

Rates and services

12 July 2026



Introduction

This booklet contains the rates for all our products and services for both consumers and business customers.

The rates are listed at the front of this booklet. You can read more about the products and services themselves in the following sections. Use the tabs to quickly find what you are looking for.

**To standard
rates**

**To business
rates**

We're here to help

If you have a question about the information in this booklet, take a look at our **Service & Contact page**. If you are a business customer, your designated contact person will also be happy to answer all your questions.

See you soon.

PostNL

Publication

This is a joint publication of Koninklijke PostNL B.V. and PostNL Pakketten Benelux B.V. Rates as of 12 July 2026. May 2026 issue. The specific product conditions and amounts stated in this booklet are subject to change and possible printing errors. In the event of a difference between the specific product conditions stated in this booklet and our general conditions, the latter shall prevail. The different delivery times stated in this booklet are objective and therefore estimates.

Contents

Introduction

2

Standard rates

4

In the Netherlands	4
International	7

Business rates

13

Business - domestic	13
Business - international	15
Business rates for additional services	18
Standard rates on account	20
Domestic business services	21
Business services - receiving mail	23

General information

25

Product line	25
Domestic shipping	28
Mail with basic rates	30

Domestic business mail information

31

Features of domestic mail items	31
Franking and preperation	32
Drop offs	34
Discounts	35

General information - international

38

International shipments	39
Features of international mail items	40

General conditions

41



Standard domestic rates

Letters and cards

Rates in euros. Product features from [page 25](#).

	up to	20 g	50 g	350 g	2 kg
Letter					
Within 2 delivery days*	up to C4	1.40	2.80	4.35	4.35
	larger than C4			4.35	
Priority Letter					
Within 1 delivery day	up to C4		3.95		
Priority Funeral Mail					
Within 1 delivery day			3.25		
Registered mail					
Online franking				11.00	
Franking at a PostNL point				12.30	
Insured mail				16.50	

* Stamp code up to 50 g.


■ The rates in violet include VAT. All other rates shown are exempt from VAT.



Standard domestic rates

Letterbox Packet+

Rates in euros. [See product features.](#)

	up to	2 kg
 Letterbox Packet+ Online franking Franking at a PostNL point		4.55 5.85



Standard domestic rates






Small parcels


Rates in euros. [See product features.](#)

	up to	3 kg
 Small parcel – online franking only Delivery to a PostNL point Delivery to a home address		5.85 6.35

Parcels

Rates in euros. Product features from [page 25.](#)




	up to	10 kg	23 kg
 Parcel – delivery to PostNL point Online franking only		6.95	16.95
 Parcel – delivery to home address Online franking Franking at a PostNL point		7.45 8.75	17.45 18.75
 Registered parcel – delivery to a PostNL point Online franking only		10.75	20.75
 Registered parcel – delivery to a home address Online franking Franking at a PostNL point		11.25 12.55	21.25 22.55
 Insured parcel		17.15	27.15

 The rates in violet include VAT. However, the rate for the insurance service for items over 10 kg includes an insurance service surcharge of €4.60 that is exempt from VAT. All other rates shown are exempt from VAT.

Standard international rates

Letters and cards

Rates in euros. Product features from [page 25](#).

		up to	20 g	50 g	100 g	350 g	2 kg
	Letter						
	All franking methods* International		2.11	4.22	6.33	8.44	10.55
	Registered						
	Online franking	EUR1			12.50		
		EUR2			15.00		
		ROW			24.00		
	Franking at a PostNL point	EUR1			13.80		
		EUR2			16.30		
	ROW			25.30			
	Insured mail						
	Online franking	EUR1			19.00		
		EUR2			21.50		
		ROW			30.50		
	Franking at a PostNL point	EUR1			20.30		
		EUR2			22.80		
	ROW			31.80			

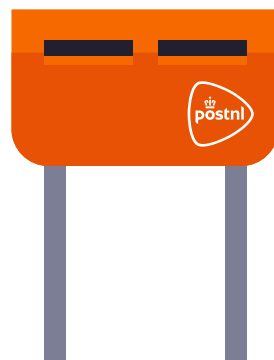
* Stamp code up to 50 g

Zones

EUR1: Belgium, Denmark (excl. Faroe Islands and Greenland), Germany, France (incl. Monaco), Italy (excl. San Marino and Vatican City), Luxembourg, Austria, Spain (incl. The Balearic Islands, excl. The Canary Islands), Sweden.

EUR2: all other countries in Europe (excl. Russia).

ROW: (Rest of the World) all other countries (incl. Russia).




Standard international rates

Letterbox packets & small parcels

Rates in euros. Product features from [page 25](#).

Rates vary according to the destination country. The rates for some frequently used destinations are shown for reference. The full list of rates can be found at postnl.nl/en/rates. Information about sending goods can be found on [page 38](#).




Online franking		Destination	Belgium	Germany, France & Luxembourg	United Kingdom	United States
 Letterbox packet	Letterbox size	Avg. weight (g)				
	Without track & trace	0 - 500	8.50	8.50	9.75	12.00
		500 - 1000	8.50	9.25	11.50	19.00
	With track & trace	0 - 500	9.50	9.50	10.75	14.00
		500 - 1000	9.50	10.25	12.50	21.00
	 Small parcel	Without track & trac	Avg. weight (g)			
0 - 500			8.50	9.00	11.00	19.00
500 - 1000			8.50	9.50	11.75	20.50
With track & trace		1000 - 2000	9.00	10.00	12.75	24.00
		0 - 500	9.50	10.00	12.00	21.00
		500 - 1000	9.50	10.50	12.75	22.50
	1000 - 2000	10.00	11.00	13.75	26.00	
 Small parcel with track & trace - insured	Max. liability €50	Avg. weight (g)				
		0 - 500	10.50	11.00	13.00	22.00
		500 - 1000	10.50	11.50	13.75	23.50
		1000 - 2000	11.00	12.00	14.75	27.00

Standard international rates

Letterbox packets & small parcels

Rates in euros. Product features from [page 25](#).

Rates vary according to the destination country. The rates for some frequently used destinations are shown for reference. The full list of rates can be found at postnl.nl/en/rates. Information about sending goods can be found on [page 38](#).


Franked at a PostNL point	Destination	Belgium	Germany, France & Luxembourg	United Kingdom	
 Letterbox packet Appearance and size: letterbox size	Avg. weight (g)				
	Without track & trace				
		0 - 500	9.80	9.80	11.05
		500 - 1000	9.80	10.55	12.80
	With track & trace				
		0 - 500	10.80	10.80	12.05
	500 - 1000	10.80	11.55	13.80	
 Small parcel	Avg. weight (g)				
	Without track & trace				
		0 - 500	9.80	10.30	12.30
		500 - 1000	9.80	10.80	13.05
		1000 - 2000	10.30	11.30	14.05
	With track & trace				
	0 - 500	10.80	11.30	13.30	
	500 - 1000	10.80	11.80	14.05	
	1000 - 2000	11.30	12.30	15.05	
 Small parcel with track & trace - insured Max. liability €50	Avg. weight (g)				
		0 - 500	11.80	12.30	14.30
		500 - 1000	11.80	12.80	15.05
		1000 - 2000	12.30	13.30	16.05

Standard international rates

Standard parcels to pick-up point

Rates in euros. Product features from [page 25](#).

Rates vary according to the destination country. The rates for some frequently used destinations are shown for reference. The full list of rates can be found at postnl.nl/en/rates. Information about sending goods can be found on [page 38](#).

Online franking		Destination	Denmark*	Germany	France	Sweden
	Standard parcel to pick-up point					
		Weight (kg)				
		0 - 2	13.50	12.00	12.00	18.75
		2 - 5	20.00	19.50	19.50	25.50
		5 - 10	26.00	25.00	25.00	32.75
	10 - 20	36.00	35.25	35.25	42.50	

*Excl. The Faroe Islands and Greenland.


Standard international rates

Standard parcels to home address

Rates in euros. Product features from [page 25](#).

Rates vary according to the destination country. The rates for some frequently used destinations are shown for reference. The full list of rates can be found at postnl.nl/en/rates. Information about sending goods can be found on [page 38](#).

Online franking	Destination	Belgium	Germany, France, Spain* & Italy	United Kingdom	United States
 Standard parcel to home address	Weight (kg)				
	0 - 2	12.25	12.50	20.00	32.00
	2 - 5	19.25	20.00	26.75	51.00
	5 - 10	24.75	25.50	34.25	85.50
	10 - 20	34.25	35.75	44.00	160.00
	20 - 23	46.00	48.00	-	-
 Registered parcel to home address Max. liability €100	Weight (kg)				
	0 - 2	14.75	15.00	22.50	34.50
	2 - 5	21.75	22.50	29.25	53.50
	5 - 10	27.25	28.00	36.75	88.00
	10 - 20	36.75	38.25	46.50	162.50
	20 - 23	48.50	50.50	-	-
 Registered parcel to home address Max. liability €500	Weight (kg)				
	0 - 2	17.25	17.50	25.00	37.00
	2 - 5	24.25	25.00	31.75	56.00
	5 - 10	29.75	30.50	39.25	90.50
	10 - 20	39.25	40.75	49.00	165.00
	20 - 23	51.00	53.00	-	-
 Insured parcel to home address Max. liability €5500	Weight (kg)				
	0 - 2	27.25	27.50	35.00	47.00
	2 - 5	34.25	35.00	41.75	66.00
	5 - 10	39.75	40.50	49.25	100.50
	10 - 20	49.25	50.75	59.00	175.00
	20 - 23	61.00	63.00	-	-

 The rates in **violet** include VAT. However, the rate for the insurance service for 20-23 kg includes an insurance service surcharge of €10 that is exempt from VAT. All other rates shown are exempt from VAT.

* Incl. The Balearic Islands, excl. The Canary Islands.

Standard international rates

Standard parcels to home address

Rates in euros. Product features from [page 25](#).

Rates vary according to the destination country. The rates for some frequently used destinations are shown for reference. The full list of rates can be found at postnl.nl/en/rates. Information about sending goods can be found on [page 38](#).

Franking at a PostNL point	Destination	Belgium	Germany, France, Spain* & Italy	United Kingdom
 Standard parcel to home address	Weight (kg)			
	0 - 2	13.55	13.80	21.30
	2 - 5	20.55	21.30	28.05
	5 - 10	26.05	26.80	35.55
	10 - 20	35.55	37.05	45.30
	20 - 23	47.30	49.30	-
 Registered parcel to home address Max. liability €100	Weight (kg)			
	0 - 2	16.05	16.30	23.80
	2 - 5	23.05	23.80	30.55
	5 - 10	28.55	29.30	38.05
	10 - 20	38.05	39.55	47.80
	20 - 23	49.80	51.80	-
 Registered parcel to home address Max. liability €500	Weight (kg)			
	0 - 2	18.55	18.80	26.30
	2 - 5	25.55	26.30	33.05
	5 - 10	31.05	31.80	40.55
	10 - 20	40.55	42.05	50.30
	20 - 23	52.30	54.30	-
 Insured parcel to home address Max. liability €5500	Weight (kg)			
	0 - 2	28.55	28.80	36.30
	2 - 5	35.55	36.30	43.05
	5 - 10	41.05	41.80	50.55
	10 - 20	50.55	52.05	60.30
	20 - 23	62.30	64.30	-

■ The rates in **violet** include VAT. However, the rate for the insurance service for 20-23 kg includes an insurance service surcharge of €10 that is exempt from VAT. All other rates shown are exempt from VAT.

* Incl. The Balearic Islands, excl. The Canary Islands.

Domestic business rates

All documents and goods

Rates in euro cents, except for the minimum order amount for Mixed and Mixed Extra, excluding VAT.

Product features from [page 25](#).

Delivery within 2
delivery days

Delivery in 2
delivery days

Delivery in the
week after the
hand-over date



Small (up to C5) Appearance and size: identical	Minimum quantity	250	250	
	Weight (g)			
	0 - 20	84.7	70.4	
	20 - 50	94.1	75.2	
Large (up to C4) Appearance and size: identical	Minimum quantity	250	250	250
	Weight (g)			
	0 - 50	114.2	94.3	69.3
	50 - 100	122.9	102.8	76.1
	100 - 350	152.1	126.1	83.1
Mixed Appearance and size: Small and Large mixed together	Minimum order amount	€ 30.00	€ 30.00	
	Weight (g)			
	0 - 20	109.4	94.0	
	20 - 50	138.5	120.3	
	50 - 100	218.8	187.5	
	100 - 350	301.9	253.5	
Special Appearance and size: identical	Minimum quantity	250	250	250
	Weight (g)			
	0 - 350	244.4	233.8	207.1
	350 - 1000	295.7	278.3	246.7
	1000 -2000	355.6	321.8	285.2
Mixed extra Appearance and size: Small, Large and Special mixed together	Minimum order amount	€ 30.00	€ 30.00	
	Weight (g)			
	0 - 50	190.7	174.2	
	50 - 100	248.8	227.3	
	100 - 350	333.0	304.4	
	350 - 2000	381.5	348.6	

Domestic business rates

Letterbox Packet+

Rates in euros and exempt from VAT.

Product features from [page 25](#).



Letterbox Packet+

Appearance and size: may vary

Delivery within
24 hours



Delivery within
2 delivery days



Quantity per year	24 uur	S Standaard
0 - 499	455.0	374.0
500 - 999	437.4	356.7
1000 - 2499	421.3	351.9

International business rates

Letters

Rates in euros and exempt from VAT.

Product features from [page 25](#).



Small (up to C5) Appearance and size: identical	Minimum quantity	100	
	Weight (g)	Europe	World
	0 - 20	1.25	1.44
	20 - 30	1.39	1.67
	30 - 40	1.66	2.24
	40 - 50	2.03	2.64
Large (up to C4) Appearance and size: identical	Minimum quantity	100	
	Weight (g)	Europe	World
	0 - 20	1.27	1.45
	20 - 30	1.39	1.70
	30 - 40	1.71	2.28
	40 - 50	2.07	2.68
	50 - 100	2.52	3.32
	100 - 200	3.59	5.00
Special Appearance and size: identical	Minimum quantity	100	
	Weight (g)	Europe	World
	0 - 20	1.27	1.47
	20 - 30	1.39	1.80
	30 - 40	1.76	2.47
	40 - 50	2.12	2.92
	50 - 100	2.64	3.62
	100 - 200	3.70	5.03
	200 - 350	5.51	7.39
	350 - 500	6.54	9.94
	500 - 1000	8.02	9.98
1000 - 2000	9.85	9.98	
Mixed Appearance and size: may vary 	Minimum quantity	€ 30.00	
	Weight (g)	Europe and world	
	0 - 20	1.54	
	20 - 30	1.88	
	30 - 40	2.61	
	40 - 50	3.09	
	50 - 100	3.82	
	100 - 200	5.40	
	200 - 350	7.79	
	350 - 2000	10.17	


International business rates


Letterbox packets and small parcels

Rates in euros and exempt from VAT. At least 50 items on an annual basis.

Rates vary according to the destination country. The rates for some frequently used destinations are shown for reference. The full list of rates can be found at postnl.nl/en/rates.


Information about sending goods can be found on [page 30](#). Product features from [page 25](#).


		Destination	Belgium	Germany	France	United Kingdom	United States
 Letterbox Packet Appearance and size: letterbox size	Avg. weight (g)						
	0 - 100		4.90	3.75	4.00	3.85	4.25
	100 - 200		5.55	4.75	5.50	5.05	6.05
	200 - 350		6.65	5.75	6.50	7.15	8.80
	350 - 500		7.70	6.30	7.40	8.00	11.00
	500 - 1000		8.30	6.80	8.25	8.75	14.65


		Destination	Belgium	Germany	France	United Kingdom	United States
 Letterbox Packet with Track & Trace* Appearance and size: letterbox size	Avg. weight (g)						
	0 - 100		5.40	4.75	5.00	4.85	6.25
	100 - 200		6.05	5.75	6.50	6.05	8.05
	200 - 350		7.15	6.75	7.50	8.15	10.80
	350 - 500		8.20	7.30	8.40	9.00	13.00
	500 - 1000		8.80	7.80	9.25	9.75	16.65

International business rates

Letterbox packets and small parcels continued

		Destination	Belgium	Germany	France	United Kingdom	United States
	Packets						
	Size L+W+H: max. 90 cm	Avg. weight (g)					
	Longest side max. 60 cm	0 - 250	6.65	5.75	7.00	7.50	14.10
		250 - 500	7.70	6.30	7.40	8.00	17.00
		500 - 1.000	8.30	6.80	8.25	9.00	18.30
	1.000 - 2.000	8.70	7.40	9.25	9.75	22.30	

		Destination	Belgium	Germany	France	United Kingdom	United States
	Packet with Track & Trace*						
	Size L+W+H: max. 90 cm	Avg. weight (g)					
	Longest side max. 60 cm	0 - 250	7.15	6.75	8.00	8.50	16.10
		250 - 500	8.20	7.30	8.40	9.00	19.00
	Track & trace, Priority Express	500 - 1.000	8.80	7.80	9.25	10.00	20.30
	1.000 - 2.000	9.20	8.40	10.25	10.75	24.30	

		Destination	Belgium	Germany	France	United Kingdom	United States
	Packet with Track & Trace - insured*						
	Max. liability €50	Avg. weight (g)					
	Size L+W+H: max. 90 cm	0 - 100	7.90	7.50	8.75	9.25	16.85
	Longest side max. 60 cm	250 - 500	8.95	8.05	9.15	9.75	19.75
		500 - 1.000	9.55	8.55	10.00	10.75	21.05
	1.000 - 2.000	9.95	9.15	11.00	11.50	25.05	




* For an overview of destinations, go to postnl.nl/en/business-solutions/international-parcel-services.

Business rates for additional services

Additional domestic services

Rates in euros and excluding VAT.


Product features from [page 25](#).

	Volume	Rate
 Registered mail Minimum annual volume	2 - 99	11.00
	100 - 499	10.93
	500 - 2.499	10.87
 Registered parcel Minimum volume per Handover	from 2 items	11.25
 Insurance service Minimum volume per Handover • including €5.90 insurance service surcharge, exempt from VAT	from 2 items	17.15

Additional international services

Rates in euros and exempt from VAT.


Product features from [page 25](#).

	Volume		Rate
 Registered mail Minimum annual volume	from 50 items	Europe	11.50
		World	17.80

Additional international and domestic services

Rates in euros and excluding VAT.

Product features from [page 25](#).


		Rate
 Legally compliant emailing	Registered email	
	Subscription per month	5.95
	Single email	1.75
	Certified email	
	All-in subscription per month	from 40.50

Business rates for additional services

Domestic express service

Rates in euros and excluding VAT.

Product features from [page 25](#).

	up to 2 kg	10 kg	23 kg
 Before 10:00 a.m.	33.60	40.05	47.65
Before 12:00 p.m.	27.60	34.10	40.95

- Next-day delivery (next working day) if posted before 5:00 p.m. (excl. The Wadden Islands).
- Signature on delivery.
- Insured up to €500.
- Free sending envelope for letters.

International priority

Product features from [page 25](#).



- Capital cities and major European business centres: next-day delivery if posted before 3:00 p.m.
- Other destinations in Europe: delivery within two to three days.
- Other destinations Outside Europe: expected delivery within five to seven working days.
- Signature on delivery.
- Insured up to €500.
- Worldwide track & trace to the door.
- Free sending envelope for letters.
- For zones, rates and other information, see [International priority](#).

Standard rates on account

Letters

Rates in euros and excluding VAT.

Product features from [page 25](#).

		up to	20 g	50 g	100 g	350 g	2 kg
 Letter	EN		1.40	2.80	4.35	4.35	4.35
	International		2.11	4.22	6.33	8.44	10.55
 Registered	EN				12.30		
	EUR1				13.80		
	EUR2				16.30		
	ROW				25.30		

Zones

EUR1: Belgium, Denmark (excl. The Faroe Islands and Greenland), Germany, France (incl. Monaco), Italy (excl. San Marino and Vatican City), Luxembourg, Austria, Spain (incl. The Balearic Islands, excl. The Canary Islands), Sweden.

EUR2: all other countries in Europe (excl. Russia).





ROW: (Rest of the World) all other countries (incl. Russia).

Parcels

Rates are in euros.

Rates in **violet** are incl. VAT; the other rates are exempt from VAT.

Product features from [page 25](#). Product code

	0 - 10 kg	Product code	10 - 23 kg	Product code
 Parcels	10.59	3085	18.75	3085
 Registered	12.55	1020	-	-
 Parcel with increased liability	-	-	22.55	3087
 Insurance service	17.15	1348	-	-

International parcels*	0 - 500 g**	500 - 1000 g**	1000 - 2000 g**	2 - 23 kg
Belgium	9.80	9.80	10.30	On request
Germany, France	10.30	10.80	11.30	On request
United Kingdom	12.30	13.05	14.05	On request

* Rates vary according to the destination country. The rates for some frequently used destinations are shown for reference.

** Rates for small parcels without Track & Trace.

Domestic business services

Daily rate for pick-up and delivery service

Rates per day, in euros and excluding VAT.

Product features from [page 25](#).

Days per week	Urban area/ business park:		Non-urban area:	
	2 hours	4 hours	2 hours	4 hours
1 - 4 days	9.40	7.90	14.45	12.95
5 days	7.50	6.00	11.85	10.35

- A surcharge of €0.30 applies for each additional mailbag.
- There is also a surcharge of €1.60 for 7-12 mailbags.

Days per week	Urban area/ business park:		Non-urban area:	
	2 hours	4 hours	2 hours	4 hours
1 - 4 dagen	20.50	18.50	25.85	23.85
5 dagen	18.55	16.55	23.25	21.25

- A volume price per day of €7.55 applies for each additional roll container.
- A surcharge of €0.50 applies to the regular rates for a combined pick-up and delivery service.

Incidental pick-up service

Rates per day, in euros and excluding VAT.

Product features from [page 25](#).

Days per week	Urban area/business park:			Non-urban area:		
	1 hour	2 hours	4 hours between 1 p.m. and 5 p.m.	1 hour	2 hours	4 hours between 1 p.m. and 5 p.m.
1 mailbag	40.05	30.60	22.15	60.90	50.80	42.15
1 roll container	75.75	65.05	55.90	98.90	87.20	77.30

- A surcharge of €0.30 applies for each additional mailbag.
- A volume price of €7.55 applies for each additional roll container.
- Other means of transport can be used from 6 roll containers.
- Surcharge for drop off after 6 p.m.: from 10%

Business services – receiving mail

Forwarding service for businesses

Rates per day, in euros and excluding VAT.

Product features from [page 25](#).

Duration	Rate
	The Netherlands
The first two weeks	51.75
Then per week	25.90
Multiple periods	386.00
Consecutive period of 12 months	696.00

Address check for e-commerce

Rates in euros and excluding VAT.

Product features from [page 25](#).

Customers with parcel contracts	Rate
The Netherlands (based on fair use*)	Free
Belgium and Luxembourg (up to 50,000 checks per year)	Free
Other countries (per check)	from 0.03 (depending on the number of checks)

* On average, a maximum of three checks per parcel sent via PostNL.

Customers without a parcel contract	Rate
The Netherlands and Belgium (per check)	from 0.0175 (depending on the number of checks)
Other countries (per check)	from 0.03 (depending on the number of checks)

Please note: this is an address check for e-commerce, which you link to your own system via an API.

This is not to be confused with the free address check for sending bulk mail, which you use in My PostNL Business.

Postal code table

Rates in euros and excluding VAT.

Product features from [page 25](#).

		Rate
One-time purchase	from	2.997.00*
Monthly updates	per year, from	1.589.00

* Ask about the possibilities via <https://www.postnl.nl/zakelijk/slimme-dataoplossingen/postcodetabel/>



Business services – receiving mail

PO Box

Rates in euros, excluding VAT. Product features from [page 25](#).

	Rate
Per year	275.00
Start-up fee	50.00

Business reply service subscription

Rates in euros, excluding VAT. Product features from [page 25](#).

	Rate
Per year	275.00

Domestic business reply service

Rates in euros, excluding VAT. Product features from [page 25](#).

Number of items per year	1-499	500-24.999	25.000-49.999
	Weight (g)	Exempt from VAT	Excl. VAT
0 - 20	1.47	1.43	1.39
20 - 50	2.94	2.87	2.78
50 - 100	4.41	4.30	4.17
100 - 350	5.88	5.73	5.56
350 - 2.000	7.35	7.17	6.95

Express medical business reply service

Rates in euros. Product features from [page 25](#).

	Weight up to (g)	exempt from VAT
	Express medical business reply service	
	0 - 20	3.25
	20 - 50	3.25
	50 - 100	4.41
	100 - 350	5.88
	350 - 2000	7.35



Business services – receiving mail

Domestic parcel business reply service

Rates in euros. Product features from [page 25](#).

Weight (g)	Rate per item	Rate per item
	Exempt from VAT	Excl. VAT
0 - 5	7.74	-
5 - 10	10.11	-
10 - 20	-	11.78
20 - 23	-	14.09

IBRS light: business reply service from abroad

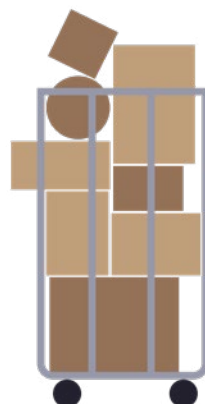
Rates in euros. Product features from [page 25](#).

Weight (g)	Rate per item
	Exempt from VAT
0 - 20	1.81
20 - 50	2.82
50 - 100	4.20
100 - 350	7.02
350 - 500	9.75

IBRS bulky: business reply service for parcels from abroad

Rates in euros. At least 50 items per year. Product features from [page 25](#).

Weight (g)	Rate per item
	Exempt from VAT
	Europe
0 - 250	9.33
250 - 500	10.33
500 - 1.000	12.29
1000 - 2000	16.21






Selection

Difference between standard rates and business rates

In this booklet, mail means **Letters, Letterbox Packets and Parcels**.


Standard rates apply to one Letter, Letterbox Packet or Parcel. Business rates apply for sending larger quantities. Most services with standard rates, as well as international services with business rates, are mandatory under the Postal Act 2009. You do not have to pay VAT on these products and services. You do pay VAT on our other products and services.

Send mail


 **Letters** are a maximum of 2 kg and fit through a letterbox (minimum 14 x 9 cm, and maximum 38 x 26.5 x 3.2 cm). You can also send goods as a letter but only in the Netherlands. We deliver domestic letters from Tuesday to Saturday.

Priority letters are a maximum of 50 grams and fit through a letterbox (minimum 14 x 9 cm and maximum 38 x 26.5 x 3.2 cm). We deliver domestic priority letters from Tuesday to Saturday. Priority letters are only available at a PostNL point.

Priority funeral mail items are a maximum of 50 grams and fit through a letterbox (minimum 14 x 9 cm, maximum 38 x 26.5 x 3.2 cm). Shipped on working days, delivered the next delivery day (within the Netherlands). For delivery within one delivery day, use a 'funeral mail Prio stamp'. If you are sending multiple funeral cards at the same time, put them in the special collection envelope. Mail with a different stamp is delivered within two delivery days, from Tuesday to Saturday.

 **Letterbox Packets+** are a maximum of 2 kg and fit through a letterbox (minimum 14 x 9 cm, and maximum 38 x 26.5 x 3.2 cm). Letterbox Packets of up to 1 kg are also suitable for sending small goods abroad. Within the Netherlands, you can track letterbox packets+ using a unique barcode via postnl.nl or the **PostNL-app**. We deliver them from Monday to Saturday (letterbox Packets within one delivery day).

 **Parcels** are suitable for goods, are often too large for the letterbox and/or heavier than 2 kg. Small domestic parcels do not exceed 3 kg and do not exceed 34 x 28 x 15 cm. All parcels sent abroad, and within the Netherlands up to 10 kg, may not exceed 100 x 50 x 50 cm. For heavier parcels within the Netherlands, a maximum of 176 x 78 x 58 cm applies. Parcels can be tracked using a unique barcode via postnl.nl or the **PostNL-app**. We deliver from Monday to Saturday. You cannot frank parcels with a franking machine. In the Netherlands, we try to deliver a parcel in one time as standard. If we can't drop it off at the door or at one of the neighbours, the recipient can pick up the parcel at a PostNL point within a week.

 Send your valuable documents and goods with **Registered mail**. Registered mail is tracked by a unique barcode via postnl.nl or the **PostNL-app**. This is not possible for all countries. A country overview can be found at postnl.nl/en/business-solutions/international-parcel-services. In the Netherlands, we try to deliver mail one time as standard, from Monday to Saturday. If we cannot deliver the mail to the door, the recipient can pick up the mail at a PostNL point within two weeks. Upon delivery, the recipient provides a signature for delivery. The maximum liability for registered letters is €50, and for registered parcels €500.



@ Legally compliant emailing

Legally compliant emailing is a digital service that allows you to send important documents via email. It offers the convenience of digital, with legal certainty.

There are 2 options: registered email and certified email. Certified mail has slightly more extensive options. For example, as a recipient, you will first receive a notification by email, and you choose whether to accept or reject the email. You can also opt for authentication of the recipient via text message.

The following applies to both registered and certified mailing:

- You will receive proof of sending and receipt
- The content is protected from changes
- The sender receives a deed of delivery (digital proof of communication). For more information, go to postnl.nl/zakelijk/post-versturen/rechtsgeldig-mailen.



The insurance service kun je gebruiken voor het verzenden van zeer waardevolle goederen. Bij het verzenden van bijvoorbeeld sieraden, toegangskaarten en waardepapieren moet je een sealbag gebruiken. Deze kost € 2.30 (inclusief btw) en is te koop bij een PostNL-punt of via postnl.nl/webshop. Poststukken met verzekerservice volg je door een unieke barcode op postnl.nl en worden van maandag t/m zaterdag bezorgd. In Nederland proberen we standaard één keer het poststuk te bezorgen. Als afgeven aan de deur niet lukt, kun je het poststuk binnen een week bij een PostNL-punt afhalen. Verzekerservice is niet naar alle landen mogelijk. Een overzicht vind je op postnl.nl. De maximale aansprakelijkheid voor brieven met verzekerservice is € 500 en voor pakketten met verzekerservice € 5.500.



Braille items are mail items in Braille for the blind and visually impaired. Under specific conditions, you can send Braille items and associated mail items for free. More information can be found at postnl.nl/braille.



Express service is for letters and parcels that need to be delivered faster than the standard service frameworks.

Services

- **Convenience mail** takes over part of your work in relation to sending mail. We process your mail, frank it correctly and do the administration in **My PostNL Business**. For more information, go to postnl.nl/gemakspost.
- With the **pick-up and delivery service**, we pick up your mail at your business address and deliver your PO box mail. You can also choose only a pick-up service or delivery service. The daily rate is calculated separately for the pick-up service and the delivery service and consists of:
 - A subscription part, which depends on:
 - the area of the delivery address. Is it urban/business park or non-urban?
 - the chosen time slot;
 - the number of days per week that you use the service.
 - A volume part, which depends on the use of individual mailbags (max. 12 per day) or roll containers. The actual number of working days per invoice period is charged according to the contract. The volume and subscription parts are shown separately on the invoice. Nationally recognised public holidays are not included.



- With a **PO Box**, you receive mail at a PostNL point. Depending on the location of your PO Box, your mail may be available as early as 8:00 a.m. You can use your PO Box as an additional mailing address. You can apply for a PO Box online. For more information, go to postnl.nl/postbus.
- With the **business reply service**, customers don't have to pay postage when they respond. The addressee pays for all business reply items, except for letterbox packet+, registered mail or mail with the insurance service. In that case, the sender pays the postage. The place of delivery is, for example, a PO Box or a business address. Special requirements apply to the dimensions and weight of business reply service items. You can use one business reply service number for your domestic and international mail items. For more information, go to postnl.nl/antwoordnummer.
- With **IBRS** (International Business Reply Service) have your mail items from abroad sent to your business reply service number without postage for the sender. IBRS light is for correspondence and printed materials, IBRS bulky for Packets.
- With the **forwarding service for businesses** you can have letterbox mail that we transport forwarded to another postal address in the Netherlands. This can be done, for example, in the event of a temporary business closure, relocation or if you receive mail at multiple addresses. You can use this for mail from a business address or PO Box. You can enter into the service for one consecutive period (max. 12 months) or as a subscription for a maximum of seven individual periods, lasting a total of a maximum of 14 weeks within one year. You can take out the service five working days before the desired start date via [My PostNL Business](#).
- Our **address check for e-commerce** immediately checks whether an entered address exists in the Netherlands or abroad. You can choose from 2 variants:
 - Autocomplete during input Instantly shows address suggestions as you type
 - Address validationChecks and corrects addresses after they have been entered

For more information, go to postnl.nl/zakelijk/slimme-dataoplossingen/adrescheck.

- With our **postal code table**, you have a complete, up-to-date and reliable database with all addresses in the Netherlands. For more information, go to postnl.nl/zakelijk/slimme-dataoplossingen/postcodetabel.



Domestic shipments

Service frameworks

Standard rates

For mail at standard rates, we aim for delivery within two delivery days. You can drop off this mail via a letterbox or at a post office. For Priority Mail, both Priority Letters and Priority Funeral Mail, we aim for next day delivery. Priority Mail can only be dropped off at a post office.

Business rates

You choose from three options for mail at a business rate (bulk mail): Standard, Fixed and Flex. With Standard, we deliver your mail in the next two delivery days. With Fixed, there are two pairs of two consecutive delivery days. You determine the pair yourself with the drop off day. Mail of the size 'large' and 'special' can also be offered as Flex and delivered in the following week on flexible delivery days. PostNL determines the delivery day. We always do our best to meet the delivery times in the table below.

Standard	Drop off	Delivery	Vast	Drop off	Delivery	Flex	Drop off	Delivery
	Monday	> Tuesday-Wednesday		Monday	> Thursday-Friday		-	-
	Tuesday	> Wednesday-Thursday		Tuesday	> Thursday-Friday		-	-
	Wednesday	> Thursday-Friday		Wednesday	> Tuesday-Wednesday		Wednesday	> Tuesday t/m Friday
	Thursday	> Friday-Saturday		Thursday	> Tuesday-Wednesday		Thursday	> Tuesday t/m Friday
	Friday	> Saturday-Tuesday		Friday	> Tuesday-Wednesday		Friday	> Tuesday t/m Friday

If you drop off bulk mail after closing time, during the weekend or on a public holiday, this counts as dropping off on the next working day. The closing time is the latest collection time of the location, which can be found at postnl.nl/locatiewijzer. You can drop off letterbox mail until 7:30 p.m. at the business desk of a sorting centre.

Rates, sizes and weight brackets

The rates are determined by the size and weight of a mail item. The rates always apply per mail item. With a weight bracket, the rates always apply up to and including the last indicated weight. For example, at 50-100 grams, this means that each mail item may not weigh more than 100 grams.

Domestic shipments

Send goods

Goods are usually sent in a parcel or letterbox packet. Within the Netherlands, you can also send goods in separate letters, with Special bulk mail or with Mixed Extra. Only documents can be sent in **Mixed**.

Address

The following applies to each mail item:

- Always include the name and full address of the recipient underneath. By a full Address, we mean street and house number (with any house number suffix) or PO Box or business reply service.
- Always include the postal code and destination address. **Search postal code**
- Ensure that the address and coding are printed in good quality. Check Appendix 5 of the **Design Conditions** to see which conditions your mail must meet in order to be readable.
- Always state a sender or return address on bulk mail, preferably on single items too. A sender or return address may only be an address in the Netherlands. Make sure that the sender's details are on the front of the mail item, on a single line in the top left corner.

Conditions

Our services are subject to different conditions. You can find them at the back of this booklet. Drop-off and design conditions also apply to bulk mail. All conditions can be found at postnl.nl/algemene-voorwaarden.






Standard rate mail

How do you frank?

You can frank your mail in the following ways:

- **With stamps.** For smaller mail items, franking depends on the weight and/or size of the mail item. The value of stamps is shown by a number. If your mail is larger than C4 size or heavier than 350 grams, stick on one XL stamp.

Destination	Size	Weight	Stamp combinations
The Netherlands 	larger than C4	0 - 2 kg	1 x XL
	t/m C4	0 - 20 g	1 x Nederland 1
		20 - 50 g	2 x Nederland 1 of 1 x Nederland 2
		50 - 350 g	1 x 50 - 350 grams
		350 - 2 kg	1 x XL
The Netherlands priority letters 	Size: up to C4	0 - 50 g	1x priority letter stamp for a priority letter 1x priority funeral stamp for a priority funeral mail item
International 	letterbox size	0 - 20 g	1 x internationaal 1
		20 - 50 g	2 x internationaal 1
		50 - 100 g	3 x internationaal 1
		100 - 350 g	4 x internationaal 1
		350 - 2 kg	5 x internationaal 1

- With online franking. On postnl.nl or with the **PostNL-app** you can buy shipping labels for registered mail items, parcels and letterbox packets+ online at a very affordable price and print them directly. No printer? Show the barcode on the screen of your mobile phone at a PostNL point. Your shipping label with barcode will be printed for you.
- With our digital stamp. Only for business shippers via **My PostNL Business**. Print stamps yourself with a DYMO LabelWriter. You will then always have the correct franking for your letters.
- With a stamp code. This is a code of numbers and letters, to be used for letters up to 50 grams. You write the code where you would normally place a stamp. Your letter can then go directly into a letterbox. You can buy a stamp code on postnl.nl or with the **PostNL-app**.
- With a franking machine. With this, you can easily frank small and large quantities of mail items.

For more information, go to postnl.nl/webshop.







All postal products and services with standard rates are also available for purchase at our post offices. You can have your parcels, letters and letterbox packets+ franked there. You can also have parcels franked at a parcel point. Use our [location guide](#) to find all PostNL points in your area.



Information about domestic business mail

Features of domestic mail items

We have created size categories to determine the rates. Different maximum weights and requirements for content and packaging apply to each category. The rates are determined by the size, weight, content and packaging. In the table below, you can see which requirements apply per size category. Go to postnl.nl/vormgeven for further information on packaging requirements.

	Type of mail items	Shape	Dimensions in mm		Weight	Contents	Type of packaging
			Min.	Max.			
 Small	Same appearance, size and weight (as long as the weight falls within one weight bracket)	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	C5 (229 x 162) Thickness: 5	50 g	Paper	Paper: sealed envelope, card, self-mailer
 Large	Same appearance, size and weight (as long as the weight falls within one weight bracket)	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	C4 (324 x 229) Thickness: 10	350 g	Paper	Paper: sealed envelope, card, self-mailer Foil, (translucent) paper wrap: according to Large specifications
 Mixed	Small and Large with different appearances, sizes and weights	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	C4 (324 x 229) Thickness: 10	350 g	Paper	Paper: sealed envelope, card, self-mailer
 Special	Same appearance, size and weight (as long as the weight falls within one weight bracket)	Rectangular and made up of one piece (no openings or cutouts)	140 x 90	Letterbox (380 x 265 x 32)	2.000 g	All types, including goods	All types: e.g. wrapped or stapled closed Foil, (translucent) paper wrap: according to Special specifications
 Mixed Extra	Appearance, size and weight may differ	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	Letterbox (380 x 265 x 32)	2.000 g	All types, including goods	All types of packaging
 Letterbox Packets+	Appearance, size and weight may differ	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	Letterbox (380 x 265 x 32)	2.000 g	All types, including goods	Protective packaging, such as a bubble envelope or box



Information about domestic business mail

Franking and preparation

General information

A batch is a number of mail items that come from the same sender*. We deliver these mail items at the same speed, and you drop them off at the same time, at one location. We charge a different rate per item for these batches than the standard rate.

There are different categories of bulk mail. To fall in the categories **Small**, **Large** or **Special**, the mail items in a batch must be of the same appearance and size. All mail items within a batch must fall into the same weight bracket (e.g. 0-20 grams), but individual weights may vary within that bracket. A batch in the Mixed category may consist of postal items of the size and/or weight small and large. If you also want to send mail items of size and/or weight specially, you can do so with Mixed Extra.

In the case of bulk mail, a **minimum batch size** or a **minimum order amount** applies. This is stated in the rates mentioned. If you want to drop off fewer mail items as a batch than the minimum batch size, you pay the minimum order amount or you pay for the minimum batch size.

* A sender is the end customer of the mail transport. The sender decides on the message to be sent and determines the (size of the) demand for mail items.

Franking and payment

You pay for bulk mail on account. You frank the mail with a 'post-paid' indication. Preferably, use the combined designation 'PostNL Port Betaald / PostNL Port Payé Pays-Bas', also for mail within the Netherlands. You can download the indications via postnl.nl/downloads.

You can also frank your domestic bulk mail with a franking machine. Apply the correct Postage Paid indication with a franking machine, and prepare your mail as described on the next page. If you deliver this bulk mail to one of our PostNL points and your batch meets our conditions, the bulk mail rate applies.



Information about domestic business mail

Franking and preparation

Preparing mail

If you would like to drop off a batch of mail, take the following into account:

- The **design conditions** apply to the design of bulk mail in the categories Small, Large and Special;
- You can quickly prepare your bulk mail administratively in **My PostNL Business**, PostNL's digital customer environment. Before you physically deliver your mail to PostNL, you must first register the batch digitally. This creates the identification for your batch. After that, **My PostNL Business** provides **een packaging advice**:
 - A yellow seal bag
 - A mailbag with yellow zip tie
 - In other cases, include a P1700 order form with your mail;
- There is a barcode on the yellow seal bags and zip ties. If you pack the batch in a yellow seal bag or Mailbag with a yellow cable tie, you must enter this barcode with the order in **My PostNL Business**;
- For batches of mail items from 2,500 items or mail items that are more difficult to process operationally, we would like to be informed in advance about what and how you are going to deliver them to us, so that we can offer you the desired quality. This pre-alert is easy to arrange via **My PostNL Business**;
- For mail flows where you have to upload addresses, the batch is automatically pre-alerted;
- If **My PostNL Business** suggests a yellow seal bag or mail bag with a yellow zip tie and you choose a P1700 order form, you will pay a surcharge of €4.25 (excl. VAT);
- For each manually completed order form (P1700), you pay €8.20 (excl. VAT) in administration costs.

Free digital returns

Your return post is free if you use **digital returns**. If you prefer to continue receiving your returns physically, you pay €0.20 per item.





Information about domestic business mail

Drop off

Drop-off mail

We have many locations where you can drop off your mail every working day.

- Small batches of up to 5,000 items can be dropped off at one of our more than 1,400 PostNL points;
- Batches of up to 25,000 items can be dropped off at a few dozen PostNL points (often also located at Retail locations). This is also possible when you use roll containers (maximum of 6);
- If you have a batch of more than 25,000 items or are using more than 6 roll containers, deliver your batch directly to the business desk of a letterbox shipment sorting centre.

Look for a PostNL point near you and its opening hours at postnl.nl/locatiewijzer or in the **PostNL-app**. Of course, we can also pick up the mail from you with our pick-up service. [see here](#).

Drop-off conditions apply to bulk mail. Bulk mail is delivered in countable quantities of, for example, 25, 50 or 100 items, with the address on the same side and in the same direction. If you deliver multiple batches without a yellow seal bag or zip tie, clearly indicate which batch the mail item belongs to.

You register Flex bulk mail in **My PostNL Business** no later than 12:00 p.m. on the Wednesday before the week of delivery. Make sure that you also check the address file when making the Pre-Alert and that the mail items have the correct coding. Deliver your batch before 4:00 p.m. at the business desk of a letter sorting centre.



Information about domestic business mail

Discounts

Discounts and rates

We have various discount schemes for letterbox mail (mail items no larger than 38 x 26.5 x 3.2 cm and no heavier than 2 kg). We always give these discounts based on the quantity per sender. In some cases, you need a written agreement with us to be eligible for discounts and rates.

Interested or have questions? Contact your account manager or call us on +31 (0)88 868 68 68.

Volume discounts

Annual volume discount

You can get a discount from 25,000 items of letterbox mail per year. The discount is at least 3% of the standard rate. The discount percentage depends on the number of letterbox mail items. The following products are taken into account when determining the quantity:

- Batches of domestic letterbox shipments;
- Domestic letterbox mail, franked with a franking machine*.

For 25,000 items or more per year, we will include the discount on your domestic bulk mail at the rate stated in your contract. For letterbox mail that is franked with a franking machine, we always settle the discount with you annually afterwards.

Annual volume discount* for business reply service

If you receive more than 500 business reply service items in a calendar year, you can get a discount on the rate. To do this, you must enter into an agreement with us in advance, which will include your contract rate.

Annual volume discount* with a franking machine

If your number of items of letterbox mail in a calendar year is less than 25,000, but you frank at least 2,500 of them with a franking machine, you will receive a 1% discount. This discount will be settled with you annually afterwards.

Annual volume discount* for letterbox packets+

If you send more than 500 letterbox packets+ in a calendar year, you can get a discount on the rate. To do this, you enter into an agreement with us in advance, which will include your contract rate.

* You pay VAT on the rates that apply to the annual volume discount. When determining the annual volume discount, only the quantity on which you receive a discount counts.



Information about domestic business mail

Discounts

Operational discounts

Coding discount for letterbox mail

For bulk mail, you can get a discount when your mail items are uniquely and correctly identified.

You can apply **this identification** in three ways:

- a coding line plus a 2D matrix code
- a coding line plus a letter code
- a print line plus a 2D matrix code.

You can get the content for this identification via **My PostNL Business**.

KIX codes are not discounted because they do not make a mail item unique. How much coding discount you get depends on the size of the mail items. You will only receive the discount if the coding meets the **general conditions** and contains the correct information.

Discount in euro cents

	Discount
Mixed	1.0
Mixed extra	1.0
Small	0.5
Large	1.0
Special	4.0

Sorting discount

For Large and Special batches of 5,000 items or more that are correctly coded, you will also receive a sorting discount in addition to the coding discount if the supplied batch is sorted according to the general conditions. The discount per mail item depends on the size of the mail items.

Discount in euro cents

	Discount
Large	1.5
Special	20.0

Splitting discount

For domestic batches in the Mixed and Mixed Extra categories, you will receive a 1.0 euro cent discount from 2,500 items if:

- the batch is separated by size (Small, Large and Special);
- the batch is completely prepared in crates as indicated in the **general conditions**.



Information about domestic business mail

Discounts

Special situations

If there is enough capacity, you can offer letterbox mail at the business desk of a sorting centre on working days after closing time (7:30 p.m.) and before 9:00 p.m. For this, you need a written agreement with us in advance.

We have additional products, rates, discounts and conditions for certain requirements. For example, regarding:

- Other delivery speeds/delivery times;
- Special logistical features or circumstances.

In these situations, you can enter into a separate contract with us. Contact us in the following cases:

- For a volume of at least 25,000 Letterbox mail items within the Netherlands per year;
- For a volume of at least 5,000 Letterbox Packets+ within the Netherlands per year;
- For a volume of at least 500 business reply service items per year;
- For Small or Large bulk mail with different weights and alternating printing;
- For diagnostic business reply service items.

Additional information

You will find more information about the various options and general conditions for concluding a separate contract with us on postnl.nl. You can also contact our business customer service about this via our [Service & Contact page](#) or your account manager.



General information – international

Send

Send goods

Countries want control over what goods enter their country. This is for the safety of the country and a smooth delivery process. The Universal Postal Union has therefore tightened the rules for international shipping. This means that information about each goods shipment must be shared digitally and in advance with the country of destination. Goods may therefore only be sent in a letterbox packet, a small packet, a packet, a parcel or as registered mail.

For these shipments, you can create a shipping label with a barcode yourself via our website. If your shipment does not comply with this, there is a chance that it will be refused, returned or even destroyed by the postal service of the receiving country.

Customs forms outside the European Union

To send goods to countries outside the European Union, you need customs forms. When creating a shipment online, the correct customs form is automatically added to the shipping label. More information can be found at postnl.nl/douaneformulier. Due to customs handling in the country of destination, your mail item may be delayed.

Send to the US and Puerto Rico

Additional rules apply when sending goods to the US and Puerto Rico. Go to postnl.nl/versturen-naar-vs.

Address

The rules for addressing vary from country to country. For more information, go to postnl.nl/adresseren-buitenland.

The following applies to each mail item:

- Make sure that the recipient's name and full address are included. By a full address we mean street and house number (with any house number suffix) or PO box or business reply service;
- Always include a postal code and destination address;
- The country of destination is written in Dutch or English on the bottom address line of the mail item, in capital letters. The addressee's place of residence or place of business must also be written in capital letters;
- A sender or return address is required. This can only be an address in the Netherlands. Sender details on the front of the mail item must be on a single line.

Priority logo

International stamps and shipping labels created through our online shipping tools are automatically marked with a Priority logo. This means that your shipment will be handled and delivered with priority by our colleagues abroad. Delivery times vary by country. For more information about delivery times, go to postnl.nl/bezorgtijd.



General information – international

Send

Online franking

Using online franking, the standard rates for goods shipments are lower than when franking at a PostNL point. Our online shipping flow is fully geared to the conditions that apply to international shipping. Complicated customs forms for shipping outside the European Union can also be created easily. Therefore, frank your shipment online via postnl.nl. You can have your shipping label and any customs forms printed at a PostNL point.

Conditions

Our services are subject to various general conditions. You can find them at the back of this booklet. A number of bulk mail services are also subject to design conditions. All conditions can be found at postnl.nl/algemene-voorwaarden.

Preparing and dropping off mail

If you would like to drop off a batch of mail, also take the following into account for international mail:

- Use a mailbag with a label for bulk mail;
- A yellow seal bag can only be used for 'mixed' and/or 'single items';
- A mailbag with yellow zip tie can only be used for 'mixed' and/or 'single items';
- In other cases, please include a P1700 order form with your mail.

For the delivery conditions of international batches, go to

<https://www.postnl.nl/zakelijk/post-versturen/post-naar-het-buitenland>.

Discounts

We have additional products, rates, discounts and conditions for certain requirements, for specific international destinations. Contact us in the following situations:







- For a volume of at least 20,000 items of letterbox mail per year;
- For an annual volume of at least 1,000 packets;
- In the case of batches of at least 2,500 items to one country.



General information – international

Features of international mail items

We have created size categories to determine the rates. Different maximum weights and requirements for content and packaging apply to each category. The rates are determined by the size, weight, content and packaging. In the table below, you can see which requirements apply per size category. Go to postnl.nl/vormgeven for further information on packaging requirements.

	Type of mail items	Shape	Dimensions in mm		Weight	Contents	Type of packaging
			Min.	Max.			
 Small	Same appearance, size and weight (as long as the weight falls within one weight bracket)	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	C5 (229 x 162) Thickness: 5	50 g	Papier	Paper: sealed envelope, card, self-mailer
 Large	Same appearance, size and weight (as long as the weight falls within one weight bracket)	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	C4 (324 x 229) Thickness: 10	350 g	Papier	Paper: sealed envelope, card, self-mailer Foil, (translucent) paper wrap: according to Large specifications
 Special	Same appearance, size and weight (as long as the weight falls within one weight bracket)	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	Letterbox (380 x 265 x 32)	2.000 g	Papier Gadgets toegestaan	All types: e.g. wrapped or stapled closed Foil, (translucent) paper wrap: according to Special specifications
 Mixed	Appearance, size and weight may differ	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	Letterbox (380 x 265 x 32)	2.000 g	Papier	All types of packaging
 Letterbox Packets	Appearance, size and weight may differ	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	Letterbox (380 x 265 x 32)	1.000 g	Alle soorten. ook goederen	Protective packaging, such as a bubble envelope or box
 Small parcel	Appearance, size and weight may differ	Rectangular and made up of one piece (no openings or cut-outs)	140 x 90	L+B+H = max. 900 mm Longest side max. 600mm	2.000 g	Alle soorten. ook goederen	Protective packaging, such as a bubble envelope or box



Applicable general conditions

This document is a joint publication of Koninklijke PostNL B.V. and PostNL Pakketten Benelux B.V. The following general conditions apply to the products mentioned in this booklet. These general conditions are always the property of Koninklijke PostNL B.V., unless otherwise stated.

- The latest version of the General Conditions of the Universal Postal Service applies to sending single items and single items on account that meet the sizes and weight shown for each product in this booklet and for international bulk mail.
- For the domestic transport of Priority Letters within the Netherlands, the latest version of the General Conditions for Priority Letters applies.
- The latest version of the General Conditions of PostNL Pakketten Benelux B.V. for the Transport of Goods applies to the express service and to sending (batches of) parcels heavier than 10 kg (within the Netherlands, international: heavier than 20 kg) and/or larger than 100 x 50 x 50 cm.
- The latest version of the General Conditions for the Transport of Bulk Letterbox Mail applies to the transport of letterbox mail, excluding parcels or Letterbox Packets+.
- The latest version of the General Conditions for the Transport of Letterbox Packets+ applies to letterbox packets+ on a contract basis.
- The latest version of the General Conditions for Pick-up and Delivery Service applies to the pick-up and delivery service.
- The latest version of the General Conditions for Online Franking and Receiving Parcels applies to online franking and specific forms of receiving parcels.
- The latest version of the General Conditions for Recipient Services applies to the forwarding service for businesses.
- The latest version of the General Conditions for PO Boxes applies to PO Boxes.
- The latest version of the General Conditions for the Business Reply Service applies to the business reply service. The latest version of the General Conditions for the Universal Postal Service applies to the business reply service. If the rates and discounts for business reply service shipments are subject to a minimum volume, the latest version of the General Conditions for the Transport of Bulk Letterbox Mail Shipments applies. The latest version of the General Conditions for the Transport of Goods of PostNL Pakketten Benelux B.V. (taxed with VAT for 10 to 23 kg) or the latest version of the General Conditions for the Universal Postal Service (exempt from VAT up to 10 kg) applies to parcels sent via the business reply service.
- The latest version of the General Conditions for the Universal Postal Service applies to IBRS light and IBRS bulky.

The information in this booklet is subject to changes and printing errors.

The above general conditions for certain products and services can be found postnl.nl/algemene-voorwaarden or go to our [Service & Contact page](#).