

Extra fee/ - service price list

1.1.2026

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	PostNord Parcel	PostNord Service Point	PostNord Parcel locker	PostNord Home	PostNord Pallet	PostNord Groupage
Island and ferry surcharge (€/parcel or shipment) ¹	11,63 €	11,63 €	11,63 €	11,63 €	116,30 €	116,30 €
Rural area surcharge (% of freight) ¹	*	*	*	*	25 %	25 %
Attended	-	-	-	0,60 €	-	-
Signature assurance	-	-	-	1,00 €	-	-
Return to sender	**	**	**	**	-	-
ID check ²	-	-	-	1,50 €	-	-
Print label	0,80 €	0,80 €	0,80 €	0,80 €	-	-
ADR- or LQ-surcharge (export & import) incl. 1 UN-class -additional classes (€/pc)	89,72 €	-	-	89,72 €	89,72 €	89,72 €
	33,23 €	-	-	33,23 €	33,23 €	33,23 €
ADR-surcharge domestic (% of freight)	-	-	-	-	-	20%
Notification by driver	6,98 €	-	-	6,98 €	6,98 €	6,98 €
Oversize	22,30 €	22,30 €	0,20 €	22,30 €	-	-
Oversize return ³	Price of service + 22,30 €	Price of service + 22,30 €	Price of service + 0,20 €	Price of service + 22,30 €	-	-
Dimensions exceeding Special terms and conditions (€/package) ⁴	-	-	-	-	43,03 €	43,03 €
Weight exceeding Special terms and conditions (€/package) ⁴	-	-	-	-	72,10 €	72,10 €
Storage fee if shipment is not picked up within fourth (4th) storage day (€/100kg/day)	-	-	-	-	0,99 €	0,99 €
Multiple package addition, shipment incl. 7-12 packages	3 %	-	-	-	-	3 %
Multiple package addition, shipment incl. over 12 packages	6 %	-	-	-	-	6 %
Capacity surcharge (€/parcel) ⁵	-	0,43 €	0,43 €	0,43 €	-	-
Private person/address ⁶	6,98 €	-	-	Included in price	18,60 €	29,07 €
Special Handling ⁷	4,60 €	4,60 €	4,60 €	4,60 €	-	-
Tyres (€/tyre)	6,17 €	-	-	6,17 €	-	-
Heavy not specified	6,98 €	6,98 €	6,98 €	6,98 €	-	-

Other fees (any service)

A written copy of the recipient's signature	10,46 €
Waiting time, loading or unloading (€/beginning 30 min) ⁸	36,06 €
Invoicing fee per freight invoice	8,14 €
Correction of invoice or re-invoicing (€/invoice)	23,26 €
Vain pick-up attempt	29,07 €
Creating of pickup order/waybill/label (€/shipment)	6,98 €
Missing or faulty EDI message	6,98 €
Clarification fee and alterations ⁹	11,63 €
Reportage (€/report)	108,16 €
Other hour-based assignments (€/every starting 30 min)	22,09 €
Roller cage fee 1-5 cages €/month	15,90 €
Roller cage fee 6-10 cages €/month	26,50 €
Roller cage fee 11-30 cages €/month	42,39 €
Roller cage fee over 30 cages €/month	52,99 €
Lost/Unreturned roller cages €/piece	143,08 €
Return portal €/month/customer number	79,00 €
Exceptional situation surcharge	***

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Customs related fees

Export Customs clearance (€/consignment), max. 3 items ¹⁰	34,72 €
Import Customs clearance (€/consignment), max. 3 items ¹⁰	45,36 €
Digital customs clearance for Norway DAP (€/shipment), max. 5 items ¹⁰	5,90 €
Digital customs clearance for Norway DAP cleared (€/shipment), max. 5 items ¹⁰	19,90 €
^ Incomplete customs management (€/item)	17,72 €
^ Manual registration of tariff code, over 3 items (€/item)	3,18 €
^ Copy of invoice (customs clearance)	6,82 €
^ Digital customs invoice - missing custom invoice (custom invoice)	6,82 €
^ Customs invoice – missing EDI (custom invoice)	22,72 €
^ Customs invoice – incomplete or incorrect EDI (€/item)	4,10 €
Customs clearance with special procedure (€/consignment), max. 3 items ¹⁰	58,15 €
Faulty/deficient commercial or pro forma invoice	48,85 €
Cancellation or correction of Export clearance	18,95 €

The prices are in Euros, exclusive of VAT.

¹Postal code list available from our customer service centre and on our website www.postnord.fi.

*Possible Rural area surcharge for PostNord Parcel and PostNord Home services is defined in the Service price list.

**The cost of return will be decided based on the original shipment zone cost

²Only available in Sweden and Norway

³Handling of oversize shipments will incur an extra charge

⁴If the dimensions and weight of the package exceed the specifications of the service conditions, an additional fee will be charged for both excesses.

⁵Applicable for PostNord MyPack Collect, Service Point, Parcel Locker and Home -parcels to/from Sweden submitted from 24 November 2025 to 16 January 2026.

⁶Additional fee in case the consignee is a private person/address:
parcel services €/ parcel
freight services €/ shipment
pallet services €/ pallet

⁷If one dimension is larger than 120 cm or if a parcel has two dimensions >60 cm, this fee will apply as it requires manual handling.

⁸Freight price includes 30 minutes of free loading and unloading time. Extra fee (€/beginning 30 minutes) is charged when free time is exceeded.

⁹Clarification fee is charged if advance information is incorrect or inadequate. E.g. false information regarding customer number, consignment note, packages, delivery address, or when shipment is not to be transported and shipment data must be deleted from the system.

¹⁰Extra fee for over handling over 3 items (Not applicable for digital customs clearance for Norway): 2,78€/ item)

*** An additional fee to be charged and determined depending on the situation, which can be charged when PostNord has to cover expenses related to temporary exceptional situations that PostNord cannot influence and which were not expected when the contract was concluded.