postnord

Special Terms and Conditions
Return Solutions with Collection

1 General Information

The following services are covered by these Special Terms and Conditions:

- PostNord Return Pickup
- PostNord Return Pickup Request (Collection Request)

Both are return services under which PostNord collects the parcel from the recipient's address and returns it to the Customer.

PostNord Return Pickup is primarily intended for private individuals returning parcels to a business. It is available for shipments within Denmark and Sweden.

PostNord Return Pickup Request (Collection Request) is primarily intended for businesses returning parcels to another business or sending parcels between two businesses. It is available for shipments within Denmark, Sweden and Finland, as well as to selected EU countries, Switzerland and Liechtenstein.

In addition to these Special Terms and Conditions, the Terms and Conditions for Parcels and the General Terms and Conditions for Customer Agreements apply supplementarily to the Agreement. In the event of any conflict between these Special Terms and Conditions and the other terms and conditions, these Special Terms and Conditions shall prevail.

2 Dimensions and weight

2.1 General requirements

The Customer is responsible for ensuring that each parcel complies with the dimensional and weight limits applicable to the selected service. If a parcel is tendered for carriage without complying with these requirements, PostNord reserves the right to handle the parcel in a manner other than in accordance with the terms of the selected service. A handling surcharge may also be charged.

All parcels, regardless of destination, must have minimum dimensions of 1.5 × 10 × 15 cm and weigh at least 150 grams.

Destinations and exceptions are set out in the price list applicable from time to time.

2.2 PostNord Return Pickup

Destination	Maximum dimensions	Maximum actual weight
Denmark and Sweden	Length: 175 cm Length + circumference: 300 cm	35 kg

2.3 PostNord Return Pickup Request

Destination	Maximum dimensions	Maximum actual weight
Denmark, Sweden and Finland	Length: 175 cm Length + circumference: 300 cm	35 kg
Selected countries in Europe	Length: 175 cm Length + circumference: 300 cm	31.5 kg

3 Collection

PostNord makes one collection attempt. If the parcel cannot be collected, the sender of the parcel may instead hand in parcels weighing up to 20 kg at a PostNord Service Point in Denmark. Parcels weighing more than 20 kg cannot be handed in at a PostNord Service Point but must either be handed in at a Business Drop-Off location, or the original sender must create a new shipment. If collection cannot be completed due to circumstances attributable to the Customer, the Customer shall nevertheless be liable for payment.

3.1 Collection of PostNord Return Pickup

Collection of a PostNord Return Pickup is booked by the sender of the return parcel via the link provided by the Customer. The Customer is responsible for informing the sender of the return parcel about the booking procedure and forwarding the link. If permitted by the original sender, the return parcel may be collected without personal handover by being left at the address. Responsibility for the parcel passes to PostNord when the parcel is registered with a collection scan.

3.2 Collection of PostNord Pickup Request

The parcel will be collected on the first available day following the Customer's booking, provided that the booking is received no later than 18:00 on the preceding business day. PostNord or PostNord's partner abroad will bring the label to be affixed to the parcel. In the Nordic countries, collection takes place as part of the PostNord employee's regular delivery route, while in other countries it takes place in accordance with the practices applicable from time to time in the country of dispatch.