

SURCHARGES AND SERVICES

BUSINESS CUSTOMER WITH CUSTOMER AGREEMENT

GENERAL SURCHARGES

Administration fee per invoice

Customers who do not pay via LeverandørService	88.00
Customers who pay via LeverandørService	59.00

Energy and sulfur surcharge

Energy surcharge is composed of Fuel premium and Environmental surcharge. See current rates at postnord.dk

Svovltillæg (Finland)	+ 1%
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Handling fees

Redelivery of parcel placed for pick-up	The sender of MyPack Home and PostNord Parcel can request re-delivery of a parcel that has been placed for pickup at a PostNord Parcel Shop by contacting PostNord through the Customer Portal.	69.00
Conversion of PostNord Parcel Locker/ Service Point to MyPack Home	If the parcel exceeds the maximum weight and dimensions, a fee will be added.	+ 75.00
Oversize	Parcels with a length over 175 cm or a length + circumference between 300-360 cm.	+ 165.00
Missing, delayed or incorrect EDI	Added per parcel for missing, delayed, or incorrect EDI.	+ 65.00
Pallet Exchange	Fee per handled pallet.	10.00
Special Handling	A fee is applied to parcels that cannot be machine sorted. This includes parcels over 120 cm or 60 x 60 cm, or parcels that cannot be machine sorted due to their physical characteristics. Read more in our packaging guide or at www.postnord.dk	+ 40.00

Island surcharge

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

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CUSTOMS HANDLING

Customs clearance		
Norway	<ul style="list-style-type: none"> • Customs clearance fee is paid for import/export clearance to/from Norway. • Customs clearance fee on parcels sent under the VEOC scheme. Read more about VEOC in the fact sheet Export to Norway. 	+ 125.00
		+ 50.00
Switzerland and Liechtenstein	Customs clearance fee is paid for import/export clearance to/from Switzerland and Liechtenstein.	+ 180.00
Entry of customs information		
Registration of consignments for export.		+ 120.00
Manual entry of goods lines over and above the first line.		+ 10.00
Semi-manual entry of goods lines over and above the first line.		+ 3.00
Submission of customs data via XML2 or transport administration system.		+ 0.00
Export declaration		
Submission of export declaration.		+ 120.00
Submission of goods lines over and above the first line.		+ 3.00
Import clearance		
From Norway, Great Britain, Lichtenstein and Switzerland.		+ 128.00
Per goods line.		+ 32.00
Re-invoicing of VAT and customs duties from abroad		
Disbursement fee, minimum DKK 80		+ 3.50%

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Ad Hoc Pickup	If you do not have a fixed pickup agreement, you can use Ad Hoc Pickup for collecting a small number of parcels. Ad Hoc Pickup can be ordered up until 22:00. This means that a driver will collect up to three parcels on the next weekday during his/ her delivery trip. Ad Hoc Pickup must be ordered for each parcel so we know the number of parcels that need to be picked up. The parcels must be ready at the scheduled pickup time.	+ 21.00
Age Check (for Sweden)	When sending parcels to Sweden, some items require age verification. In so doing, we ensure that the recipient is over 16, 18 or 20 years old before handing over the parcel. Please note that it is not possible to use PostNord for sending alcoholic beverages to recipients in Sweden.	+ 20.00
Climate Contribution (for Finland, Norway and Sweden)	We make a contribution to the climate for all Danish parcels. The amount of the contribution is calculated on the basis of the average carbon emissions for the parcel's trip in Denmark and the Nordic region, and the donation goes to nature and climate projects in Denmark. For a small added price, you can choose to support Climate Contribution for your parcels sent in the Nordic region.	+0.05
Print label	Use Print label when you want to use our digital return solution. Your customers receive a QR code, which they show at a PostNord Parcel Shop to have the return label printed. Print label is available in Denmark and from Norway and Sweden	
	• Return Drop Off	+ 0.00
	• PostNord Parcel Locker/Service Point, MyPack Home and PostNord Parcel	+ 5.50
Insurance	For all countries, it is possible to purchase transport insurance, so the contents are covered up to DKK 100,000. You can add this service per parcel – this also applies to return parcels. Please note that valuable items must be sent using the Insured items service instead.	
	• Denmark	+ 85.00
	• Europe	+ 145.00
	• Resten of world	+ 180.00
Signature Assurance	If it is important that the recipient signs for the parcel when we deliver it, you can choose the Signature Assurance service for MyPack Home and PostNord Parcel. We ensure that the parcel will not be left at the address nor deposited in the recipient's mailbox. You can see who received the parcel in the Customer Portal.	+ 10.00
Insured Items	Parcels containing money, precious metals, jewelry, and similar precious items whose value exceeds DKK 4,800 must be sent using the Insured Items add-on service. The maximum value of the contents is DKK 30,000. You can choose the Insured Items service for parcels sent to recipients in Denmark, the Faroe Islands and Greenland. If you need to send valuable items to other countries, these must instead be sent as Insured Items via Online Porto on www.postnord.dk .	
	• Denmark, value up to DKK 10,000	+ 65.00
	• Denmark, value per DKK 10,000 over DKK 10,000 or part thereof	+ 20.00
	• Faroe Islands and Greenland, basic price	95.00
	• Faroe Islands and Greenland, value per DKK 10,000 or part hereof	+ 90.00

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Collect in Store	It is easy to have parcels delivered from your online shop to your physical shops. Further details are available in the Collect in Store fact sheet.	+ 0.00
Setup for Collect in Store	Setup fee per store created	200.00
Tires	When sending vehicle tires to recipients in Denmark, the Nordic countries, and a number of European countries, you must select the Tire service. Tires can only be sent as MyPack Home or PostNord Parcel and will generally be delivered with FlexDelivery. If this is not possible, we will leave the tires at the nearest Business Drop-off point for pickup.	+ 0.00
Dangerous goods in limited quantities (LQ)	Dangerous goods in limited quantities (LQ) may be sent as parcels. When sending LQ parcels, you are required to associate this service with the parcel and state the UN number, name of content and quantity (weight of content). If you send batteries that fall under the SP188 exception (maximum 20/100 Wh lithium), they are exempt and do not need to be sent with the service. You simply need to label the parcel with the battery mark (UN number). A list of permitted UN numbers can be found on postnord.dk . Only one substance (UN number) per parcel may be included.	+ 0.00
FlexDelivery	For sending parcels to recipients in Denmark or another Nordic country who are not present at the address when the parcel is delivered, you can choose to send these parcels using the FlexDelivery service. FlexDelivery saves the recipient a trip to the parcel shop and reduces the number of uncollected parcels that must be returned. All you do is tell us where to leave the parcel, and we will drop it off as specified by you, e.g. in the carport, next to the front door, etc. Further details are available in the Delivery fact sheet. Please note that in Denmark, parcels over 20 kg and tires are always delivered with FlexDelivery.	+ 0.00
ID Check (for Sweden)	Choose this service if you want your customers in Sweden to present an ID in return for being given the parcel.	+ 0.00
Return Immediately	If you choose Return Immediately, PostNord will return the parcel to you if the recipient is not at home to receive it. This means that the parcel will not be left at the address under RecipientFlex nor at a PostNord Parcel Shop for pickup.	+ 0.00
Bulk Split (for Great Britain and Norway)	If you send many parcels to Great Britain or Norway, you have the option of sending them with combined customs clearance using the Bulk Split service. This service requires that you send at least 1,000 parcels annually to the country in question and enter into a special agreement with PostNord, so please contact us for further details.	Agreed price
Heavy parcel (for Sweden)	When sending parcels weighing more than 20 kg to Sweden, you are required to choose the service Heavy. In addition, PostNord's barcode label "20 kg" must be affixed to three sides of the parcel.	+ 0.00