Product and price changes January 2027 Version 1.1

New product and price changes will therefore take effect on 1 January 2027. The changes affect your agreements with us, and you can read more about the individual changes below.

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Product and price changes

We move the Nordics forward. That is why we are making it easier for you to work with us — with consistent products across the Nordics and delivery options that are flexible, secure and tailored to your needs.

In short, we are reducing differences and streamlining products, processes and additional services in Denmark, Sweden, Finland and Norway, making things easier for you and your customers.

New product and price changes will therefore take effect on 1 January 2027. The changes affect your agreements with us, and you can read more about the individual changes below. The changes provide greater consistency, more transparency — and, of course, parcels delivered on time throughout the Nordics.

Changes to parcel products

PostNord Home becomes more flexible in Denmark

From 11 January 2027, flexible home delivery will be standard for PostNord Home in Denmark. You will continue to choose how the parcel is delivered by combining Home with the relevant additional services. This gives you a more consistent product across Denmark, Sweden, Norway and Finland.

If no additional services are selected, the parcel will be delivered to the mailbox as standard. If there is not enough space, we will leave it at the recipient's chosen Modtagerflex location[1] or outside the door. Deliveries will be documented with a photo.

If the parcel must be handed over in person, select the new additional service **Personal handover**. If the recipient must also sign for the parcel, select **Signature Assurance**. Your choices determine the delivery method, the recipient's options for changing the delivery and when liability is transferred.

How we deliver Home from 2027

You control the delivery through the additional services selected when booking. The table shows how the parcel is delivered, which options the recipient has and when PostNord's liability ends. Regardless of the selected additional service, the recipient can redirect the parcel to a parcel shop via the PostNord App.

Delivery option	Delivery, recipient options and liability
PostNord Home (standard)	**Delivery:** The parcel is delivered to the mailbox or, if there is not enough space, to the recipient's Modtagerflex location[1] or outside the door. PostNord's liability ends when the parcel has been delivered. **Recipient options:** The parcel can be redirected to a parcel shop via the PostNord App. **If the parcel cannot be delivered:** It is sent to a PostNord Parcel Shop and collected using a pickup code.
With *Attended*	**Delivery:** Select ***Attended*** when you want the parcel to be handed directly to the recipient whenever possible. However, we first attempt to deliver the parcel to the mailbox[1], if there is enough space, and otherwise to the recipient's Modtagerflex location[1]. If the parcel cannot be delivered in either of these ways, we attempt to hand it over in person at the door without a signature. In the rest of the Nordics, the parcel is handed over in person at the door without a signature. **What this means for you and the recipient:** You determine the delivery method when booking the parcel. The recipient can subsequently choose in the PostNord App to have the parcel left at the address. This gives the recipient greater flexibility and increases the likelihood of delivery on the first attempt. Once the parcel has been left at the selected location and scanned as delivered, PostNord's liability ends and the risk is transferred to the recipient. **If the parcel cannot be delivered:** It is sent to a parcel shopand collected using a pickup code.
With *Signature Assurance or* Insured Items[1]	**Delivery and liability:** The parcel is handed over to a person at the address against a signature. PostNord's liability ends when the parcel has been handed over and signed for. **Recipient options:** The parcel cannot be left at the address. **If the parcel cannot be delivered:** Parcels with Signature Assurance are sent to a parcel shop and collected using a pickup code. Parcels with **Insured Items** are handed over against a signature and ID check.

[1] Denmark only

Easy booking of Home – as you know it

You book Home in the same way as today. When booking, select the additional services that will determine the delivery, including whether the parcel may be left, must be handed over in person or requires a signature.

Clear agreements on Home delivery

Your customers should know how their parcel will be delivered already at the time of purchase. If the parcel is to be left at the address without being handed over in person, this must be agreed with the recipient. This follows from Section 7 of the Danish Postal Act regarding agreed delivery locations.

As the sender, you should therefore clearly describe the delivery method in your checkout and ensure that the customer accepts that the parcel may be left at the address. This ensures that the customer understands what the delivery option entails and whether another solution is needed, such as *Attended* or *Signature Assurance*.

The requirement for an agreed delivery location already applies today. We are highlighting it in connection with 2027 to help you set clear expectations for delivery with your customers.

Photo documentation provides greater reassurance for mailbox delivery

From January 2027, we will take a photo as documentation when a parcel is delivered to the recipient's mailbox. As the sender, you can view the photo in the Customer Portal and quickly follow up on the delivery. The recipient can view it in the PostNord App if they have been verified with MitID. This provides both parties with clear documentation of where and when the parcel was delivered.

More recipients can choose a parcel shop — even after dispatch

From January 2027, more recipients can redirect a Home parcel to a parcel shop directly in the PostNord App. The new feature is that this option will also be available to recipients with a Modtagerflex agreement. This gives the recipient the freedom to change the delivery if their plans change and collect the parcel from a parcel shopinstead. For you as the sender, this means that you can offer more flexible delivery tailored to the recipient's needs — even after the parcel has been dispatched.

PostNord Parcel becomes PostNord Business

From 11 January 2027, PostNord Parcel will be renamed PostNord Business. The product code will remain 18, so you can continue using the product as you do today.

Notifications become part of the standard product

The recipient can track the parcel in the PostNord App and will receive notifications, including when the parcel has been loaded onto the vehicle and is out for delivery. This gives the recipient a better overview and can reduce enquiries to your customer service.

More additional services across countries

The additional services for Business will become more consistent across domestic and Nordic shipments. This makes it easier to choose the same delivery solution when shipping to countries where the additional service is supported.

New options for Business parcels

You can select *Two delivery attempts*, among other options. For exports to Sweden and Norway, you can also select the additional service ID Check.

Parcel shop becomes the standard alternative after an unsuccessful delivery

If a Business parcel cannot be delivered to the address, it will generally be sent to a parcel shop for collection after the first delivery attempt. However, parcels over 20 kg and tyres in Denmark and Sweden will be sent for collection at the nearest distribution depot in Denmark or Business Centre in Sweden. If you select *Two delivery attempts*, we will instead automatically attempt delivery again on the next delivery day for parcels under 20 kg that do not contain tyres. The additional service must be specified in the EDI.

Business parcels addressed to private recipients

If we identify that a Business parcel is addressed to a private recipient, we will deliver it according to the same process as Home. This means that only one delivery attempt will be made at the address, even if you have selected 2 delivery attempts.

How we deliver Business parcels in 2027

Standard delivery will continue unchanged. If you select the new additional service *Two delivery attempts*, we will automatically attempt delivery again on the next delivery day if the parcel cannot be delivered on the first attempt. You can still select *Return* to sender—either on its own or together with *Two delivery attempts*. The parcel will then be returned after the first or second delivery attempt, respectively.

Delivery option	How delivery works
Business (standard)	**Delivery:** The parcel is handed over in person against a receipt. In Denmark, we first attempt to deliver the parcel to the mailbox[1], to the recipient's Modtagerflex location[1] or to the location agreed through the additional service *Flex Delivery*. **If the parcel cannot be delivered:** It will generally be sent to a parcel shop for collection.
With *Two delivery attempts*	**First delivery attempt:** The parcel is delivered as Business (standard). **If the parcel cannot be delivered:** We automatically attempt delivery again on the next delivery day. **Price:** If we carry out the second delivery attempt, you pay the same price as for the first. The total shipping price will therefore be twice the parcel price. **Note:** Parcels over 20 kg/tyres will not receive a second delivery attempt.
With *Return to sender*	**Select the additional service when:** The parcel must be returned to you if it cannot be delivered. It will not be placed in the mailbox, delivered to a Modtagerflex location or sent to a **parcel shop**for collection. **How the parcel is returned:** We return it after the first delivery attempt. If you combine *Return to sender* with *Two delivery attempts*, we return it after the second delivery attempt. **Price:** You pay return shipping equivalent to the price of sending the parcel.

[1] Denmark only

Notifications

From 11 January 2027, notifications will be included in Business and will no longer need to be selected as additional services for the parcel.

The table below shows which notifications we send as standard, when they are sent and through which channels.

Notification type	Communication channel
EDI notification (you have prepared the parcel and sent the EDI to us)	App
The delivery driver is on the route (the parcel is out for delivery today)	App
Delivery attempted (with Two delivery attempts)	App/email/SMS
Delivery attempted (the parcel is being sent to the parcel shop)	App/email/SMS
Delivery attempted (with Return to sender)	App/email/SMS
Delivered to the mailbox or agreed location[1]	App/email/SMS
Ready for collection at the parcel shop	App/email/SMS
Feedback notification (provide feedback on your delivery with PostNord)	App
[1] With Modtagerflex (Denmark only) or Delivery with out POD	

Always include both the recipient's mobile number and email address in the EDI

The contact details are essential for keeping the recipient updated via the app, SMS and/or email. If the information is missing, we cannot send these notifications. If the parcel is sent to a parcel shop for collection, the recipient will instead be notified via e-Boks or letter. This creates a risk that the notification will be overlooked, the parcel will not be collected and it will be returned to you.

Heavy parcels and tyres

There are no changes to how we deliver heavy parcels and parcels containing tyres in Denmark.

Applies to	How delivery works
Home and Business	**Parcels over 20 kg and parcels containing tyres.** **Delivery:** o The parcel is delivered to the recipient's Modtagerflex location o or outside the door. **If the parcel must not be left:** Select Signature Assurance or Return immediately. **If the parcel cannot be delivered:** o If the parcel can neither be handed over against a receipt nor o left safely outside the door, it is sent to the nearest PostNord distribution depot for collection. o Parcels with *Return to sender* are returned instead.

Heavy parcels to the Netherlands

From 1 January 2027, the weight must be stated in the EDI for parcels over 10 kg to the Netherlands. The requirement comes from DPD Netherlands and ensures that heavy parcels are labelled and handled correctly. It is based on stricter Dutch occupational health and safety requirements intended to reduce heavy lifting and improve working conditions for drivers and terminal employees at our partner DPD NL. The same requirement already applies to heavy parcels to Germany.

New and changed additional services from 2027

Select Attended for PostNord Home in Denmark

You can select *Personal handover* when a PostNord Home parcel to Denmark should, whenever possible, be handed directly to the recipient. The additional service is free for your Home parcels to Denmark. For the other Nordic countries, the additional service remains subject to a charge.**Delivery without POD remains an option for Business**

For Home, flexible contactless delivery becomes part of the standard product, so Delivery without POD will no longer be a separate additional service. For Business, you can continue to select Delivery without POD when the parcel must be left at an agreed location without anyone having to sign for or receive it. The additional service remains free of charge.

Avoid delivery to an outdoor parcel locker in Norway

You can select *Not to outdoor parcel locker* when the contents are not suitable for delivery to an outdoor parcel locker. The additional service is available for parcels to Norway and is already available for parcels to Finland. It can be added to the parcel free of charge.

Give the Business parcel an additional delivery attempt

With *Two delivery attempts*, we automatically attempt to deliver the parcel again on the next delivery day if it cannot be delivered on the first attempt. Select the additional service when booking the parcel. If we carry out the second delivery attempt, you pay the same price as for the first. The additional service cannot be used for parcels over 20 kg, parcels containing tyres or parcels that we identify as being addressed to a private recipient. These parcels therefore receive only one delivery attempt.

Changes to PostNord Tracked and Registered items

Energy surcharge on PostNord Tracked from 2027

From 1 January 2027, an Energy Surcharge will be added to the price of PostNord Tracked, in the same way as for your export parcels. The surcharge follows the applicable rate, which you can always find at postnord.dk.

New weight limit for international Registered items

From 1 January 2027, the maximum weight for international Registered items will be reduced from 2 kg to 1 kg as a result of new rules from the UPU (Universal Postal Union). Registered items may continue to contain documents, money and bearer instruments only.

New prices, additional services, surcharges and fees

The temporary air surcharge will be discontinued

The temporary air surcharge introduced on 1 May 2026 for a number of destinations will be discontinued on 31 December 2026 for both parcels and PostNord Tracked.

Changes to the Handling Surcharge from 2027

New price for Special Handling on export parcels

From January 2027, the price for Special Handling on export parcels will change to DKK 100 per parcel. The surcharge always applies when the parcel is longer

than 120 cm or has two sides that each exceed 60 cm. It also applies to parcels that cannot be machine-sorted due to their shape or packaging, including unstable or irregular parcels.

The price for Special Handling on your domestic parcels remains DKK 50 per parcel.

Read more about Special Handling in our packaging guide

One price for Oversize — regardless of delivery method

From January 2027, the Oversize surcharge will be DKK 130 per parcel, regardless of whether the parcel is delivered to a parcel locker, parcel shop or address, or sent as a return parcel. This gives you one consistent and transparent price when sending large parcels.

Update to the General Terms and Conditions for Customer Agreements

The terms and conditions for parcels have been harmonised across the Nordics. Some provisions from the previously applicable Danish terms and conditions for parcels that were not transferred to the harmonised terms and conditions for parcels have instead been transferred to the General Terms and Conditions for Customer Agreements.

As part of this transfer, one requirement has been added to the General Terms and Conditions for Customer Agreements that was not included in the previously applicable terms. Under the updated General Terms and Conditions, the Customer must always be registered with a valid email address at PostNord and have user access to the PostNord Customer Portal. The Customer is required to keep their contact details in PostNord's systems up to date and always maintain valid, active access to the Customer Portal. Going forward, communication will take place exclusively through these channels. PostNord will therefore no longer send physical letters if it is not possible to contact the Customer by email.

Email will continue to be the primary communication channel. However, if it is not possible to contact the Customer at the most recently provided email address, the Customer Portal will also serve as a communication channel through which messages, notices and other legally binding content may be sent.