

SURCHARGES AND SERVICES PARCELS

BUSINESS CUSTOMER WITH CUSTOMER AGREEMENT

SERVICES AND PRICES PER PARCEL

Service	Product		Prices
Attended (Sweden, Norway and Finland)	PostNord Home	In the Nordics, a PostNord Home parcel is typically delivered in front of the door or in the recipient's mailbox. If delivery directly to a person at the address is required, the "Attended" service must be selected. The recipient can use FlexChange to change the delivery location to another place at the address without being home or choose delivery to a parcel shop or parcel locker in the Nordics.	+10.00
Signature Assurance (Denmark, Sweden, Norway and Finland)	PostNord Home PostNord Parcel	If it is important that the parcel is delivered to the recipient with a signature, you must select the "Signature Assurance" service. We ensure that the parcel is not left at the address or placed in the recipient's mailbox. The recipient can, via FlexChange, move the parcel for collection at a parcel shop or parcel locker in the Nordics. In such cases, the parcel is only handed over upon presentation of a personal pickup code. • Denmark • Sweden, Norway, Finland	+10.00 +12.00
ID-check (Sweden and Norway)	PostNord Service Point PostNord Home	You can select this service if you want your customers in Sweden and Norway to show ID upon parcel delivery. ID-check cannot be combined with Signature Assurance.	+12.00
Age Check (Sweden)	PostNord Home	When sending to Sweden, certain goods require age verification. We ensure that the recipient is over 16, 18, or 20 years old, as required, before the parcels are delivered. Note: It is not possible to send alcohol to recipients in Sweden with PostNord.	+20.00
Ad hoc Pickup	PostNord Parcel Locker PostNord Service Point PostNord Home PostNord Parcel	If you do not have a fixed pickup agreement, you can use Ad hoc Pickup to have a small number of parcels collected. Order Ad hoc Pickup before 22:00, and the courier will collect up to 4 parcels the next business day during their delivery route. Ad hoc Pickup must be ordered per parcel, so we know how many parcels to collect. Parcels must be ready at the time of pickup.	+29.00
Print label (Denmark, Sweden, Norway and Finland)	PostNord Return PostNord Parcel Locker PostNord Service Point PostNord Home PostNord Parcel	Use Print label when the parcel label needs to be printed at a parcel shop in the Nordics. This service is used for returning parcels and can also be used when sending a parcel to your recipient. PostNord Return PostNord Parcel Locker, PostNord Service Point, PostNord Home, and PostNord Parcel.	+0.00 +5.50

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Insured items (Denmark, The Faroe Islands and Greenland)	PostNord Service Point (DK)	Parcels containing cash, precious metals, jewelry, and similar valuable items with a value over DKK 4,800 must be sent with the “Insured items” additional service. The value of the contents must not exceed DKK 30,000. You can select the “Insured Items” service for parcels to recipients in Denmark, the Faroe Islands, and Greenland. Read more about Insured items and conditions at postnord.dk - Denmark, value up to DKK 10,000. - Denmark, value per DKK 10,000 above DKK 10,000 or part thereof. - Faroe Islands and Greenland, base price. - Faroe Islands and Greenland, value per DKK 10,000 or part thereof. If you need to send Insured items to other countries, they must instead be sent as valuable items via postnord.dk	
	PostNord Home		+70.00
	PostNord Parcel		+25.00
			+95.00
Insurance	PostNord Parcel Locker	For all countries, it is possible to take out transport insurance unless the contents must be sent with the Insured items service. You can insure the contents of the parcel up to DKK 100,000. The transport insurance can be selected per parcel including for your return parcels. Read more about transport insurance and conditions at postnord.dk - Denmark - Europe - Rest of the world	
	PostNord Service Point		
	PostNord Home		+65.00
	PostNord Parcel		+100.00
	PostNord Return		+125.00
	PostNord Pickup		
	PostNord Pickup Request		
Collect in Store (Denmark, Sweden and Norway)	PostNord Service Point	It is easy to deliver parcels from your webshop in your physical stores. Read more at postnord.dk Setup fee per registered store.	+0.00
			+200.00
Tires	PostNord Home	When sending car tires to recipients in Denmark, the Nordic countries, and selected European countries, you must select the “Tires” service. In Denmark, tires are typically delivered using flexible delivery. If this is not possible, the tires will instead be made available for pickup at the nearest distribution depot. Note: When sending tyres, a Special Handling surcharge will apply. See the packaging guide for more information at postnord.dk.	+0.00
	PostNord Parcel		
Economy (The Faroe Islands and Greenland)	PostNord Home	When sending parcels to the Faroe Islands and Greenland, you can choose the “Economy” service if delivery is not urgent. The parcel is shipped by sea, and it is possible to combine with the “Dangerous Goods in Limited Quantities (LQ)” service.	+0.00
	PostNord Parcel		(Basic parcel price)

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Heavy (Sweden)	PostNord Home PostNord Parcel	When sending parcels over 20 kg to Sweden, it is mandatory to select the "Heavy" service. In addition, PostNord's barcode label ">20 kg" must be affixed to three sides of the parcel. If Heavy is missing in the EDI, this will appear on your invoice as: Heavy not specified.	+0.00
Dangerous goods in limited quantities (LQ) (Denmark, Sweden, Norway, Finland and selected European countries)	PostNord Parcel Locker PostNord Service Point PostNord Home PostNord Parcel PostNord Return PostNord Return Pickup PostNord Return Request	Parcels can be sent with dangerous goods in limited quantities (LQ). When sending LQ, you must add this service to the parcel and provide the UN number, substance name, and quantity (net weight). When sending LQ parcels to Finland, Åland Islands, Estonia, Latvia, and Lithuania, you must also provide the proper shipping name. For N.O.S. goods: technical names and category/classification. Batteries falling under exception SP188 (max. 20/100 Wh lithium) are exempt and must not be sent with this service, but simply labeled with the battery mark (UN number). At postnord.dk you can find the list of permitted UN numbers. Only one substance (UN number) per parcel is allowed.	+0.00
FlexDelivery (Denmark)	PostNord Home PostNord Parcel	If you send parcels to recipients who are not home at delivery, you can choose the "FlexDelivery" service. This saves the recipient a trip to the parcel shop and reduces the number of uncollected parcels returned. You simply specify where the parcel may be placed, e.g., in the carport or in front of the door and PostNord will deliver it there. You can read more about delivery at postnord.dk Note: Parcels over 20 kg and tires are generally delivered by FlexDelivery.	+0.00
Not to parcel locker (Denmark, Sweden, Norway and Finland)	PostNord Service Point PostNord Home PostNord Return	This service can be used for your parcels to Denmark, Finland, Norway, and Sweden if the contents of your parcel are not suitable for delivery in a parcel locker. The recipient will not have the option to FlexChange the parcel to a parcel locker. The service can also be used if you want your recipient not to be able to return a PostNord Return parcel in a parcel locker.	+0.00
Not to outdoor parcel locker (Finland)	PostNord Parcel locker PostNord Service Point PostNord Home	When sending parcels to Finland, you can use this service if the contents of your parcel are not suitable for delivery in an outdoor parcel locker. This may be goods that cannot withstand cold or heat. The recipient will not have the option to FlexChange the parcel to an outdoor parcel locker.	+0.00

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Return to Sender (Denmark, Sweden, Norway and Finland)	PostNord Home PostNord Parcel	If you select Return to Sender, the parcel is returned directly to you if the recipient is not home. The parcel is not left at the address and is not placed for collection at a parcel shop. The recipient will not have the option to change the delivery location via FlexChange.	+0.00
Split-Shipment (Norway og Great Britain)	PostNord Parcel Locker PostNord Service Point PostNord Home PostNord Parcel	If you send many parcels to Norway and Great Britain*, you have the option to send them with consolidated customs clearance using the Split-Shipment service and a special agreement with PostNord, so contact us for more information. *For Great Britain, it is possible to send PostNord Home and PostNord Parcel.	Agreed price

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GENERAL SURCHARGES

Administration fee per invoice	
Customers who do not pay via LeverandørService ¹	88.00
Customers who pay via LeverandørService ¹	59.00
¹ Customers with weekly invoicing and payment terms of 8 days are exempt from administration fees.	

AGREEMENTS AND CONTRACTS

Extended credit per invoice	
Additional interest per year	+ 10.5 %
Late payment per invoice	
Default interest	2 % for each month or part of a month
Compensation fee, late payment (charged pursuant to the Danish interest Act)	310.00
Reminder fee per invoice	
1st reminder (fee)	100.00
2nd reminder (fee)	100.00

Energy and sulfur surcharge per parcel	
Energy surcharge is composed of Fuel premium and Environmental surcharge. See current rates at postnord.dk	
Sulfur surcharge (Finland)	+ 1%

Redelivery of parcel placed for pickup		
Parcel placed for pickup at a parcel shop	The sender of a PostNord Home or a PostNord Parcel can request redelivery of a parcel that has been placed for pickup at a parcel shop by contacting PostNord through Customer Portal.	+69.00

Pallet Exchange per pallet	
Per handled pallet	+10.00

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Handling fees per parcel		
Oversize Parcel Locker	If a PostNord Parcel Locker parcel weighs more than 10 kg (or more than 20 kg in Finland) and/or exceeds the dimensions 42 x 49 x 60 cm, it cannot be delivered to a parcel locker. Instead, it will be placed for collection at a parcel shop.	+0.00 ¹
Oversize	If a PostNord Service Point, Parcel Locker or Return parcel weighs more than 20 kg, it will automatically be changed to home delivery to the recipient's address, where it is generally delivered with Flex Delivery. A single handling surcharge applies if the parcel either weighs more than 20 kg or exceeds the size limits (over 150 cm or length + girth above 300 cm).	+75.00 ¹
	If PostNord Home/Parcel/Return Pickup/Request parcels with a length over 175 cm or a length plus circumference between 300–360 cm.	+130.00 ¹
Oversize Return	Parcels weighing over 35 kg, with a length exceeding 220 cm, or with a total length and circumference over 360 cm, will be returned to the sender.	+550.00
Special Handling	Parcels that cannot be machine sorted and/or parcels over 120 cm or 60 x 60 cm. For more information, please refer to our packaging guide or visit postnord.dk	+50.00 ¹
Private person/private adress	If a PostNord Parcel is sent to a recipient at a private address.	+25.00
Missing, delayed or incorrect EDI	Parcels missing EDI, or where EDI is transferred to PostNord with a delay after the parcel has been handed over to PostNord, or if the EDI is incorrect.	+65.00

¹ Special Handling may be invoiced together with Oversize Parcel Locker and Oversize. It is not possible to invoice Oversize twice for the same parcel.

Island- and ferry surcharge per parcel		
Finland	Åland Islands 22000-22999	+ 150.00
France	Corsica 20000-20999	+ 160.00
Great Britain	Gurnesey GG0000-GG9999	+ 45.00
	Isle of Man IM0000-IM9999	
	Jersey JE0000-JE9999	
Norway	Svalbard 9170-9179	+ 480.00
Portugal	Madeira 9000000-9499999	+ 130.00
	The Azores 9500000-9999999	
Spain	Belearic Island 07000-07999	+ 500.00
	Canary Islands 35000-35999	
	Canary Islands 38000-38999	

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CUSTOMS HANDLING

Customs clearance per parcel		
Norway	• Customs clearance fee is paid for import/export clearance to/from Norway.	+ 125.00
	• Customs clearance fee on parcels sent under the VOEC scheme. Read more about VOEC in the fact sheet Export to Norway.	+ 50.00
Switzerland and Liechtenstein	Customs clearance fee is paid for import/export clearance to/from Switzerland and Liechtenstein.	+ 180.00
USA and Puerto Rico	A customs clearance fee is charged for the import clearance of PostNord Home and PostNord Parcel shipments to the USA and Puerto Rico. The fee and any applicable customs duties are charged in USD and invoiced separately.	+3.00 USD

Entry of customs information per parcel		
Registration of consignments for export.		+ 120.00
Manual entry of goods lines over and above the first line.		+ 10.00
Submission of customs data via XML2 or transport administration system.		+ 0.00
Export declaration per declaration		
Submission of export declaration.		+ 120.00
Submission of goods lines over and above the first line.		+ 3.00

Import clearance per parcel		
As a general rule, customs duty, VAT and other duty must be paid on good imported from countries outside the EU. PostNord has the duty to declare customs to the Danish Customs and TAX Administration. To cover the costs of carrying out this task, PostNord charges the following import clearance fee:		
All countries outside the EU Customs Union		+ 180.00
Per goods line		+ 32.00
G4 / temporary warehousing		+150,00

Re-invoicing of VAT and customs duties from abroad		
Disbursement fee, minimum DKK 80		+ 3.50%

Read more about customs regulations for exports at postnord.dk