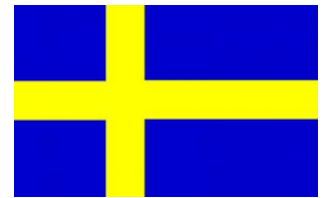


SWEDEN



HOME DELIVERY

Courier **DPD/ POSTNORD**
Telephone number for recipients **0771-333310**
Website for recipients www.posten.se

General delivery window **Monday – Friday 08.00-18.00**

Standard number of delivery attempts **1**

Procedure after first unsuccessful delivery attempt:

- ✓ Parcel is sent directly to your nearest Post Office.
 - ✓ Recipient is informed about the post office details via notification card left by the driver.
 - ✓ Parcel stays at the post office for a maximum of 14 calendar days.
 - ✓ PostNord has to be informed if the recipient wishes a 2nd delivery attempt to another address (extra cost).
-

DIRECT DELIVERY TO PARCELSHOP (MYPACK)

Website for recipients www.postnord.se

General delivery window **Monday – Friday 08.00-18.00***
Maximum allowed weight **20kg**
Parcel stays @ ParcelShop **14 days**
Collection of parcel **By showing ID card**

**For specific delivery times, check with your local ParcelShop (some offer even 24/7 service).*

First notification **SMS right after delivery to ParcelShop**

- ✓ With MyPack you can collect the parcel from the nearest service point. This means that the pick-up point is always close to you.
 - ✓ You are notified via SMS (exceptionally via letter when no mobile number is provided) when the parcel is ready for collection.
 - ✓ PostNord sends 2 reminders (via SMS/letter) within 14 days. After 14 days and no action on the consignee's side, the parcel is returned to Eqology's warehouse in Diessen, NL.
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Please note: the process may vary depending on the region.