

Overview – Changes to Special terms and conditions

Valid from 4 May 2026

This document provides an overview of the main points in the Special terms and conditions that have been changed for PostNord’s parcel, pallet and groupage services. Any additional amendments to the terms can be found in the full-length conditions on postnord.se.

Service	Point in terms	Name in terms	Brief description of the most important change
PostNord Parcel			The service is included in the special terms and conditions for Nordic Parcel and special terms and conditions for Additional Services.
	• 4.4	• Prohibited content	Changed description of weapons, weapon parts and ammunition.
	• 7	• Customs information	Clarification of concepts and requirements for customs clearance.
	• 10.8.1	• Retention time and returns	When delivering via a Parcel Locker, see the current retention time of postnord.se .
	• 11	• Additional service Fixed retention time 7 days	Additional service is being discontinued.
	• 25	• Additional service Split Shipment	Clarification of concepts and requirements for customs clearance.
	• 25.5	• Marking	Risk of delay or return in the event of incorrect or incomplete labelling of the pallet.
PostNord Service Point			The service is included in the special terms and conditions for Nordic Parcel and special terms and conditions for Additional Services.
	• 4.4	• Prohibited content	Changed description of weapons, weapon parts and ammunition.
	• 7	• Customs information	Clarification of concepts and requirements for customs clearance.
	• 10.8.1	• Retention time and returns	When delivering via a Parcel Locker, see the current retention time of postnord.se .
	• 11	• Additional service Fixed retention time 7 days	Additional service is being discontinued.
	• 25	• Additional service Split Shipment	Clarification of concepts and requirements for customs clearance.
	• 25.5	• Marking	Risk of delay or return in the event of incorrect or incomplete labelling of the pallet.
PostNord Parcel Locker			The service is included in the special terms and conditions for Nordic Parcel and special terms and conditions for Additional Services.
	• 4.4	• Prohibited content	Changed description of weapons, weapon parts and ammunition.
	• 7	• Customs information	Clarification of concepts and requirements for customs clearance.
	• 10.8.1	• Retention time and returns	When delivering via a Parcel Locker, see the current retention time of postnord.se .

	<ul style="list-style-type: none"> • 25 • 25.5 	<ul style="list-style-type: none"> • Additional service Split Shipment • Marking 	<p>Clarification of concepts and requirements for customs clearance.</p> <p>Risk of delay or return in the event of incorrect or incomplete labelling of the pallet.</p>
PostNord Return	<ul style="list-style-type: none"> • 4.4 • 7 	<ul style="list-style-type: none"> • Prohibited content • Customs information 	<p>The service is included in the special terms and conditions for Nordic Parcel and special terms and conditions for Additional Services.</p> <p>Changed description of weapons, weapon parts and ammunition.</p> <p>Clarification of concepts and requirements for customs clearance.</p>
PostNord Home	<ul style="list-style-type: none"> • 4.4 • 7 • 10.8.1 • 11 • 19.2 • 25 • 25.5 	<ul style="list-style-type: none"> • Prohibited content • Customs information • Retention time and returns • Additional service Fixed retention time 7 days • Additional service Delivery without POD • Additional service Split Shipment • Marking 	<p>The service is included in the special terms and conditions for Nordic Parcel and special terms and conditions for Additional Services.</p> <p>Changed description of weapons, weapon parts and ammunition.</p> <p>Clarification of concepts and requirements for customs clearance.</p> <p>When delivering via a Parcel Locker, see the current retention time of postnord.se.</p> <p>Additional service is being discontinued.</p> <p>Additional service is being discontinued, the basic service is delivered without a receipt.</p> <p>Clarification of concepts and requirements for customs clearance.</p> <p>Risk of delay or return in the event of incorrect or incomplete labelling of the pallet.</p>
PostNord Return Pickup	<ul style="list-style-type: none"> • 2.7.2 • 	<ul style="list-style-type: none"> • Prohibited content 	<p>Changed description of weapons, weapon parts and ammunition.</p>
Collection Request	<ul style="list-style-type: none"> • 2.5.2 • 4 	<ul style="list-style-type: none"> • Prohibited content • Customs information 	<p>Changed description of weapons, weapon parts and ammunition.</p> <p>Clarification of concepts and requirements for customs clearance.</p>
PostNord Home Small (formerly Varubrev)	<ul style="list-style-type: none"> • 2.1 • 2.4 • 2.6.2 	<ul style="list-style-type: none"> • Size and weight • Marking • Prohibited content 	<p>Varubrev Retur is discontinued.</p> <p>Varubrev changes its name to PostNord Home Small, see also Marking below.</p> <p>The maximum weight is changed to 3 kg. Size plus is renamed to Special handling. Oversize becomes one surcharge instead of two.</p> <p>Product code 11 is changed to PostNord Home Small and 86 is changed to PostNord Home Small Prio.</p> <p>Changed description of weapons, weapon parts and ammunition.</p>

	<ul style="list-style-type: none"> • 8.1 • 9.1 	<ul style="list-style-type: none"> • PostNords Liability • Additional service Print Label 	<p>Changed liability to NSAB.</p> <p>Now also for PostNord Home Small and PostNord Home Small Prio.</p>
PostNord MyPack Home Small	<ul style="list-style-type: none"> • 2.5.2 • 8.2 	<ul style="list-style-type: none"> • Prohibited content • Additional service Fixed retention time 7 days 	<p>Changed description of weapons, weapon parts and ammunition.</p> <p>Additional service is being discontinued.</p>
International Parcel	<ul style="list-style-type: none"> • 1.7.2 • 3 	<ul style="list-style-type: none"> • Prohibited content • Customs information 	<p>Changed description of weapons, weapon parts and ammunition.</p> <p>Clarification of concepts and requirements for customs clearance.</p>
PEX Courier (Bud)	<ul style="list-style-type: none"> • 2.5.2 	<ul style="list-style-type: none"> • Prohibited content 	<p>Changed description of weapons, weapon parts and ammunition.</p>
PostNord Pallet	<ul style="list-style-type: none"> • 2.5 • 2.6.2 • 4 • 7.4 	<ul style="list-style-type: none"> • Addressing • Prohibited content • Customs information • Delivery attempts 	<p>Clarification of requirements for phone numbers for companies.</p> <p>Changed description of weapons, weapon parts and ammunition.</p> <p>Clarification of concepts and requirements for customs clearance.</p> <p>Storage rent changes from day 5 to day 8.</p>
PostNord Groupage	<ul style="list-style-type: none"> • 2.6.2 • 4 • 7.4 	<ul style="list-style-type: none"> • Prohibited content • Customs information • Delivery attempts 	<p>Changed description of weapons, weapon parts and ammunition.</p> <p>Clarification of concepts and requirements for customs clearance.</p> <p>Storage rent changes from day 5 to day 8.</p>
Vägtransporter inom Europa	<ul style="list-style-type: none"> • 2.6.2 	<ul style="list-style-type: none"> • Prohibited content 	<p>Changed description of weapons, weapon parts and ammunition.</p>
PostNord Part Loads	<ul style="list-style-type: none"> • 2.6.2 	<ul style="list-style-type: none"> • Prohibited content 	<p>Changed description of weapons, weapon parts and ammunition.</p>
PostNord InNight	<ul style="list-style-type: none"> • 2.6.2 	<ul style="list-style-type: none"> • Prohibited content 	<p>Changed description of weapons, weapon parts and ammunition.</p>

CONTACT

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