

## PostNord AS (Norway)

# POSTNORD MYPACK HOME - WITHIN NORWAY

Offer your private customers PostNord MyPack Home delivery service when they order their goods. We pick up the shipment from you and deliver it to your customer's door within Norway. The Home parcel can also be handed to PostNord at a PostNord Service Partner location.

MyPack Home can be delivered without receipt, or with FlexChange.

### DIMENSIONS AND WEIGHT PER PARCEL

Maximum size: Length 1.75 m  
Maximum length + circumference: 3 m  
Minimum weight: 150 g/parcel  
Maximum weight: 35kg

For shipments exceeding maximum measurements or weight, the service [PostNord Groupage](#) or [Post-Nord Pallet](#) must be used.

### MYPACK HOME WITHOUT RECEIPT

#### DELIVERY TIME

The shipment will be delivered to the recipient's door on the first possible delivery day according to distribution plan for MyPack Home without receipt.

#### NOTIFICATION

The receiver will get a notification at the first PostNord terminal scan. The receiver will be notified about delivery date when the parcel arrives at the final PostNord terminal. Notification is sent via SMS and/or e-mail, according to the information provided by the sender for the recipient.

The recipient can choose to specify the following places for drop off: Parcel placed behind the house, in a garden storage box, in the garage, or at a spot defined by the recipient. After delivery, a new notification is sent with information about when and where the parcel was delivered.

#### DELIVERY

MyPack Home without receipt must be booked with additional service A6 Delivery without receipt.

The shipment will be delivered as MyPack Collect to a PostNord Pickup point/Service partner, if the delivery is not possible.

#### LIABILITY

Parcels which are sent as MyPack Home without receipt will be regarded as having been received once the parcel has been scanned as handed over by PostNord. After any such delivery/handover, PostNord can consequently not be held liable for any loss or deterioration of, or damage to, the parcel.

### MYPACK HOME WITH FLEXCHANGE

#### DELIVERY TIME

The delivery time will vary based on chosen delivery by the receiver.

The different delivery methods the recipient can choose are:

- Date and time of delivery with signature
- Delivery without receipt
- Pick up at terminal
- Delivery to work place
- Pick up at service point

#### NOTIFICATION

The receiver will get a notification at the first PostNord terminal scan including information about different delivery methods.

When the shipment arrives at the final PostNord terminal the recipient receives a new notification with the delivery methods and must make a choice for the delivery.

Notification is sent via SMS and/or e-mail, according to the information provided by the sender for the recipient.

If no digital information has reach PostNord, notification is sent by mail.

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 Postnord terminal, and
- Delivery notification when parcel is loaded on distribution truck.

When receipt is required the PostNord driver will notify the recipient directly by phone call or SMS 30 minutes prior to delivery.

#### DELIVERY

MyPack Home with Flexchange must be booked with the additional service C7.

Delivery is made to front door.

If delivery is made to an address which does not have access by road, delivery is made to the closest appropriate place for PostNord.

When receipt is required the following additional services are available:

- Carry in
- Return Wrapping
- Return of electronics
- ID Check
- Temperature
- Return wrapping
- Return of Goods (Electronics)

**Carry in** services are provided in Norway as a value added service when booked by sender.

**Return wrapping** can be added as a service in combination with Carry in service in Norway.

**Return of Goods (Electronics)** can be added as a service in combination with Carry in Service in Norway.

#### DANGEROUS GOODS LQ

You can send a limited number of dangerous goods to certain approved countries. More information about the countries and postcodes for which this applies, see under [PostNord MyPack Home service at postnord.no](#).

#### ID CHECK

ID Check means that the parcel is delivered to the recipient or the recipient's agent with proof of delivery and on production of a valid identity document.

#### SIGNATURE ASSURANCE WITHIN NORWAY

Signature Assurance means that the recipient cannot choose delivery without Proof of Delivery (POD) as a delivery option. The parcel is then delivered with Proof of Delivery.

The recipient, who need not be the person on the address label, signs a physical or electronic delivery note. If the recipient is not at home at the time of delivery, the shipment will be delivered as MyPack Collect to a PostNord Pick-up point/Service

partner.

#### PRICING

The price is calculated per shipment or parcel.

Freight is calculated at 280 kg/m3. The price list is based on weight intervals and zones dependent of the area in the country to which the shipment is being sent. See prices at <https://www.postnord.no/en/business/services-businesses/prices-and-terms>.

#### CONTENTS

The parcel may not contain dangerous goods. For items that are classed as 'prohibited contents', check the Special Terms and Conditions for each service 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

Forwarding is not included in the service.

#### PRODUCT CODE

PostNord MyPack Collect product code 17/H

#### 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.

#### ELECTRONIC DATA INTERCHANGE (EDI)

MyPack Home service is 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.

One-off pick-ups can be booked in the following way: <https://portal.postnord.no/transport/booking/b2b>