via PostNord's service centers. Hereinafter referred to as "*Service Point*".

Service centers include manned service points and parcel lockers.

PostNord Home is a parcel service with delivery to the private recipient's door. Hereinafter referred to as "*Home*".

PostNord Business is a parcel service with delivery to the company's door. Hereinafter referred to as "*Business*".

PostNord Return is a service where the recipient has the option of returning a delivered parcel. Hereinafter referred to as "*Return*".

Swedish, Danish, Norwegian and Finnish Customer means Customer whose agreement is entered with the PostNord entity in said country.

See the current price list:

postnord.dk

See Special Terms and Conditions for Additional services:

postnord.dk

1.1 NSAB 2015 and National General Terms and Conditions

The Nordic Association of Freight Forwarders' General Terms and Conditions, NSAB 2015, constitute a part of these special terms and conditions, with the exception of section 25 A, second paragraph (insurance) and sections 27-29 (notice of claim, time-bar and dispute resolution). With respect to notice of claim, time-bar and dispute resolution, the provisions of the National General Terms and Conditions of the relevant PostNord entity shall apply instead. As opposed to what is specified in NSAB 2015, sections 7, 15 and 19, PostNord is not liable for delayed collection, transport and delivery unless a specific agreement has been made in that regard.

2 Dimensions, weight and destination

2.1 General requirements

It is the Customer's responsibility to ensure that each parcel complies with the dimensions and weight limits applicable to the selected service. If a parcel is handed over for carriage

that does not comply, PostNord reserves the right to handle the parcel in another manner than according to the selected service's terms and conditions. A surcharge may also be applied.

All parcels must have minimum dimensions of 1,5 x 10 x 15 cm and weigh a minimum of 150 grams, regardless of destination.

Countries and country specific exceptions regarding dimensions and weight:

postnord.dk

Destinations and exceptions are as defined in current price list.

2.2 Parcel Locker

Destination	Maximum dimensions	Maximum physical weight
Sweden, Denmark and Norway	42 x 49 x 60 cm	10 kg
Finland	42 x 49 x 60 cm	20 kg

2.3 Service Point and Return

Destination	Maximum dimensions	Maximum physical weight
Sweden, Denmark, Norway and Finland	Length: 150 cm Length + circumference: 300 cm Domestic in Norway: Length: 240 cm Length + circumference: 360 cm Domestic Return in Finland: Length: 175 cm	20 kg Domestic in Finland: 30 kg Domestic in Norway: 35 kg
Other countries in Europe	Length: 100 cm Length + circumference: 250 cm	20 kg

2.4 Home and Business

Destination	Maximum dimensions	Maximum physical weight
Sweden, Denmark, Norway and Finland	Length: 175 cm Length + circumference: 300 cm	35 kg
Other countries in Europe	Length: 175 cm Length + circumference: 300 cm	31,5 kg

2.4.1 Specifically for Danish Customers

Destination	Maximum dimensions	Maximum physical weight
The Faroe Islands and Greenland	Length: 150 cm Length + circumference: 300 cm	35 kg
Selected European countries	Length: 175 cm Length + circumference: 300 cm	31,5 kg

Rest of the world	Length: 150 cm Length + circumference: 300 cm	20 kg
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To the Faroe Islands and Greenland, parcels up to 175 cm in length may be sent with the additional service Economy.

2.5 Special requirements for heavier parcels

Special requirements for heavier parcels to and from Denmark, Sweden, Germany and the Netherlands, see section 7 Labelling.

2.6 Surcharges related to dimensions and weight

The relevant surcharge can be found in current pricelist.

2.6.1 Special handling

For parcels with a length exceeding 120 cm, two sides greater than 60 cm or for parcels that are unsuitable for machine sorting as described in the "Packaging" section, a Special handling surcharge can be applied. For additional information:

postnord.dk

2.6.2 Oversize

If the maximum weight, maximum length, or maximum length + circumference is exceeded, a surcharge will be applied (Oversize or Oversize Parcel Locker). The Oversize surcharge cannot be applied for the same parcel in cases where the Oversize Return is charged. For the same parcel, both the Oversize and Special handling surcharge may be applied.

If the parcel is longer than 220 cm or length + circumference more than 360 cm and/or weighs more than 35 kg, a surcharge may be applied (Oversize Return), and the parcel will be returned to the sender. This applies to Sweden, Denmark and Finland and exports from Norway.

If a *Parcel Locker* exceeds the maximum permitted dimensions, the parcel is redirected to a service point for pickup.

If a *Parcel Locker* or *Service Point* is submitted with a scanned weight or dimensions exceeding *Service Point* limits but remains within the maximum limits for *Home*, it will be delivered to the recipient's address. In such cases, the parcel will be subject to the terms and conditions for *Home* as set out in these Special Terms and Conditions for parcels and a surcharge will be applied (Oversize).

3 Prices

PostNord weighs and measures the parcels using weighing and measuring equipment. The results of such weighing and measuring are used for invoicing.

Finnish and Norwegian customers may be invoiced based on the weight provided by the customer, whichever is greater.

4 Contents

PostNord may refuse parcels for carriage if their contents, carriage or storage are in contravention of any legislation, or if they require special arrangements, safety measures or permits.

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

4.1 Dangerous goods

For definition of dangerous goods, please refer to local authorities.

The parcel may not contain dangerous goods with the exception of so called limited quantities of dangerous goods. See additional service Limited Quantities of Dangerous Goods in Special Terms and Conditions for Additional services.

Norwegian customers, however, may send parcels within Norway containing dangerous goods with the exception of certain goods e.g. explosives and toxic substances. For more information, see postnord.no.

4.2 Prohibited contents

The following items may not be sent in parcels:

- Valuable items with a value exceeding EUR 520 (for Danish customers, DKK 4,800) per parcel, including but not limited to precious metals, precious stones, real pearls, furs, carpets, clocks, works of art, antiques, jewellery, gift cards, coupons and admission tickets.
- Valuable documents and securities such as money, banknotes, credit cards, and other valuable documents.
- Human remains, funeral urns containing the ashes of the deceased, body parts and organs.
- Dead or living animals.
- Weapons and weapon parts including air-propelled weapons or ammunition of whatever kind.
- Illegal narcotics/drugs and counterfeit products.
- Hazardous waste. For definition of hazardous waste, please refer to local authorities.
- Infectious biological substances as well as diagnostic tests which are not packaged pursuant to IATA's packaging instructions.

If the parcel is to be transported by air, there are also content restrictions issued by IATA (International Air Transport Association)/ICAO (International Civil Aviation Organization), see Dangerous Goods Regulations Manual at [iata.org](https://www.iata.org). The parcel may not contain anything which conflicts with such restrictions. Parcels found to contain dangerous goods or prohibited contents need to be picked up by the Customer or handed over to the relevant authority.

4.2.1 Specifically for Swedish Customers

Used products may be sent as parcels, provided that they do not constitute waste but are considered products with an intrinsic value and do not contain hazardous waste as defined by applicable law or by the competent authority.

Service Point, *Parcel Locker* and *Home* may contain tobacco goods or similar products according to Swedish Act (2018:2088) or tobacco-free nicotine products according to Swedish Act (2022:1257) only when using the additional service Tobacco.

Parcels may contain fruit flies, bees, leeches and silkworms.

Goods that require a special written agreement with PostNord:

- Alcoholic drinks according to the Alcohol Act (not allowed for *Parcel Locker and Home*).
- Copies of weapons, weapon parts including air-propelled weapons or ammunition.
- Medications.
- Plants, perishables or goods that need to be chilled or heated to temperatures other than normal transportation conditions.
- Tyres and drift mat for motorised vehicles.
- Tobacco goods or similar products according to Swedish Act (2018:2088) or tobacco-free nicotine products according to Swedish Act (2022:1257). Applies to *Return and Business*.

4.2.2 Specifically for Danish Customers

Credit cards, money and other valuable items are allowed in parcels.

Alcohol may only be sent to addresses in Denmark (excluding Greenland and the Faroe Islands).

The additional service Tyres is mandatory when sending tyres.

Parcels within Denmark may contain certain invertebrates, such as predatory mites and worms, which do not require special care during transport, and which can handle repeated parcel handling, if they are sent as *Home* or *Business* and if the additional service Return to Sender is chosen. The sender must also have entered into a Collection agreement with PostNord or make use of the additional service Ad hoc pickup. The sender must ensure that the method of sending the specific invertebrates as a parcel complies with animal welfare legislation.

Danish Customers may send certain valuable items with value exceeding DKK 4,800 with the additional service Insured Items. Further information on which valuable items that can be sent and require the use of *Insured Items* is available in the Special Terms and Conditions for Additional Services.

If a parcel which, due to its contents, should have been sent as an Insured Item pursuant to these Terms and Conditions and the Special Terms and Conditions for Additional Services, but has not been sent as an Insured Item, the Customer shall be barred from recovering compensation for loss or damage.

Following items may not be sent in parcels:

- Perishable foods or other perishable biological material. A parcel may, however, contain packaged non-perishable foods (i.e., foods that do not require refrigeration).
- Tobacco and other nicotine products, including electronic cigarettes and refill containers with or without nicotine.
- Knives that require a permit to purchase, possess, carry or use.
- Copies of weapons.

4.2.3 Specifically for Finnish Customers

The following items may not be sent in parcels:

- Contents which, due to their odour or other characteristics, cannot be carried in the same load space as parcels.
- Live plants and soil.

Goods that require a special written agreement with PostNord:

- Infectious substances belonging to category A (UN 2814, UN 2900).
- Tobacco, nicotine patches, alcoholic beverages and drugs.
- Replicas of weapons and ammunition.
- Perishables or goods that need to be chilled or heated to temperatures other than normal transportation conditions.
- Tyres for motorized vehicles.

4.3 **Import regulations**

Countries have different import regulations. The Customer is responsible for ensuring that the parcel does not contain any object which is prohibited from being imported into the relevant recipient country. For more information see:

postnord.dk

4.4 **Highest permitted value of contents**

Parcels may not contain items, of which the value exceeds EUR 13,000 per parcel.

4.5 **Parcels sent by air**

All air parcels are x-rayed in accordance with Regulation (EC) No 300/2008. Parcels whose contents cannot be identified will not be transported by air and will either be sent by alternative transport, if possible, or returned to the sender.

5 **Transport EDI**

5.1 **Digital EDI information**

PostNord is to be informed in advance of the transport instructions for each parcel in one of the following ways:

- By the Customer registering in the Business portal and using the create shipping labels function, see portal.postnord.com.
- By the Customer using PostNord's Booking API, see developer.postnord.com, or
- By the Customer using a PostNord approved Transport Administration system (TA system).

PostNord is not obliged to carry parcels for which no EDI information is given.

5.2 **Missing or incorrect EDI**

In the event that the required EDI information is missing or incorrect, a surcharge will be applied in accordance with the current pricelist. Furthermore, the parcel may be delayed or returned, and it may not be possible to provide some services, such as digital notifications.

5.3 **Customer requirements**

The Customer undertakes to:

- Send transport EDI to PostNord before the parcel is submitted for carriage with PostNord,
- Submit the parcel to PostNord within 14 days from the submission of the pre-notification. If the Customer uses the additional service Print Label, the parcel must be submitted within 60 days of creating the scannable code,
- Provide correct information (such as correct receiver postal code, door code, supplemental service codes) in accordance with the specification applicable from time to time for EDI messages, which can be downloaded from developer.postnord.com. If the customer creates labels via the Business portal, it follows the specification.
- For parcels to Germany and the Netherlands weighing more than 10 kg, it is mandatory to state the weight of the parcel.

- Ensure conformity between transport EDI and goods sent.

In the event that the information on the shipping label is different from the information in the transport EDI, the information in the transport EDI shall apply.

5.4 Reuse of bar codes

(Sections 5.3-5.5 shall not apply to customers who create shipping labels in the Business portal).

Bar codes must not be reused within a specified period from the time when they were last in use, depending on the type of bar code.

- SSCC bar codes: 1 year and 3 months
- S10 bar codes: 5 years and 3 months
- DPD bar codes: 6 months

5.5 Notice and liability for system changes

If a party, meaning the Customer or PostNord, plans a system change that may affect the other party, they must inform them three months in advance. If they fail to do so, the party who undertakes the system change shall compensate the other party for such direct costs caused by the change.

6 Addressing

The address on the label must be in accordance with specifications, which can be downloaded from developer.postnord.com.

The delivery address, SMS number and/or e-mail address must be indicated correctly and in such a manner that it can be understood in the delivery country. Delivery address means the street address, post code and town. The delivery address must be using Latin letters and Arabic numerals. For export parcels, the nationality code in accordance with ISO is to be stated before the post code. The addressee country name must be stated in the sending country's local language.

For *Business* and *Home*, the recipient's door code may also be stated if available.

For *Return*, the recipient's delivery address on the label shall be the return recipient's delivery address. The return sender's SMS number and/or email address must be indicated.

For *Parcel Locker*, the additional service Choice of Collection Location is mandatory. For *Service Point*, the additional service Choice of Collection Location is mandatory to all countries except Sweden.

Return from Norway to the other Nordic countries includes collection and handling at a terminal, as well as transportation to the return location at the Norwegian PostNord address stated on the shipping label according to the specification at developer.postnord.com.

6.1 Surcharges specifically for Swedish Customers

In those cases where a box address/post box number is stated, a surcharge will be applied.

If a parcel is addressed to a postal code on the applicable *City and Locality Surcharge* list, a locality or city surcharge will be charged.

In cases where the sender of a *Return*'s SMS number and/or e-mail address is missing, a surcharge will be added for Missing or incorrect EDI.

7 Labelling

The Customer is responsible for ensuring that a complete shipping label is attached to the parcel in accordance with the specification which can be downloaded from developer.postnord.com. The validity period for a printed shipping label corresponds to the period during which the EDI information remains valid under section 5.3.

Address labels and barcode stickers must be placed on the largest surface of the parcel. String, tape and the like must not be placed over the barcode, and the barcode must not be folded around the corners of the parcel. When reusing packaging, all previous labels, barcodes, stickers, and similar markings must be removed.

If a shipment requires manual handling because the shipping label is missing, damaged, or cannot be scanned a surcharge may be applied (Unreadable label).

Deliveries in Sweden and Finland to recipients within secure areas at airports and ports require Approved supplier status. The goods must also be labelled with the words Approved supplier. For more information, please refer to local authorities.

7.1 Special requirements for heavier parcels

- To and from Sweden, the barcode label ">20 kg" must be affixed to three sides of parcels weighing more than 20 kg. Furthermore, the additional service Heavy must be used.
- To and from Denmark, PostNord's official barcode label '>20 kg<' (label over/plus 20 kg) must be affixed to parcels weighing more than 20 kg.
- To and from Germany and the Netherlands, special marking is required for parcels weighing more than 10 kg. For Customers using the Business portal or PostNord's Booking API, the marking is added automatically to the shipping label, when the weight of the parcel is included in the EDI information.

8 Packaging

The sender is responsible for ensuring that the goods provided are packaged in such a way that they can withstand normal handling during transport and machine sorting. Parcels that are not suitable for machine sorting include, but are not limited to, unstable parcels, rolls, tubes, buckets, and unevenly shaped parcels.

The packaging must also be designed so that the goods cannot cause damage to another parcel, PostNord's personnel or property.

The goods shall be wrapped in shock-absorbing material. If the contents are liquids, absorbent material must also be included. In the event of leakage, spillage or other release of the contents, PostNord is entitled to discard the parcel if the damage is deemed too extensive to be repaired. PostNord is also entitled to hand over the parcel to a third party for safe handling, after which the sender is responsible for contacting said third party for the details of an agreement on the delivery of the contents.

Tips on recommended packaging are available at:

postnord.dk

In the event of a complaint regarding damage, save the packaging.

For parcels that are unsuitable for machine sorting, a surcharge for Special handling will apply in accordance with current price list.

9 Customs information

Applies to parcels which are shipped outside the EU.

The sender is responsible for being correctly registered with the relevant customs authorities and for completing and providing all customs information accurately and in accordance with applicable customs regulations. Digital customs information shall be submitted to PostNord in advance via PostNord Booking API, see developer.postnord.com, or in accordance with EDI specifications, which can be downloaded from developer.postnord.com. For parcels to Northern Norway and returns from Northern Norway, limited digital customs information shall be sent per parcel in accordance with EDI specifications. Advance notification must be made before the goods are handed over to PostNord. Digital customs information must be available on all goods that are to be declared through customs (by PostNord or another party). The parcel must be delivered to PostNord no later than 30 days after the advance notification.

Customs information must contain information regarding all parcels included in the shipment. For example, Seller and Buyer with contacts and telephone numbers, EORI number, item, quantity, product code, weight, country of origin and payment terms. See examples of customs information at:

postnord.dk.

The buyer indicated on the customs invoice must be the importer who undertakes to pay VAT, customs duties and any other import duties. Only digital customs information is sent to Norway. For priority treatment (customs duty reduction), the recipient country's requirements for certificate of origin apply, e.g. an invoice declaration or EUR.1.

Physical customs information, such as customs invoices, shipping lists and any other documents, should be placed on parcel number 1 in a plastic wallet. The customs invoice must be at least in two copies and written in English. Customs invoices include both commercial and proforma invoices. When several parcels are to be included in the single customs clearance, the included parcels must be stated on the customs invoice, or a shipping list must be used. The customs invoice or shipping list must include details of the shipment item numbers. See also the additional service Split Shipment in the Special Terms and Conditions for Additional services. Only digital customs information is sent to Norway.

If digital or physical customs information differs, the digital customs information shall take precedence for Finnish and Swedish customer. For Danish customer, the physical customs information shall take precedence.

In the event that the digital or physical customs information is incorrect, incomplete or unavailable to PostNord, delivery of the shipment may be delayed, a fee may be charged, or the delivery may be returned. PostNord is under no obligation to

transport shipments for which it has not received correct advance notification.

If the Customer fails to complete or exchange the necessary customs information and the parcel therefore remains in the possession of PostNord or PostNord's partner, without any possibility of returning it to the Customer, PostNord reserves the right to destroy the parcel.

Classification of delivery terms and conditions and customs charges, see current price list. For more information, please refer to the national authorities.

9.1 Specifically for Danish Customers

If PostNord does not receive an export declaration, the sender may be ordered to pay for PostNord submitting an export declaration to the Danish customs authorities on behalf of the sender.

Customers sending parcels to Norway under the VEOC scheme, the Additional service VEOC must be selected. The terms and guidelines for the use of the VEOC scheme are set on www.postnord.dk.

Conditions for sending goods, etc., from Denmark to the USA and Puerto Rico are set out in the special customs terms for the USA and Puerto Rico, which can be found at postnord.dk.

9.2 Returns from Norway

When a *Return* or an undeliverable parcel (according to section 11.11) is to be returned to the other Nordic countries, the Customer shall create a custom invoice in Nordic Return Solution (NRS) that can form the basis of customs clearance in Norway and send PostNord a copy of this, see Nordic Return Solution (NRS) available on the Business portal at portal.postnord.com. Customers that are not connected to the Nordic Return Solution (NRS) will be notified by PostNord and thus receive temporary authorization to administer their return.

The customs invoice is to have arrived at PostNord no later than three (3) working days after PostNord has informed the Customer that the items/parcel must be returned to the original sender.

9.3 Customer's liability

The Customer shall bear all costs relating to the recipient's failure to pay charges and taxes.

9.4 Customs related surcharges

Any additional costs associated with importation into the destination country are paid by the Customer.

If the digital customs information is unavailable to PostNord, is incorrect or incomplete, the Customer may be charged in accordance with current price list.

10 Collection/Handover

Parcels are collected from the Customer either pursuant to a fixed collection agreement or on an ad hoc basis. For more information about collection see:

postnord.dk

See the additional service Book pickup in Special Terms and Conditions for Additional services.

Parcels can be picked up at street level or via a loading bay if PostNord assesses that they can be loaded safely.

The customer shall ensure that the access road and unloading site are suitable for the delivery vehicle and unloading operations. Access must be maintained in all weather conditions, and the unloading site must be unobstructed.

In case a large number of parcels are to be collected and are packed on a transport unit by the Customer, they must secure the unit e.g., with packing film.

If the agreed or booked collection cannot be completed due to circumstances related to the collection arrangement, a surcharge may be applied according to the current price list. Examples include no goods being available for collection, the Customer or contact person being unavailable, or an incorrect collection address being provided.

During certain periods, e.g. when goods volumes are higher or transport capacity is limited, a Capacity Surcharge may be applied according to the current price list.

All parcels can be handed over at PostNord's service points. Some parcels can also be handed over in parcel lockers:

- In Sweden and Finland: *Parcel Locker, Service Point, Home and Return*
- In Denmark: *Return*
- In Norway: *Parcel Locker, Service Point and Home*

When handing in a parcel at a parcel locker or service point the maximum weight is 20 kg in Denmark and Sweden, regardless of service. The parcel must comply with the maximum dimensions' constraints for *Parcel Locker* or *Service Point*, respectively. See section 2.

In Sweden; *Home* and *Business* exceeding 20 kg must be collected with a booked collection or handed in at a distribution hub.

In Denmark; *Home* and *Business* exceeding 20 kg must be collected either pursuant to a fixed collection agreement or by using the additional service Ad hoc Pickup or handed in at a Business Drop Off. PostNord's responsibility begins when the sender has received confirmation that the parcel has been handed in.

The number of parcels that may be submitted per day varies in the Nordic countries, depending on local conditions and capacity.

11 Delivery

11.1 Delivery time

Information about delivery times is available at:

postnord.dk

11.2 Retention time

Information about retention times is available at:

postnord.dk

11.3 Parcel Locker and Service Point

Parcel Locker and *Service Point* are delivered to a service center.

If there is no available capacity on the day of delivery, the parcel will be placed for pickup at (another) service center.

When a *Parcel Locker* or *Service Point* is ready for pickup, PostNord will send a notification to the recipient (see section 12 Notification). The recipient forwarding a notification/pickup code is deemed equivalent to authorization having been given to the person in question to pick up the parcel. The deadline for picking up the parcel is specified in the notification to the recipient.

11.3.1 Pickup at parcel locker

Pickup at a parcel locker requires the recipient to have installed the PostNord App.

In Finland, parcels can also be picked up without the PostNord App but with the PIN code included in the notification, depending on the type of parcel locker.

11.3.2 Pickup at service point

Pickup at service points requires a pickup code in form of a scannable code. The recipient receives the pickup code in the PostNord App or via SMS/email.

In Finland, a parcel can also be handed over against a PIN code from a service point.

11.4 Home

As a general rule, *Home* is delivered to the recipient's mailbox.

If the parcel does not fit in the mailbox, the parcel is delivered by placing it at the recipient's door without the recipient having to be present to receive the parcel.

In Denmark, delivery at the recipient's door without personal handover requires the recipient's prior consent. If the Customer is unable to obtain such consent, the parcel must be sent using an additional service that includes personal handover to the recipient. If the recipient is enrolled in the Modtagerflex scheme, parcels that cannot be delivered to the mailbox will be delivered to the designated Modtagerflex location. Where such delivery is not possible, the parcel may be delivered at the recipient's door.

PostNord may contact the recipient by phone to agree on the details for the delivery of a parcel.

For unattended deliveries, PostNord's delivery scan constitutes proof of delivery, and PostNord's liability for the parcel ceases upon delivery.

The Sender may choose to purchase an additional service to ensure attended delivery. For more information see Special Terms and Conditions for Additional services.

In Sweden, if the *Home* parcel weighs more than 20 kg, delivery is made to the curb side/ground floor against POD (see 11.6). For *Home*, delivery shall be made to the stated address if located on a generally passable road, meaning a road without axle-load restrictions set by the Swedish Transport Administration or equivalent authority. In Denmark, parcels weighing more than 20 kg and parcels containing tyres will, where feasible, be delivered to the designated Modtagerflex delivery location or left outside the recipient's door using the additional service Delivery without POD.

For *Home* in Norway, delivery cannot be made to addresses in postal code areas where PostNord does not offer home delivery. See postnord.no for the list of postal codes.

11.5 Business and Return

Business and *Return* are delivered to the recipient's door. The recipient must sign a proof of delivery (see 11.6) for the parcel upon delivery. In case of customer specific agreements between PostNord and the recipient regarding alternative delivery forms, the agreed upon delivery form takes precedence. Where there is a communal reception or a loading dock/goods reception facility, delivery will be made here if PostNord assesses that the goods can be loaded safely.

In Sweden, if the parcel weighs more than 20 kg, delivery is made to the curb side/ground floor against POD (see 11.6). For *Business* and *Return*, delivery shall be made to the stated address if located on a generally passable road, meaning a road without axle-load restrictions set by the Swedish Transport Administration or equivalent authority.

In Denmark, *Business* will be delivered to the mailbox if the parcel fits. If the recipient is enrolled in the Modtagerflex scheme, parcels that cannot be delivered to the mailbox will be delivered to the designated Modtagerflex location. In all other cases, delivery will be made against signature. PostNord's delivery scan or the recipient's signature constitutes proof of delivery, and PostNord's liability for the parcel ceases upon delivery. Parcels weighing more than 20 kg or containing tyres will, where feasible, be delivered to the designated Modtagerflex delivery location or left outside the recipient's door using the additional service Delivery without POD.

PostNord may change the sender's declaration that the parcel is a *Business* if it follows from PostNord's registrations that the recipient is a private person/address. In such cases, PostNord will treat the parcel in question as a *Home* and a surcharge will be applied.

11.6 Proof of delivery (POD)

POD stands for Proof of delivery and is a document signed by the recipient or other authorized party confirming the delivery of a parcel. Not only the named recipient but any person at the delivery address shall be considered authorized to sign for the delivery and receive the parcel.

For unattended deliveries, PostNord's delivery scan constitutes proof of delivery. For quality control purposes, PostNord may take a photo upon delivery. The parcel is deemed delivered once the delivery has been registered. PostNord's liability for the parcel ceases upon delivery.

11.7 Unsuccessful delivery of Home, Business or Return

Home, *Business* and *Return* include one delivery attempt. If a parcel cannot be delivered, the parcel is made available for pickup from a service point on the next delivery day.

In Finland, this applies only where recipient contact details are available; otherwise, the parcel will be returned to the sender.

Parcels weighing more than 20 kg, or contain tyres, will in Sweden and Denmark be placed for pickup at the nearest distribution hub, depending on handling in each country.

Upon receiving a notification, the recipient may pick up the parcel in accordance with the procedure described in section 11.3.2. In Norway and Finland another delivery attempt is made. If this delivery attempt also fails, the parcel will be returned to the sender.

In Sweden and Norway; for *Home* with the additional service ID Check and for *Business*, the person picking up the parcel must provide identification.

11.8 Recipient's delivery options (FlexChange)

FlexChange is a service whereby the recipient may choose alternative delivery options.

If the recipient uses FlexChange, delivery takes place according to the recipient's selected delivery option.

FlexChange options may vary between services and countries.

For more information about FlexChange options across the Nordics, see:

postnord.dk

11.9 Recipient Flex in Denmark

Recipient Flex (Modtagerflex) is a scheme in which the recipient has entered into an agreement with PostNord on the placement of the recipient's *Home* and *Business* parcels without any one at the address having to be contacted. The recipient is responsible for ensuring that PostNord may lawfully deliver a parcel at the agreed place. For more information, see: postnord.dk.

11.10 Parcels outside the Nordic region

Delivery is based on the selected service, subject to local delivery practices and regulations. Delivery may be made to the recipient's address, to a service point or other designated pickup location, or by another delivery method commonly used in the destination country.

In certain countries, delivery is made after any customs costs have been paid.

11.11 Undeliverable parcels

If a parcel cannot be delivered to the recipient or made available for collection or if the deadline stated in any notification has expired the parcel will be returned to the sender. The return will be at the sender's expense.

12 Notification

Notification is a message sent to the recipient stating that a parcel is on its way and/or that a parcel has now arrived at a specified delivery location.

Notifications are generated on the basis of a scan done by PostNord. The notification is made by PostNord App, SMS or e-mail based on the sender's information about the recipient in the Transport EDI (see section 5).

For Swedish and Norwegian customers, a surcharge for Letter notification for *Service Point* within Sweden or Norway may be applied, see current price list.

13 Liability

The Parties' liability is regulated by NSAB 2015 (The General Conditions of the Nordic Association of Freight Forwarders,

NSAB, 2015) unless otherwise set forth in these special terms and conditions. It is particularly noted that, under section 2 of NSAB 2015 (General conditions of the Nordic association of freight forwarders – Network Clause), it follows that the terms regarding liability in the United Nations' Convention on the Contract for the International Carriage of Goods by Road (CMR) are applicable to cross-border road transport.