

postnord

e-Commerce Delivery Services to the Nordics



The Nordic market - Denmark, Finland, Norway, Sweden - has one of the highest per capita e-commerce spends in Europe and Nordic consumers love to buy from abroad. But Nordic customers like to be in the driving seat when it comes to choosing when, where and how their parcels should be delivered. With the PostNord services you can satisfy these requirements and exceed expectations. The services are fast, flexible, secure and fully tracked. Convenient for you, popular with your customers, giving the ultimate localised experience for parcels arriving cross-border.

Home Delivery



PostNord Home, up to 35 kg

A home delivery service offering an extensive array of options, ensuring swift delivery to every household across the **Nordics**. This flexible service is tailored to meet your customers' specific needs, providing adaptability and convenience. Send items up to **35 kg** with flexible and consumer-friendly delivery to the recipient's home. A delivery option for e-commerce companies wanting to reach consumers in the Nordics and rest of Europe.

Maximum dimensions:

Length **1.75 m**.

Length + circumference maximum **3 m**

Maximum weight/parcel: 35 kg Nordics, Europe **31,5 kg**

Minimum weight/parcel: 150 grams

A delivery can contain several parcels/receiver.



PostNord Home Small, up to 3 kg

With PostNord Home Small Prio, you have a day-to-day home delivery in Sweden and with PostNord Home Small, you reach all households in Sweden and Norway in one to four days, after arrival in the destination country. The parcel is delivered directly to the mailbox. If the parcel does not fit, it is left outside the door. This service is applicable for goods with a value of up to €50.

Maximum dimensions:

Length **600 mm**

Length + width + height maximum **900 mm**

Minimum dimensions:

Length **150 mm**, width **100 mm**, height **15 mm**

Maximum weight: 3 kg per parcel

Minimum weight: 150 grams per parcel

For parcels longer than **340 mm**, wider than **240 mm** or higher than **70 mm**, a fee will be charged (Special Handling).

Additional Service: Mailbox Only - This add-on only allows delivery in the mailbox. If the parcel does not fit in the mailbox, it will be notified for collection at the closest PostNord Service Point.

Pick up Delivery



PostNord Service Point and Parcel Locker

This is a flexible service which enables your customers to conveniently pick up their parcels from a nearby service point or parcel locker at their preferred time.

For those who prefer to pick up their shipment at a **service point**, this service is available for parcels up to **20 kg**.

Maximum dimensions:

Length **1,5 m.**, Length + circumference max. **3 m.**

For those who find it more convenient to pick it up at a **parcel locker**, the maximum weight is **10 kg (20 kg in Finland)**.

Maximum dimensions:

Length **0.6 m.** Width **0,42 m**, Height **0,49 m.**

Returns available for all services



Integrated solutions for returns with a large well established distribution network. Available options with **QR-code**, pre-printed return label or link to sender's return page, for drop-off at **service point** or **parcel locker** or **pick-up at home**.

Several key features make our services the unrivalled option for the Nordics:

- **100% coverage** of the Nordic market with over **+ 19 500** PostNord branded delivery points.
- **Expert Consumer Insight** to help grow Retailers market share in the Nordics
- **PostNord App** real time delivery tracking by the consumer.
- **SMS and Email** delivery status notifications in local language.
- **One tracking ID** – with full end to end tracking i.e. **one unified label** covering all Nordic countries
- **Return solutions - choice** of either **service point** or **parcel locker**, as well as **home collection** for returns.



Flex Change options for both **PostNord Home**, **PostNord Service Point** and **Parcel Locker services** - let the receiver decide from time to time how the delivery will take place. The additional features for tracking, delivery and returns with our services are supported by the **PostNord App** (available free for Apple/Android). This "remote control" for the Nordics offers flexibility and freedom to users and is by far the most downloaded logistics app in the Nordic region.