

PostNord AS (Norway)

POSTNORD MYPACK COLLECT - WITHIN NORWAY AND TO NORDIC REGION

PostNord MyPack Collect is a swift, secure parcel service aimed at companies that deliver to individuals within Norway and to Sweden, Denmark, and Finland. The parcel can be collected from our agent at the addressee's convenience. It is quickest if you use SMS notifications which reach the recipient as soon as the parcel arrives at the collection point.

DELIVERY TIMES

Parcels in Norway are usually delivered within the next two working days to the recipient's collection point. For Northern Norway and remote areas delivery times are usually within the next 3 to 5 working days. Check Delivery times at Postnord.no. Parcels sent to Sweden, Denmark, and Finland are delivered 2-6 working days after the consignment day, depending on the notification method.

DIMENSIONS AND WEIGHT (PER PARCEL)

Norway:

Maximum size: Length 2.40 m
Maximum weight: 35 kg/parcel
Minimum weight: 50 g/parcel
Maximum length + circumference: 3.60 m

Nordic region:

Maximum size: Length 1.50 m
Maximum weight: 20 kg/parcel
Minimum weight: 150 g/parcel
Maximum length + circumference: 3 m

Only one parcel per shipment.

ELECTRONIC DATA INTERCHANGE (EDI)

All PostNord's parcel services are required to give electronic advance notification via EDI. You can set up electronic advance notification in following ways:

- By using a transport administration system approved by PostNord.
- By booking your shipment in Postnord online booking. <https://portal.postnord.no/transport/booking>
- By the Customer sending its own EDI files which are approved by PostNord

PICK-UPS AND TRANSPORT BOOKING

The service includes pick-up. If you need goods delivering on a daily basis, we can agree on fixed collection times. If desired, parcels may be dropped off at a PostNord Service Point in agreement with PostNord. One-off pick-ups can be booked in the following way: <https://portal.postnord.no/transport/booking/b2b>

DELIVERY

PostNord MyPack Collect parcels are delivered to the recipient or the recipient's agent via the recipient's service point on production of a valid identity document.

On delivery to an agent in Norway and Sweden, the agent must also show the recipient's identity document. Alternatively, in Norway the agent can be predefined in myPostnord by the recipient and is thereby not required to show recipient's identity document.

- a signed power of attorney in Finland.
- the recipient's advice in the form of a text message, an e-mail, a letter or a signed power of attorney in Denmark.

If the recipient fails to collect the parcel within 14 days (within Nordic region), the parcel will be returned to the sender at the sender's expense.

NOTIFICATION VIA EMAIL, SMS OR LETTER

Notification must be sent via email, SMS or letter to enable the recipient to collect the parcel. Email and SMS notification is included in the service. An SMS and/or email notification is sent when the parcel arrives at the recipient's collection point and the recipient can collect the parcel immediately. In Norway the recipient can in addition through myPostnord choose to receive the following notifications via email or SMS:

Delivery notification when parcel has reached a PostNord terminal. In addition recipients in Norway will receive a reminder email and/or SMS notification after 3 and 10 days if parcel is not collected.

CHOICE OF COLLECTION POINT

You and the recipient can together decide on which PostNord service point the parcel will be collected from. In order to do this you need to state the collection point using one of the following alternatives:

- A TA system approved by PostNord
- <https://portal.postnord.no/transport/booking>
- Customer sending EDI information files approved by PostNord

CASH ON DELIVERY (COD)

Within Norway, to Sweden and to Finland COD (Cash on Delivery) is an additional service whereby PostNord, either itself or via an agent, collects the Customer's (sender's) specified amount. This takes place when delivering the parcel. On myPostnord the COD amount can be paid partly or completely before pick-up. The amount is deposited into an account specified by the Customer. COD cannot be used for parcels sent to Åland. The maximum amounts for COD are NOK 25,000/consignment, EUR 2,500/parcel and SEK 25,000/parcel.

COLLECT IN-STORE (WITHIN NORWAY, TO SWEDEN, DENMARK AND FINLAND AND)

The additional service enables the Customer to choose which of the Customer's collection points the parcel should be held at for collection.

DELIVERY NOTIFICATION WITHIN NORWAY

Notify your recipient, or perhaps a third part, that their parcel is on its way via SMS and/or e-mail.

EXTENDED PERIOD OF RETENTION WITHIN NORWAY

The parcel remains at the recipient's collection point for 21 days (one week extra) before being returned to the sender.

FLEXCHANGE

Recipient or sender can change collection point, or change to Postnord MyPack Home delivery.

PRICING

The price is calculated per parcel. Freight is calculated at 280 kg/m³. There is an extra charge for parcels longer than 1.2 meters. The price list is based on weight intervals and regional zones depending on the area in the country to which the parcel is being sent. See prices at <https://www.postnord.no/en/business/services-businesses/prices-and-terms>.

CONTENTS

The value of the contents may not exceed EUR 13,000/parcel on shipments outside Norway. The parcel may not contain dangerous goods. For items that are classed as 'prohibited contents', check the Special Terms and Conditions for parcels at <https://www.postnord.no/en/business/services-businesses/prices-and-terms>.

FREIGHT DOCUMENTS

All parcels must have a freight document. An approved, standard transport label is used as a freight document.

ADDRESSING

State the recipient's contact person and delivery address (including to a box). If the parcel is to be sent abroad, the address should be written correctly and in such a way that it can be understood in the country of delivery. The postcode must also be preceded by the ISO nationality code.

CUSTOMS DOCUMENTATION

For information about customs clearance find terms at: <https://www.postnord.no/en/business/services-businesses/preparations/customs-clearance>

FORWARD DELIVERY

PostNord MyPack Collect items will not be forwarded.

PRODUCT CODE

PostNord MyPack Collect product code 19
PostNord Return Drop Off product code 24

TRANSPORT ADMINISTRATION SERVICES ONLINE

At [postnord.no](https://www.postnord.no) you can carry out a variety of tasks including printing out freight documents, booking goods pick-up, submitting complaints and carrying out volume calculations, as well as tracking items and searching for postal codes. You can also find price lists, and general and special terms and conditions for our services.