

# User Guide

2026



postnord



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We offer you a Nordic logistics solution with a unique network and increased accessibility. Our ambition is to be the best partner for businesses in both Norway and the rest of the Nordic regions that have high demands to their logistics. This requires us to constantly develop future-oriented solutions that create competitive advantages and forces us to have a clear vision of the future for various industries and companies.

We offer a complete range of products. Our task, however, remains the same: we must constantly develop solutions that create a competitive edge for our customers in the form of increased delivery services and reduced logistics costs. This User Guide presents the basic elements of PostNord's total range of logistics services.

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## Our transport solutions

Below you'll find all our transport services in a clickable format, so you can quickly find the information you're looking for. For all specifications, you can read about them here ([www.postnord.no](http://www.postnord.no)).

### Business to business

- [PostNord Groupage](#)
- [PostNord Groupage Single](#)
- [PostNord Parcel](#)
- [PostNord MultiParcel](#)
- [PostNord Pallet](#)
- [PostNord InNight](#)
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- [PostNord Courier](#)

### Business to consumer

- [PostNord Service Point](#)
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### Partloads

- [PostNord Partloads](#)
- [PostNord Thermo](#)

### Cross Border

- [PostNord Parcel Export](#)
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- [PostNord Parcel Collection Request](#)
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- [Customs Clearance](#)

### Communication services

- [BoxMail](#)
- [Direct Entry](#)
- [Economy Class Letters](#)



## Transport information

In this chapter, you will find important information you need to know about purchasing transportation services from us. EDI is a prerequisite for today's logistics solutions, as well as learning a bit about our environmental work, practical matters such as pallet exchange, non-standard products, and transportation times.

### Environment

PostNord significantly impacts the environment through the transportation of goods throughout the Nordic region. PostNord is conscious of its responsibility and continuously works to reduce its environmental footprint. This is achieved through influence and close collaboration with our subcontractors (vehicle owners), customers, internally within the company, and through monitoring of the external environment, such as our terminals and their boundaries with surrounding properties. Furthermore, we work on optimizing capacity utilization, increasing freight by rail, and transitioning to electric vans and heavier vehicles powered by biogas.

PostNord's sustainability strategy is aligned with some of the UN's Sustainable Development Goals – numbers 8, 9, and 11 – which aim to ensure diversity, fair and safe transport, and demonstrate climate leadership. PostNord's vision is to become fossil-free by 2030.

### Pallet exchange

#### General

PostNord AS bases its system on the recommendations for pallet exchange in domestic transport as at 1 January 2000.

Pallet exchange is financially and environmentally beneficial, which is why we offer our customers the service. The scheme only covers approved EUR pallets. Excepted from the scheme are EUR pallets that are clearly marked with the label "PALLET NOT FOR EXCHANGE" and the goods is also plastic-wrapped/lashed to the pallet so that the consignment goes unopened to the recipient.

Any non-conformances to the re-recommendation will be laid down in PostNord's contracts with customers and carriers.

PostNord keeps an account of all parties that use the company's pallet receipts. All settlement of the account takes place in the form of the return of approved EUR pallets, unless the parties agree on another form of reimbursement. Only pallet receipts with the company's logo are valid documentation of the claim.

Pallet receipts must be obtained for all exchange of pallets. Receipts must be signed by both sender and recipient of the receipt. It must only be completed by two parties. Use either the vehicle's registration number or the driver number. The number of pallets must be entered in the delivery party's field. The receipt must be clearly entered using a dark pen. Please contact PostNord if you have any questions about completion. Part 1 of the pallet receipt, "Co-loader's original" must be sent to/handed in to PostNord without undue delay, no later than one month after completion. Unclear or late receipts may be charged to the person completing the receipt, or not accepted by PostNord. For partial coverage of PostNord's costs of pallet exchange and return deliveries, the sender will be invoiced for part of the costs. See the price list at: [postnord.no/price](https://postnord.no/price). The sender may only invoice the recipient for pallets when it makes up a single item with the goods and is clearly marked with the above-mentioned label.

Pallet exchange is not offered in connection with our InNight services or cross-border services.

### Approved EUR pallets

An approved EUR pallet is fit for traffic. This means that it does not have any damage or contamination that damages the goods and that means that it has all of the stamps that ensure that it has been manufactured according to the standard. EUR pallets will not be approved if the pallet has one or more of the following defects:

- One board is missing or is very splintered/fractured
- One or more top or bottom board have cracks that mean that nails/screws protrude
- One block is missing or has cracks that mean that nails/screws protrude
- The necessary stamps are missing
- The pallets smells bad and/or is contaminated

### Split pallet

When using split pallets for delivery to one of our terminals, these pallets should be clearly marked with "SPLIT PALLET/SPLITTPALL" on a separate label. The label should be placed on each side of the pallet to avoid mis-sorting.

### Weight restriction

In consideration of health, safety, and the working environment, all packages weighing over 35 kg should be loaded onto separate carriers.

### Bar code marking

The transport label must withstand physical loads and the Norwegian climate. The packaging must not impede legibility. All bar codes on the transport packaging must be approved by PostNord's EDI department for use. For more information about the bar code label and associated EDI information, please contact [edi.no@postnord.com](mailto:edi.no@postnord.com). Already bar code-marked goods require EDI or that the bar code has been produced at [postnord.no](https://postnord.no).

### Pricing information

Pricing information is available from [postnord.no/pris](https://postnord.no/pris) and in our Portal.

The following options are available:

- General price list for all PostNord's products
- Net price tables
- Price lists for existing consignments, or calculation of price for new consignments.

PostNord can also offer price information via EDI/XML. A quote for the calculated carriage cost is sent, or a preliminary calculated carriage cost the morning after the consignment has been physically received for transport. You will then receive the price calculation automatically from us, as soon as the carriage cost has been calculated. Speak to your contact concerning this solution.

### Damage and compensation claims

Visible damage and deficiencies must be marked in the transport documents' parts 1-3 or the driver's hand-held terminal, on delivery of the goods.

The issue is described, e.g.:

- 1 machine with damaged cover
- 1 box with 25 trousers missing
- 1 open box containing 11 pairs of socks

Similar comments are made in the recipient's delivery list. Such comments are only valid when the delivery driver has confirmed with date and signature. In cases of damage/loss, it is the responsibility of the claimant to prove that the damage/loss of contents occurred during transport. Let the goods and packaging remain intact until the cause of the damage has been found. Contact Customer Service via our [Customer Portal](#).



The customer has the right to regard missing goods that aren't found as lost (See article 13 in the terms and conditions of transport) and a claim for compensation can be submitted. In case of damage/shortage, compensation claims can be made immediately. The compensation claim must be submitted in writing, contain a copy of the sales invoice and any delivery list (with the damage/loss marked). There must also be a description of the extent of the damage and the actual loss of value, as well as any other relevant information.

#### Business

Registration of compensation claims can be registered at [postnord.no/henvendelse](https://postnord.no/henvendelse). Register all information, along with attachments to the case (commercial invoice, delivery overview, photos, etc.). Please note that it is the freight payer who is the rightful claimant.

#### Consumer

Registration of compensation claims for shipments from private individuals to private individuals is done at [my.postnord.no/personal-claim](https://my.postnord.no/personal-claim).

### Svalbard

#### Business

Shipments with postal codes for Svalbard can be ordered in the usual manner. The price automatically invoiced in PostNord's systems is the rate from the customer to our department in Tromsø. For freight from Tromsø to Svalbard, the customer will receive a separate invoice from our subcontractor. Shipments will be traceable in our systems up to Tromsø.

For inquiries about transport to Svalbard, please contact our department in Tromsø at phone number 987 09 300 or email [svalbard.no@postnord.com](mailto:svalbard.no@postnord.com).

#### Consumer

Shipments with postal codes for Svalbard can be ordered in the usual manner. The shipment will be forwarded from Oslo with Posten. Freight will incur an additional charge for Svalbard. Shipments to private individuals are traceable in our systems.

### Hazardous goods

Hazardous goods are accepted for carriage with the following exceptions:

- Explosive substances and objects
- Toxic gasses marked with hazard label no. 2.3, except aerosols. Also applies to equivalent empty, uncleaned, packaging
- Desensitised explosives, classes 3 and 4.1
- Toxic substances of class 6.1 packaging group 1 and infectious material in class 6.2, category A
- Radioactive material, except items with UN no. 2908 to UN no. 2911

The sender's obligations for hazardous goods are, amongst other things, to ensure that the goods are:

- Permitted to transport
- Correctly classified
- Correctly labelled with UN number and hazard sign
- Co-packed in accordance with ADR regulations
- Packaged in UN approved packaging
- Packed as "limited amount" marked with correct symbol
- Packed as "exempt amount", marked with the correct symbol
- Ensure that empty, uncleaned, packaging is correctly labelled, closed and just as sealed as when full
- That the carriage documentation (waybill) for all hazardous goods consignments is issued and given to the carrier
- The carriage document is correctly classified with information about the type of packaging, gross weight of each UN number, and the number of packages

The carriage time for hazardous goods may be somewhat longer than in the Timetable, due to coload prohibitions for some substances. There are price supplements for hazardous goods, see the price list at: [postnord.no/pris](https://postnord.no/pris).

For more information about carriage of hazardous goods, read more [here](#)

### Heated goods

In the winter season we can offer heated units for part loads/co-loads to a number of destinations on regular departure dates. Each item in a heated goods consignment must be labelled "Varmegods", using a separate label that is affixed to the same side of the item as the address label. In addition, "Varmegods" must be entered in the correct box/message field in the consignment information/ carriage document. In many cases, this will also lead to the bar code label also be marked "Varme", "Heat" or similar, but a separate label must also be affixed.

PostNord disclaims all responsibility for heated goods that do not meet these criteria.

There is no transport time calculation for heated goods. Existing timetables will mostly be adhered to, but are still considered to be for guidance only.

Please refer to the list of heated goods departures at [postnord.no/varmegods](https://postnord.no/varmegods) and information about additional charges at [postnord.no/pris](https://postnord.no/pris).

This is a contract-based service, please contact us for further information.

### Violation of terms and conditions of transport

Goods that do not meet the terms and conditions of transport may be returned at the sender's expense and risk.





## Transport times

Transport times for the product flow Co-loads (packages and part loads) can be downloaded from our [Customer Portal](https://portal.postnord.no/schedule) (portal.postnord.no/schedule).

- Timetables can be downloaded in their entirety, as pdf or sdv files for import into Excel
- Customer-specific timetables can be generated, based on customer number, history or defined postcodes
- You can search to or from a destination

During the season, we may make periodic changes to the timetable. All changes are notified through operational messages that can be subscribed to via the Customer Portal.

If items have dimensions that indicate that the consignment is considered to be PostNord Special Freight, the consignment is exempt from the regular timetable but still considered to be for guidance only.



## Terms and conditions of transport

When purchasing services from us, it may be important for you to know which terms apply. Here you will find all our transportation terms.

### 1. Scope

All of PostNord AS' assignments are regulated by the Act relating to Road Carriage Contracts and NSAB 2015 (Nordic Carrier's Association's General Terms). The terms and conditions of carriage defined below supplement the Road Carriage Contracts Act and NSAB 2015, and are part of the contract between PostNord and our customers. Read more about NSAB 2015 at the website of the Confederation of the Logistics and Carriage Industry: ltl.no. Enter "nsab" in the search field. PostNord is affiliated with LTL.

- Instruction that the consignment must be handled as Heated goods
- Necessary information about hazardous goods, see the section regarding Hazardous goods
- Necessary information about and in the event of use of the service DPD EXPRESS 10; PostNord, Home Delivery Party carriage and other services

Carriage on consignments to construction and building sites, vessels, private homes, recipients without daily occupied business addresses, etc. is charged to the sender. The same applies if another carriage payer is not stated in the transport document. Other instructions about delivery deadlines, transport methods, debt collection assignments, etc. - stated in the carriage document - will not be binding upon PostNord. Such instructions must be specially agreed and approved in writing by PostNord before carriage commences.

PostNord does not register information in box 38 on hard copy waybills. This information, or any attachments, will not be communicated to the recipient. Use of PO Boxes, and post codes that are not associated with the delivery address, must not be entered in the delivery address field. Costs that are incurred due to missing, incomplete or incorrect information must be covered by the sender. This may include incorrect weight/dimensions, incorrect delivery address, incorrect or re-use of consignment number/item ID, or incorrect customer number. Consignments that are heavier/larger than stated may be corrected by PostNord to the correct weight/dimensions. If there is insufficient data, the carriage calculated will be based on the estimated weight/dimensions.

### 2. Carriage document

By carriage/transport document we mean the electronic carriage instruction (EDI notification) or domestically a standard waybill. The sender is responsible for correct and necessary information in the carriage document. Contact edi@postnord.com for questions about how to do this in the EDI message.

The goods must be barcode labeled before the agreed pick-up time, and EDI information must be transmitted no later than 30 minutes before the goods arrive at PostNord's terminal.

The following information must be entered:

- Sender's customer number
- Sender's name and street address
- Consignment number
- Recipient's name and delivery address (street address)
- No. of items
- Gross weight and dimensions in dm<sup>3</sup>
- Carriage payer
- Carriage payer's customer number if it has a carriage contract with PostNord



### 3. Labelling of goods/ address labelling

All goods must be labelled in accordance with the carriage documentation. The labels must be clear and durable. Old barcode labels must be removed. Parcels weighing over 2000 kg must be clearly marked with weight and center of gravity. All parcels should be marked with "heated goods" when sent this way, "delivery reservation/(utleveringsforbehold)" when such instructions are given in the carriage documentation, and be marked with hazard labels when the contents are hazardous goods.

The address label must contain the following information:

- The sender's company name and address
- The sender's name and telephone number
- The recipient company, or private recipient's first and second names
- The recipient's street address and post code for physical delivery of the goods
- The recipient's telephone number if it is private delivery
- Product labelling: Home Delivery, Heated goods, etc.

### 4. Packaging

PostNord is not obliged to consider whether a product should be packaged, or if the packaging is sufficient.

The packaging must be intact and clean, and old barcodes and recipient markings that may cause interference must be removed. Fragile goods should be packed in shock-absorbent material. The packaging should be of such quality that the goods can withstand being loaded together with other shipments and can be processed at sorting facilities. Loose tape, cardboard, and straps must be removed.

Shipments on pallets should be wrapped, strapped, or packaged in a manner that provides the best possible protection against damage and keeps them together on the pallet throughout the entire transport.

If goods are sent with missing or deficient packaging, the carrier is not obliged to pay carriage compensation if the damage would have been avoided if the goods were adequately packaged.

### 5. Collection

It must be clearly indicated by the customer which goods are to be collected by PostNord.

Collections beyond the agreed volume must be reported in advance. Unreported quantities will be accommodated as far as possible, but PostNord is not obligated to accommodate extra quantities. Additional costs will be incurred if the goods are not ready at the agreed collection time or in the event of a "missed trip."

Shipments are considered received when scanned at PostNord's drop-off point or terminal. Goods that are not transport-ready may be rejected by the driver/terminal.



### 6. Sender's responsibility

The sender is responsible for costs/ injuries to persons, damage to materials, the environment and/or other goods, when the cost or the damage is due to lack of information about hazardous goods, and/or lack of labelling or packaging of the goods.

### 7. Carriage of goods

PostNord decides what means of transport is used. If there are obstructions to the carriage of the goods - and there is no reservation order - PostNord will perform the actions that it finds necessary to best serve the interests of the customer. Goods that due to their nature, size or weight are not suitable for carriage as a co-load will only be accepted for carriage by special agreement

### 8. Delivery

Consignments addressed to companies with staffed delivery addresses will be sent out for delivery between 8 am and 4 pm. The delivery location is defined as the customer's door as long as the nature/weight of the parcel allows it to be handled/carried by one person in a single trip. Pallets and general cargo (multiple parcels) are delivered to the loading bay/buildings ground floor.

Normally one delivery attempt is made before the recipient is notified to agree a new delivery. Warehouse storage fees accrue during the period the consignment remains at our terminal. Typically, the consignment is returned after 7 days at the sender's expense and risk. In case of failed delivery attempt a fee will incur.

Consignments are notified to private addresses and sole traders without staffed delivery address to agree delivery/collection.

For other consignments with delivery conditions, the recipient is contacted to agree delivery. The goods are typically released upon receipt of a signature.

The recipient must inspect the goods, and give a receipt for the number of items and visual condition being in accordance with the consignment information/carriage document. The recipient of the consignment must sign, or authority from the recipient must be shown. If the recipient is paying for carriage, PostNord may require the carriage and other costs to be paid before delivery. Extra costs may be charged if the recipient is not present at the agreed time of delivery or does not meet the delivery criteria mentioned in this section. Deliveries that require more than 15 minutes may incur additional costs

#### Home Attended (discontinued)

For the home delivery service PostNord Home Attended, and automatic appointment for delivery day is notified and set up. In some areas, we also offer live tracking on the day of delivery, providing the recipient with a time window and the number of stops before their own. The goods are released upon receipt of signature, unless the recipient has chosen delivery without signature. The recipient of the consignment must sign themselves, or authorization from the recipient must be presented. The recipient should inspect the goods and acknowledge that the number of parcels and visible condition match what is stated in the shipping information/transport document.

One delivery attempt is made for parcels under 35 kg. If we are unable to deliver PostNord Home Attended, it may be converted to PostNord Service Point. This applies only to parcels within the product terms of PostNord Service Point.

Additional costs will be incurred if the recipient is not present at the agreed delivery time.



### Home Unattended (discontinued)

For PostNord Home Unattended the recipient is notified of the expected delivery day, and the consignment are delivered without a signature. PostNord Home Unattended is delivered to mailbox or by the door.

### Home Small

For PostNord Home Small the recipient is notified of the expected delivery day, and the consignment are delivered without signature. PostNord Home Small is delivered as standard in the mailbox.

### Home (new)

For PostNord Home an automatic appointment for delivery day is notified and set up. In some areas, we also offer live tracking on the day of delivery, providing the recipient with a time window and the number of stops before their own. The goods are delivered without personal contact, unless the recipient has chosen the additional services "personal delivery", "signature" or "ID-check".

- Personal delivery: The consignment are delivered to a person on the address
- Signature: The consignment are delivered to a person on the address, upon signature
- ID-check: The consignment are delivered to the recipient, upon ID

The recipient should inspect the goods and acknowledge that the number of parcels and visible condition match what is stated in the shipping information/transport document.

One delivery attempt is made for parcels under 35 kg. If we are unable to deliver PostNord Home, it may be converted to PostNord Service Point. This applies only to parcels within the product terms of PostNord Service Point.

Shipments that exceed the product specifications for Home will be converted to and priced as Home Groupgae.

### Home Groupage (new)

For PostNord Home Groupage an automatic appointment for delivery day is notified and set up. The recipient may change this to the next delivery day. In some areas, we also offer live tracking on the the day of delivery, providing the recipient with a time window and the number of stops before their own. Delivery is made to the curbside or first obstacle. The goods are delivered against signature, but the recipient may change this to delivery without signature.

The recipient should inspect the goods and acknowledge that the number of parcels and visible condition match what is stated in the shipping information/transport document. If the recipient is not present at the first delivery attempt, a new delivery time will be scheduled for an additional fee.

### Service Point

PostNord Service Point deliveries are made through our network of manned pick up points. The recipient will be notified when the parcel is on its way and will receive a pick-up notification with a code when the parcel is ready for collection. Signature/ID check can be added as an additional service. PostNord Service Point cannot be sent to parcel lockers. Parcels sent to parcel lockers will automatically be redirected to PostNord Parcel Locker

Unclaimed returns occur if the parcel is not collected within 7 days. The parcel will then be returned to the specified address. The recipient has the option to make several changes along the way: change the collection point, request home delivery, or postpone the collection deadline. The recipient can also authorize someone else to collect the parcel in cases where ID check is required in-store.

If the sender wishes to offer optional collection points, this must be facilitated by the sender. Alternatively, the nearest collection point within the postal code will be selected.

### Parcel Locker

PostNord Parcel Locker deliveries are made to our parcel lockers based on the distance from the recipient's address. The recipient will be notified when the parcel is on its way and will receive a pick-up notification with instructions when the parcel is ready for collection. For pick-up at the parcel locker, the PostNord app is used with a inique ID. PostNord Parcel Locker will be converted to PostNord Service Point if the parcel locker has no available capacity.

Unclaimed returns occur if the parcels is not collected within 7 days. The parcel will then be returned to the specified address. Shipments that exceed the product specifications, or for other reasons can't be delivered to a parcel locker, may be converted to PostNord Service Point. Shipments that exceed the product specifications will incur an additional fee. See price list.

PostNord Parcel Locker is not available for temperature-controlled goods, multi-parcel shipments, ID verification/signature requirements, or cash on delivery.

During the defined peak season, such as Black Friday and Christmas, PostNord may temporarily limit or disable the option for recipients to extend storage time in order to secure capacity and delivery quality.

## 9. Messaging services

PostNord offers an extensive information system through SMS-messaging, push notifications and email. This is designed so that your customers, as recipients, can quickly, easily, and efficiently access relevant information related to all their shipments orderd from you.

If they opt for push notifications through the PostNord Norge app, they can receive realtime shipment updates directly on their device.

Availability and timely delivery of these notifications depend on device compatibility and network connectivity. PostNord AS and mobile operators are not responsible for delayed or undelayed push notifications. The frequency of messages (SMS or push) depends on your customers' activity. SMS messages may not be available everywhere, and not all mobile devices or phones are supported. SMS message costs may apply in cases where the consumer chooses extended information access and increased flexibility associated with their consignments.

## 10. Obstruction to delivery

Should the recipient refuse to accept the goods, or there are obstructions to delivery, PostNord will acquire conditional orders from the customer, who is responsible for the carriage and necessary additional costs. If the conditional orders in domestic carriage have not been received within 7 days of issue, the consignment is automatically returned at the customer's risk and for its account. For consignments with delivery conditions, the recipient is contacted to agree delivery. A signed receipt for the gooads is obtained. Extra costs will be charged if the recipient is not present at the agreed delivery time

## 11. Right to retention

PostNord has the right to retention/right to security in consignments that are under our control, to cover the carriage cost and other claims on the customer. If PostNord receivables are not paid at due date, it has the right to sell as much of the goods as is necessary to cover our total claim and costs, in a satisfactory manner. PostNord shall, if possible, inform the customer in advance about the measures that it intends to take to sell the goods. The same applies to goods that are not collected within a reasonable time, if the customer, despite requests, has not given PostNord conditional orders or has collected the goods.



## 12. PostNord's responsibility as carrier

PostNord's responsibility for the goods begins when we take over the goods for carriage and cease when delivery is made to the recipient, i.e. when the goods leave the means of transport/delivery site. PostNord is responsible for losses, delays and damage to the goods in the period of liability unless we prove that the loss or damage is caused by the goods' nature, conditional orders, lack of conditional orders or other errors or omissions on the part of the sender or recipient. PostNord is also without responsibility when the loss or damage is caused by circumstances that we could not prevent or prevent the consequences of.

PostNord is also without responsibility for loss and damage caused by:

- The nature of the goods requiring transport on an open vehicle
- Lack of, or insufficient, packaging
- Goods handling, loading or unloading by the sender or recipient
- Fragile goods that are especially exposed to breakages, rust, selfdestruction, leakage or normal losses
- Lacking, misleading or incorrect information in the carriage document
- Lacking, misleading or incorrect labelling of the goods

If PostNord prove that the loss or damage may have occurred due to circumstances that are stated under a-f, this will be used to reject the claim unless it is proven that the damage is due to other causes

## 13. Lost goods

If the goods have not been made available to the recipient within 30 days of the agreed delivery date or within 60 days of PostNord having received the goods for carriage, the sender and recipient have the right to regard the goods as being lost. The product owner can require in writing to be informed should the goods be found within 1 year of compensation being paid. Within 30 days of our receiving such a requirement, he can claim the goods delivered with having to refund the compensation paid.

## 14. Delays

The goods are delayed when they are not delivered at the agreed time, or when the transport time is longer than the circumstances reasonably could demand from a considerate carrier. Regardless of a time guarantee or not, only losses that the customer can document are covered, and limited upwards to the shipping amount.



## 15. Complaints

Compensation for damaged or lost goods is calculated according to the goods' product value at time of delivery to PostNord. Consequential damages will not be paid. Sales invoice must be produced. If the product is not billable, the product value for a product of the same nature and quality is used as the grounds for compensation. When the goods are damaged, the compensation is paid within the product value to the amount that repair of the damage would cost. If complete repair is not possible, the loss in value from the damage is compensated. For domestic road transport, the compensation will not exceed 17 SDR per gross kilogram (SDR is a price that is listed daily at the Oslo Stock Exchange, see the banks' exchange rate lists).

Other compensation limits apply to rail, sea and air carriage, and for cross-border carriage, cf. article 1. In the event of PostNord compensating the goods' full commercial value, we have the right to have the goods placed fully at our disposal. Carriage can be claimed refunded in the event of a total loss and proportionally in the event of partial loss.

## 16. Complaints

Complaints must be made without undue delay, if this is not done, the claim is lost. Anyone wishing to claim that goods may be damaged or that the consignment is not complete, must upon receipt remark this in the transport document or the delivery summary. For concealed damage, the standard notification period is 7 business days after the receipt

## 17. Unknown goods

If the goods lose identification so that neither the owner, the recipient nor the consignor is possible to find, the carrier, after making inquiries, will sell the goods at auction by an auction company provided that the goods have been in PostNord's possession more than 3-6 months

## 18. Statutory limitation

The deadline for making a compensation claim in connection with road and rail transport expires after 1 year. The limitation is calculated as follows:

- In the event of damage, partial loss or delayed delivery: from the delivery date
- In the event of total loss: from the 30th day of the expiry of the agreed delivery date, or from the 60th day from PostNord receiving the goods for delivery
- In other circumstances: when 3 months has passed from entry into the carriage contract

The limitation may be shorter or longer for other forms of carriage. A claim, the deadline of which has expired, cannot be offset.



## 19. EDI terms and conditions

When using electronic carriage information and bar code labelling of goods, the EDI terms and conditions will apply in addition to the Terms and Conditions of Carriage. The EDI terms

## 20. Minimum wage

The following applies to work that falls under the regulations on the partial general application of collective agreements for road freight transport:

PostNord shall ensure that employees in its own organization and employees of subcontractors do not have worse pay or working conditions than those defined in the regulations on the partial general application of collective agreements for road freight transport. This only applies to employees who directly contribute to fulfilling the contract.

The Regulation on the General Application of Collective Agreements for Road Freight Transport covers work performed by drivers. The duty to ensure compliance does not include corresponding requirements for wage documentation for employees working at terminals or for office staff.

All agreements entered into by PostNord AS that involve the performance of work under this contract shall contain similar provisions

PostNord AS confirms that the necessary systems and procedures are in place to enable checking of the compliance of subcontractors with the general application regulations, and following this up if necessary. PostNord undertakes to carry out checks and implement measures if breaches of the regulations are identified at subcontractors.

Upon written request from the customer, PostNord AS shall present its general procedures regarding its obligation to ensure compliance. These are established to ensure that subcontractors comply with the general application regulations that are in force.

## 21. Handling of personal data

### 21.1

If not otherwise specifically described in the Customer's agreement, PostNord and the Customer, separately, will process personal data as independent data controllers. PostNord's processing of personal data as a data controller is further described in the currently applicable privacy policy. This is available at <https://www.postnord.no/personvernerklaering>

The privacy policy may be updated from time to time in accordance with applicable regulations.

### 21.2

PostNord will not process personal data related to the actual contents of shipments from the Customer, and in this regard, is neither a data controller nor a data processor. It will always be the Customer's responsibility to handle these personal data.

