



# Transport Guide

Business parcel express, Business parcel, Pick-up parcel, Home delivery parcel plus and Business groupage and Business partloads.

Valid from July 1, 2026



# We find new ways for you and your customers

This Transport Guide describes our parcel and groupage services for the private and business markets, including terms and conditions.

Zone tables are to be found at [bring.no/en/terms-and-conditions](https://bring.no/en/terms-and-conditions).

Price tables are to be found at [bring.no/en/prices](https://bring.no/en/prices).

We hope our Transport Guide will be of use to you!

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## Posten Bring and the environment

As a customer of Posten Bring, you are already making a good environmental choice today. We also have a structured and determined plan to become even better in the future.

### Posten Bring has adopted industry-leading climate targets

As a major Nordic transport and logistics provider, we know that we are part of the challenge and therefore also part of the solution. We want to take a leading role in our industry and have therefore set ambitious climate targets. Posten Bring will be a driving force in the transition to a low-emission society. This means that we will have ambitious, industry-leading targets and realistic plans for how to achieve them. In 2021, Posten Bring became the first logistics provider in Norway to set science-based targets in line with the Paris Agreement. When the group strategy was updated in 2023, the SBT targets were revised and verified by SBT in 2024. Our short-term and long-term climate targets for 2030 and 2040 are:

- Reduce our own absolute greenhouse gas emissions by 85% for our own vehicles and buildings (Scopes 1 and 2) compared with 2022.
- Reduce absolute greenhouse gas emissions from all purchased goods and services (Scope 3) by 30% compared with 2022.

- Reduce absolute greenhouse gas emissions across the entire business by 90–95% to achieve net zero by 2040.

To ensure comprehensive reporting of the group's total climate impact, a common climate reporting system is used. Posten Bring prepares climate accounts in line with the Greenhouse Gas Protocol, and these are reviewed by an external third party. The results for 2025 show that the group is ahead of the roadmap toward the adopted SBT targets.

### Our action plan towards 2030

Posten Bring has adopted three main targets with action plans that provide clear direction and sharpened focus in the transition to a low-emission society:

#### 1. Reduce emissions from road transport and buildings by transitioning vehicles, establishing charging infrastructure, and optimizing energy use.

Posten Bring has more than 3,000 electric vehicles in operation, more than 160 of which are





electric trucks. Taken together, these provide electric van distribution to more than 50% of Norway's population. Our goal is to electrify all owned and leased vans by the end of 2027, and all owned trucks will use electricity or biogas by 2030. As of 31 December 2025, 66% of the vehicles in Posten Bring were powered by fossil-free energy sources. We have also established a national charging network for heavy vehicles, with more than 200 fast chargers from Narvik in the north to Kristiansand in the south. In some locations, our charging network is also offered to our partners.

The most important measure for reducing emissions from our operations is to avoid emissions in the first place. That is why Posten Bring continuously works to optimize our routes, increase load consolidation and fill rates, and maintain a modern terminal structure with co-location. This reduces kilometers driven and therefore emissions. We use rail wherever possible and are transitioning the heavier vehicles connected to rail in order to offer intermodal solutions using only fossil-free energy sources.

Greater electrification requires more energy. Therefore, we are installing solar panels at our terminals, and this has been established at 18 of our terminals in the Nordic region. Our goal is to install solar panels at half of our terminals by the end of 2026.

## **2. Reduce emissions from goods and services by setting requirements in procurement, engaging in supplier dialogue, and increasing the use of rail.**

Posten Bring is a significant purchaser and is aware of our responsibility. In 2023, greenhouse gas emissions from all purchased goods and services were included in the group's climate accounts. We conduct dialogue meetings with our largest suppliers to gain insight into their transition plans and ensure access to actual emissions data related to our procurements. Our ambition is to have conducted equivalent meetings with all suppliers that account for 90 % of our cost base by 2028. We set environmental requirements at every stage of procurement and follow up with our suppliers after contracts are awarded.

## **3. Help stop and reverse the loss of nature by building competence, setting requirements in construction projects, and carrying out restoration.**

- Reduce how we use natural resources and limit the conversion of natural areas.
- Restore nature in areas where we have contributed to environmental degradation. This may involve local measures on one of our properties, or restoration of an area in the same municipality where we are building a new terminal.
- Promote greater knowledge, better collaboration, and more predictability.

# Part 1 Parcels

## OUR SERVICES

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## 1.1 Our services

Our customers have many different needs. This is why we offer a range of services to meet every need for logistics services – from A to Z.

### 1.1.1 E-services

Transport with Bring entails access to a number of e-services. In addition to integration directly with our IT-system, we offer our customers Mybring, an online selfservice solution that gives you full control of your deliveries with Bring, wherever you are located. With a single sign-on, you can easily generate customised reports and order parcel, freight and courier shipments. Now also with GPS coordinates for all services.

Mybring is available 24 hours a day, and is free of charge for Bring customers. Our IT-solutions comply with all the standards and requirements set out in the common system for the identification of freight of 1 July 2000 issued by the Norstella Foundation and EAN Norway. The solution communicates with most EDI-system suppliers. Consignments that do not fulfil the requirements may be rejected, delayed or subject to an additional charge.

Error messages or errors in EDI-messages are corrected by Bring. Invoicing for errors will be charged to the freight payer in accordance with the applicable prices.

### 1.1.2 Business parcel

Parcels up to 35 kg actual weight from business to business requires a staffed business place to receive the parcel. Delivery is between 08:00-16:00. Parcels can be dropped off at Post in Shop or parcel locker, for pricing, see [bring.no/en/prices](http://bring.no/en/prices). For collection, you as a customer can create a fixed collection agreement or order an ad-hoc pick-up, see [bring.no/en/prices](http://bring.no/en/prices).

By default, your recipients will have several options; the parcel can be left at the delivery address if the recipient is not at the office when the driver arrives, or the parcel can be redirected. The receiver is in such case offered to redirect the parcel to a local pickup point or a parcel locker. The recipient can then pick up the parcel when it suits within the pickup deadline. These additional services are particularly suitable for small and medium-sized businesses that may not have staffed reception when the package arrives. Both additional services are free.

Note! You as the sender can reserve the right for the recipient to not have this option.





### 1.1.3 Business parcel express

Our offer when express delivery of parcels of up to 35 kg actual weight is important. For more information, see section 1.4.2.

### 1.1.4 Pick-up parcel

Consignments with weight up to 35 kg actual weight (up to 10 kg for parcel boxes, with dimensions up to 60 x 50 x 44 cm) act as an agreement based service for businesses/ online stores targeting private customers. Bring is committed to reducing greenhouse gas emissions from transport operations, utilising rail and electric transportation by road in a more significant manner. The recipient can collect the consignment at their preferred pickup point.

### 1.1.5 Parcels delivered home

Parcels of up to 35 kg actual weight as an agreement-based service for business customers with private customers as their target group. The parcel is delivered to the recipient's home during daytime hours between 08:00-17:00, or evening hours between 17:00-21:00, based on street address and postcode. Your customer will receive notification that the parcel is on its way, with the expected delivery date.

For parcels delivered in the evening, the customer can track the parcel and a smaller delivery window will be notified. The recipient can change the delivery date, or authorise Posten and Bring to leave the parcel at the recipient's risk if no one is

present upon the time of delivery. We deliver with GPS coordinates for tracking on Mybring.

## 1.2 Additional Parcel Services

Bring offers additional services that add value for customers. Some of these services are presented below. Other additional services are shown in the price lists and at [bring.no](http://bring.no).

### 1.2.1 Optional pick-up point

The recipient can choose from which pick-up point to collect the parcel. This additional service can be used for the Pick-up parcel and Business parcel express services. The service is well suited for online shopping.

### 1.2.2 Cash on delivery (Pick-up parcel)

The additional service guarantees that the parcel is only delivered if the amount has been paid. Suitable when you have agreed that the customer will pay for the item you are sending.

If you wish to change or delete the COD-amount while the parcel is underway, you can place the order in Mybring and pay a surcharge. The service can also be used for Business Parcel Bulk, and single parcels for the Faroe Islands and Greenland. See [bring.no/en/prices](http://bring.no/en/prices).



### 1.2.3 Simplified delivery

This is a service whereby the sender can ask Bring to leave the goods at the recipient's premises or, by ordering e-notification, the recipient can order simplified delivery without the recipient being present to accept the delivery. The service must be ordered via EDI-message. As agreed with the sender or recipient, the driver leaves the goods at street level and the driver registers that the goods have been delivered, thereby ensuring the traceability of the consignment. This service entails that the customer accepts the associated risk with regard to liability and waives the right to compensation in the event of damage and loss.

Simplified delivery is not recommended in large cities or for apartment blocks unless Bring can deliver the goods in an enclosed entrance or similar. It must be possible to leave the parcel so as not to infringe the applicable fire regulations. The value of the goods should also be taken into consideration.

This service is not appropriate for readily marketable goods that can easily be removed.

### 1.2.4 Proof of identity services

If you want the recipient to present proof of identity on delivery, you can order this via EDI. Your recipient will receive a notification that your business wants them to present proof of identity. This additional service can be used for all parcel services.

### Delivery against ID:

Proof of identity is checked on delivery. A person other than the recipient may collect the parcel, but must provide proof of identity for the parcel to be issued to them. Can be used for all parcel services. For prices, see [bring.no/en/prices](http://bring.no/en/prices).

### Personal delivery:

Only the specified recipient may collect the parcel - by presenting proof of identity. A power of attorney cannot be used. Can be used for Business parcel express, Home delivery parcel plus and Pick-up parcel.

### 1.2.5 Projects

We offer transport and logistics solutions adapted to a project that is limited in time or volume. Priced according to agreement.

### 1.2.6 Deployment of expertise

In cooperation with our customers, we analyse possible areas in which we can improve the customer's logistics efficiency through extended cooperation.

Bring currently offers dedicated personnel with training and experience in the logistics area who, together with our customers, can analyse and identify measures to improve the customer's logistics efficiency. Examples of the areas covered are delivery follow-up and handling, transport planning and execution, coordination with the customer's warehouse, procurement

and sales department, and coordination and arrangement of all forms of incoming and outgoing transport, regardless of form of transport and destination.

### 1.2.7 Insurance

The service is discontinued by July 1, 2026.

### 1.2.8 Notification

Ordered via EDI. The service entails that we agree the time of delivery with the recipient. Priced separately.

## 1.3 Additional Information Services

### 1.3.1 Additional Flex service

#### Flex or Redirect

Replacement offers our customers the flexibility of sending consignments to companies, by providing the recipient the option of having the parcel delivered, even if no one is present at the destination when the driver arrives. Documentation of handover is available via the Mybring portal or a link & code sent by e-mail.

Rerouting means that the shipment is delivered to the local Post-i store or parcel box, and can be picked up by the recipient there.

### Ordering Flex or Rerouting

No additional integrations are required. The service can be ordered in the Posten app in Norway (the Bring app in SE/DK), on the tracking page and in the recipient portal in Mybring. The sender can book the flex service 0041 through their regular booking, e.g. Mybring or through another TM - provider. When booking transport an e-notification is included, and the recipient is given two options:

**Reinstatement:** The consignment is left outside the target destination even if the recipient is not available to receive the consignment.

Or **Redirection:** The package is redirected to the local pick up point in store or parcel locker. These services are free of charge, reduces the environmental impact of Co2 emissions and also cost reductions.

#### Conditions for reinstatement

- The supplier is free from liability for any damage to the consignment or any loss related to this after the consignment has been delivered.
- Authorisation to leave the package at the target destination has to comply with the applicable fire regulations.
- After handing over the shipment, the recipient is responsible for the consignment.
- A receipt will be sent by SMS upon delivery.
- This service is available for Business Parcel,



Groupage, Business Parcel, Business Parcel Bulk, Business pallet, delivered between 08:00 and 21:00, that usually requires a signature from the recipient upon delivery.

- This service is not recommended in larger cities or apartment buildings without secured gates.
- Not suitable for consignments that require identification, payment, or are temperature-sensitive (e.g., pharmaceuticals).
- The sender can block the ability to choose Flex.
- Please note that the responsibility of informing the recipient about terms and conditions of the services solely relies on the customer (sender).

### 1.3.2 Collection deadline

The collection deadline for parcels from a post office in Norway is 7 days. Parcels that are not collected within the deadline are returned. A reminder is sent to the recipient after 3 days. Using text message, push- or email notifications, a reminder is sent on day 3 and day 6 after arrival at Post in Shops, parcel box or post office.

Parcels that arrive at post offices or Post in Shops between 1 and 17 July will not be returned before 1 August. During the period from 23 to 31 December parcels will not be returned. The first day of return is the third business day after New Year.

### 1.3.3 Consignments that are returned

Consignments that are unable to be delivered

to the recipient will be returned at the customer's expense.

### 1.3.4 Delivery precision and calculation of delivery time

We have an indicative delivery time for our services, unless otherwise stated as a condition for the individual service. The delivery time runs from the registration of the consignment's arrival at our sender terminal until it is delivered to/made available to the recipient.

The promised delivery time for Business parcel express can be found at [Mybring.no](http://Mybring.no) in the booking screen.

For other services, the delivery time is solely measured as the number of days. Bring currently offers a time guarantee for Business parcel express.

#### Assumptions:

- Correct labelling and packaging of the goods, and correct EDI-messages received and accepted by Bring before we receive the consignment.
- The consignment must be registered at the delivery terminal within the delivery deadline for the relevant service and terminal. Delivery can take place from Monday to Friday, normally between 08:00-16:00.



**Exceptions:**

- Weekends and public holidays, as well as holiday periods, and in the event of force majeure situations, such as floods, landslides, snowfalls or other reduced accessibility of roads or railways.

**1.3.5 Goods not carried by Bring**

Unless otherwise agreed, parcels may not contain precious metals, valuables, weapons, ammunition, live animals, larvae, insects or similar, remnants, removal goods, unpackaged goods, customs passport consignments or cigarettes/ tobacco products.

**1.4 Posting, collection and delivery**

Bring can collect all consignments from the sender and deliver them to the recipient. Shipments are considered as collected when they are scanned as handed in at Post in Shops or terminals. Parcels can be posted/collected at Post in Shops/post offices. There are various options, service levels and deadlines for our services, and these are priced according to the applicable service specifications and price lists. If you order collection of freight for more than NOK 450 on the same day and from the same address, collection will be included in the freight price. This requires the use of a customer number and collection on the same date. For collection of

freight below this amount, a surcharge for small collection will be added to the freight charge. See [bring.no/en/prices](https://bring.no/en/prices).

**1.4.1 Business parcel**

Parcels can be dropped off at a Post in Shop (for an additional fee) or a parcel locker.

Parcels are primarily collected and delivered at one location within the business, such as reception or a ramp. Consignments will not be carried in by the driver. Delivered to the recipient from Monday to Friday before 16:00. Two delivery attempts are made at the recipient's address. If two delivery attempts are made, a surcharge will apply; see the price list. It is possible to order delivery via Post in Shops or a post office if the recipient is not present when delivery to the door is attempted. This must be ordered at the same time as the EDI-message. This service can be performed after the first or second delivery attempt. The service is priced separately and only applies when the parcels have been delivered via a post office.

See the price list for Business parcels. Parcels with an actual weight exceeding 35 kg, or consignments with more than 4 package, cannot be delivered via Post in Shops or a post office and will be returned to the sender if we are unable to deliver the parcels. If the parcel cannot be delivered to the door and delivery via a pick-up point (Post in Shops or a post office) has been



ordered, the recipient will be notified via a collection notice in the form of a letter or text message.

#### **1.4.2 Business parcel express**

Business parcel express parcels can be included on collection of other parcel services when parcel collection has been agreed. A separate collection agreement may also be entered into regarding Business parcel express parcels.

If Business parcel express parcels are collected together with other parcel services, they must be clearly separated from other parcels, for prioritised manufacturing. This is to ensure correct handling and faster delivery. Business parcel express parcels can also be posted from Post in Shops or post offices. Please note that separate posting deadlines may apply to this service.

Dry ice may not be sent as Business parcel express. Business parcel express can be delivered as Business parcels to one location at the recipient's premises. The services do not include internal distribution at the recipient's premises, with delivery to several locations in the building. Ordinary Business parcel express delivery is from Monday to Friday before 09:00, 11:30 or 16:00, depending on the distance and the postcode. For parcels with a delivery deadline before 09:00, a second delivery attempt is made before the parcels are made available at a pick-up point.

Parcels with delivery deadlines of 11:30 or 16:00 are made available at a pick-up point after the first delivery attempt.

#### **1.4.3 Pick-up parcel**

For customers without a pick-up agreement, parcels can be posted at a post office or Post in Shops. Parcels are delivered via post offices, Post in Shops or rural postmen/postwomen. See also the section on pick-up deadlines.

#### **1.4.4 Consignments to Svalbard and Spitsbergen**

Parcels (less than 35 kg, max. size 120x60x60 cm) are sent by air. For all transport by air, separate rules apply to dangerous goods, see section 1.7.1 Safety regulations. Parcels that cannot be consigned by air are shipped. Parcels with a net value exceeding NOK 5,000 require customs clearance. Parcels to Svalbard must have a standard transport label, and a commercial invoice (possibly a proforma invoice) must accompany the consignment. There are fixed surcharges for freight to Svalbard. See [bring.no/en/prices](http://bring.no/en/prices).

#### **1.4.5 Parcels delivered home**

The parcels can be posted at Post in Shops or post offices for an additional charge per package. The parcel will be delivered to the recipient's home from Monday to Friday in the evening between 17:00-21:00 in towns and built-up areas, and between 08:00 and 17:00 elsewhere. See the updated table at [bring.no](http://bring.no).

We also pilot weekends in selected areas. Your customer will be notified of the expected delivery date well in advance, with a tracking link, via text message or email. A delivery attempt is made at the recipient's address, and if the recipient is not present or leaving the parcel has not been ordered, the parcel will be delivered to the customer's nearest pick-up point. Two delivery attempts can be ordered; see the price list. This must be ordered at the same time as the EDI-messages.

#### 1.4.6 Limitations and impediments concerning transport

Some postcodes may have limited options for collection and delivery, even within the same postcode.

##### Examples might be:

- Local barriers
- Cabin areas
- Islands with limited ferry services
- Other geographical areas where Bring does not have normal driving routes, e.g. mountain areas or other areas subject to seasonal restrictions.

Senders and recipients with addresses in such areas must expect deviations in delivery times. Areas where accessibility is reduced, senders can deliver parcels in post office or Post in Shops and recipients will have their parcels delivered to pick up point.

## 1.5 Terms and conditions for Parcels

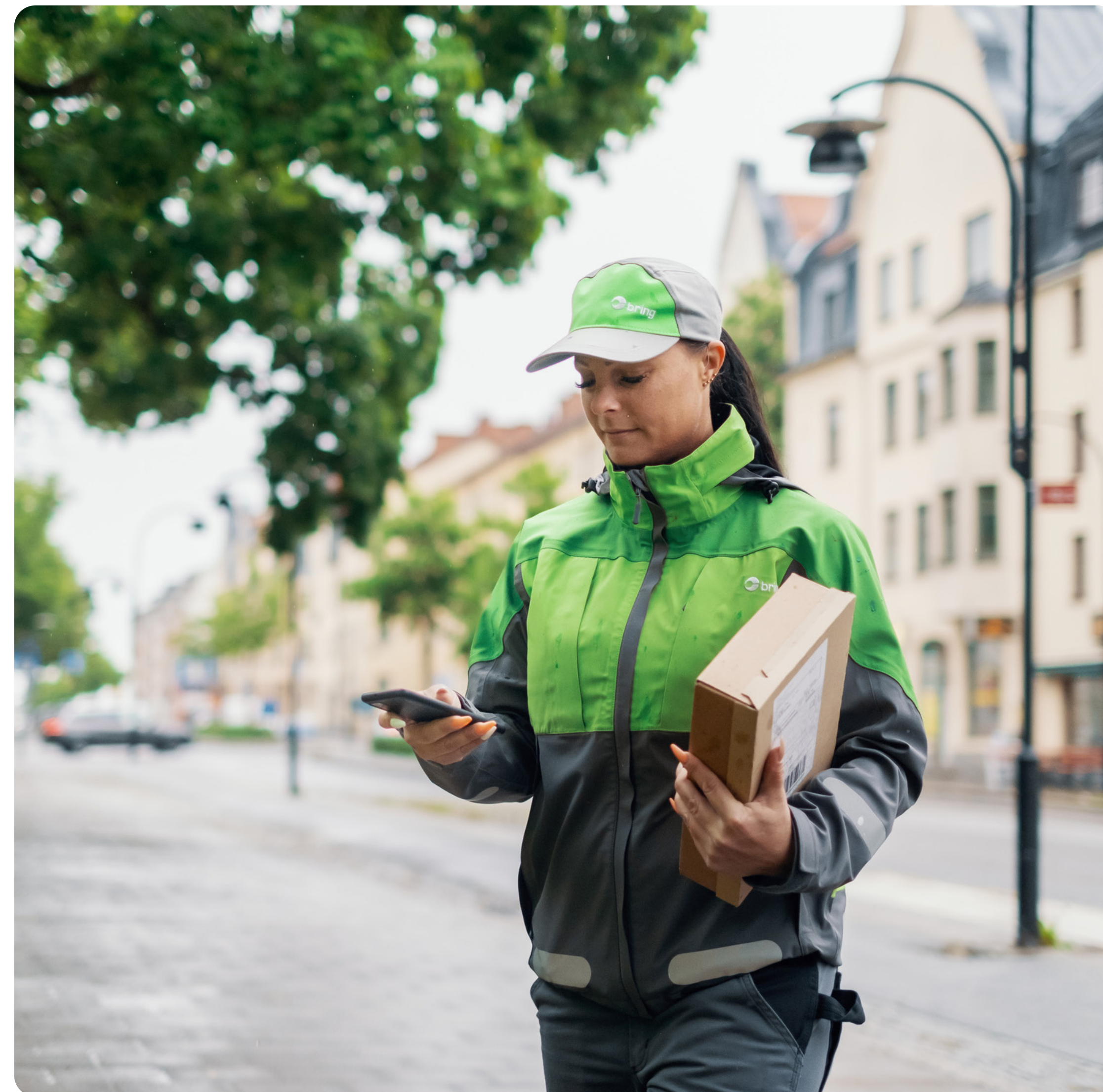
To ensure correct handling, it is important that the conditions for using the individual service are fulfilled. Our terms and conditions can be regarded as part of the agreement for the individual transport.

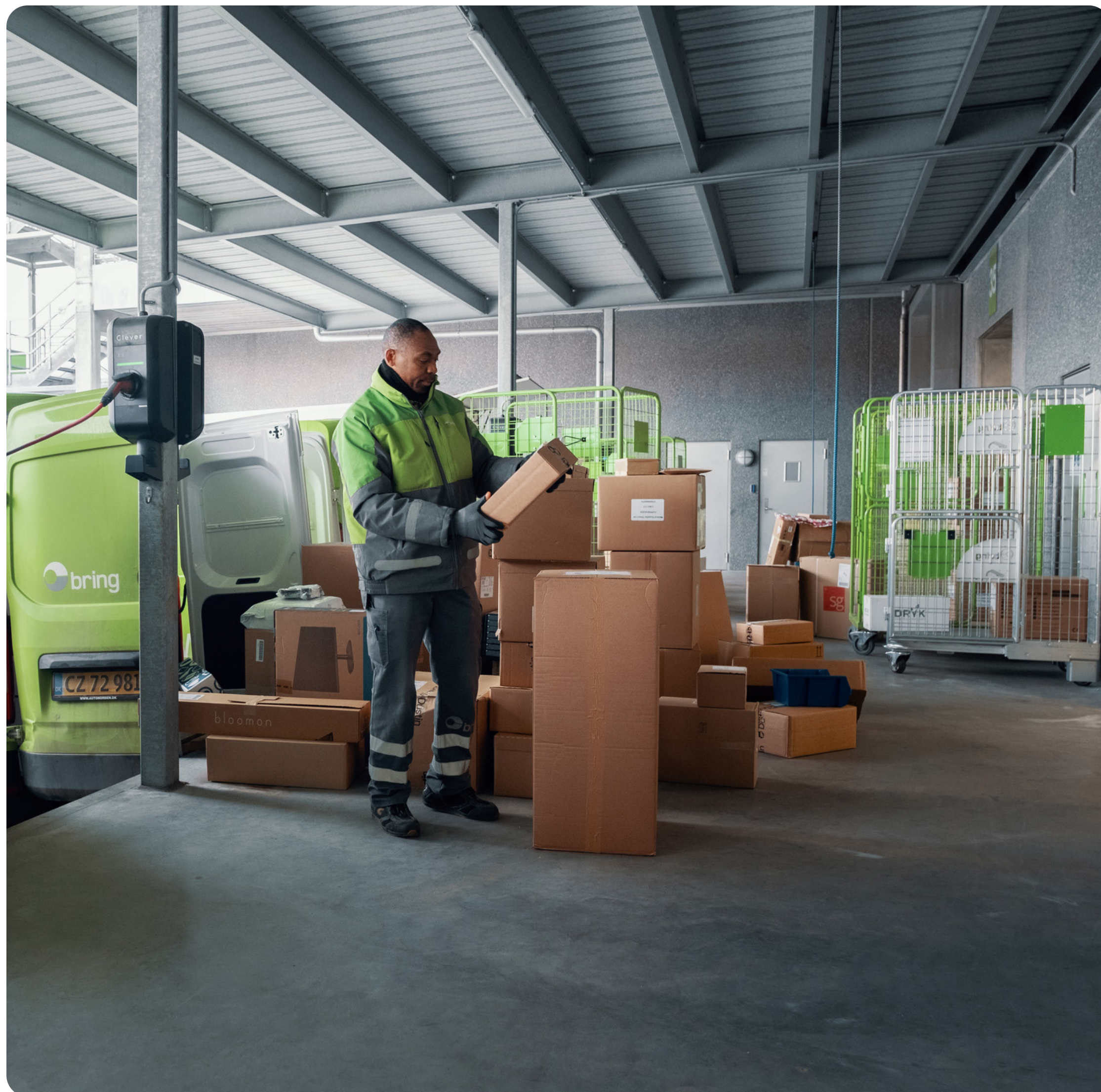
### Validity

Posten Bring AS distributes goods under the Bring brand name. Transport is undertaken in accordance with the tariff rates, freight calculation regulations and transport terms and conditions applicable to Bring.

Bring's transport terms and conditions are governed by the general provisions of the Nordic Forwarders Association (NSAB), the Norwegian Road Carriage Contracts Act (Act concerning road freight agreements), the Norwegian Maritime Code and our Transport Guide for parcels, groupage and partloads on a national basis.

Bring waives all liability for the customer's further use of data supplied by Bring, either directly or via third parties. Approved information about each consignment and package that is assumed to be scanned in accordance with agreed standards or transferred electronically comprises the agreement/transport contract for the individual consignment. The parcels will be loaded together





with other consignments. Requirements of the nature of the consignment, e.g. packaging and labelling. There are also requirements concerning EDI-messages. This is described in this document, and the terms and conditions are in accordance with the applicable framework conditions at any time.

#### **1.5.1 Additional costs**

Bring reserves the right to charge the customer for any extraordinary costs beyond Bring's control, as from the date on which the costs are incurred.

Examples of such costs might be (but are not limited to) rerouting as a consequence of roadworks, ferry disruptions, train disruptions, force majeure or similar circumstances requiring changes to our normal production.

Force majeure events that make alternative carriage impossible are exempt, and the additional costs will therefore have an impact when events require alternative carriage solutions that are feasible without extraordinary measures, and beyond the date of the incident.

#### **1.5.2 Surcharges**

If Posten and Bring's terms and conditions are not fulfilled, the customer will be charged for the additional work/additional costs this entails for Posten and Bring. See [bring.no/en/prices](http://bring.no/en/prices).

#### **1.5.3 Parcel handling surcharges**

There may be parcel handling surcharges if one or more of the following criteria arise:

- Consignments that exceed the following dimensions 120 x 60 x 60 cm.  
This also applies to Business parcel express
- The parcel is below the minimum dimensions (23 x 13 x 1 cm)
- The parcel is in rolled form
- Consignments that have inadequate packaging
- Cannot be produced by machine for other reasons

See [bring.no/en/prices](http://bring.no/en/prices).

#### **1.5.4 Errors or missing EDI**

To be able to undertake transport in accordance with applicable timetables Bring depends on all consignments being notified in advance. We require advance notification via EDI, which must include full and correct information. Examples are the pick-up and delivery addresses and details of the actual consignment. There will be a surcharge for consignments for which no EDI-information has been received as agreed, or if the information provided is incorrect. See [bring.no/en/prices](http://bring.no/en/prices).

#### **1.5.5. Delayed EDI-message**

There will be a surcharge for consignments for which no EDI-information has been received as agreed. See [bring.no/en/prices](http://bring.no/en/prices).

### 1.5.6 Storage of consignments without EDI received

If no EDI-message has been received as agreed and the consignments have to be stored pending EDI, a storage lease charge will be incurred. See [bring.no/en/prices](http://bring.no/en/prices).

### 1.5.7 Inadequate packaging

Consignments that, due to faulty or incorrect packaging, are repaired or need to be repackaged, will be subject to a surcharge per consignment. See [bring.no/en/prices](http://bring.no/en/prices).

### 1.5.8 Work according to agreement

Work performed for the customer according to agreement. Price per hour and 15 minute-period or part thereof.

Consignments heavier than the permitted weight or with an invalid transport label.

Packages which exceed the permitted weight and consignments that are marked with other carriers' labels entail additional work for Bring. Bring contacts the sender to agree on whether the consignment is to be returned or converted and forwarded. Price per package/consignment. See [bring.no/en/prices](http://bring.no/en/prices).

### 1.5.9 Manual invoice

Preparation of manual invoices. Price per item See [bring.no/en/prices](http://bring.no/en/prices).

### 1.5.10 Consignment number

Use of an incorrect consignment number, or reuse of a consignment number, is subject to a surcharge per consignment with an incorrect consignment number. Bring creates a new consignment number. See [bring.no/en/prices](http://bring.no/en/prices).

### 1.5.11 Customer number

Use of an incorrect customer number where the customer is to be credited is subject to a surcharge. See [bring.no/en/prices](http://bring.no/en/prices).

## 1.6 Liability and insurance

### 1.6.1 The customer's liability

The customer must accept its part of the liability defined in Bring's terms and conditions. If the customer fails to fulfil a significant part of its obligations, or it is apparent from the customer's actions or other serious failure in creditworthiness that the customer will not fulfil a significant part of its obligations, Bring may suspend its fulfilment and withhold performance of its services, provided that the customer is notified of this without undue delay.

If a party is in material breach of its obligations under the agreement and does not remedy the obligation after prior written notice from the other party, the agreement may be terminated by the party that is not in breach.



### 1.6.2 Bring's indemnification liability

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code. The carrier's compensation liability is limited to the maximum:

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross weight/SDR\* 667 per package. **Cross-border vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Fund (IMF) and used in international law.*

### 1.6.3 Compensation Business parcel express

In the event of delays due to Posten and Bring the freight amount will be refunded. Time guarantee does not apply to shipments to and from postal code 9170-9179.

A freight reimbursement claim must be submitted no later than two weeks after delivery. Business parcel express is insured against loss and damage

for up to NOK 50.000,- and consequential damage for an added up to NOK 50.000,-.

In the event of loss, it is the sender who must file a claim for compensation and document the value of the shipment, while in the case of damage, it is the recipient who must file a claim for compensation and document the value of the shipment. If the shipment is not properly packaged and this could contribute to loss or damaged content, the claim for compensation may be rejected.

Relevant documentation could include a copy of the receipt from the purchase of the item/content in the package, a photo of the package packaging, or a description of any markings/logo that can help identify the package.

In the case of damage: a photo of the damaged item/content and the inner/outer packaging. Compensation will not be paid out if the documentation is incomplete or incorrect. The content/packaging must be preserved until the case is resolved.

If there are circumstances that give reason to suspect that an alleged loss is not genuine, the claim for compensation may be denied. Such circumstances could include the sender previously making repeated claims to an extent and of a nature that deviates from what is otherwise normal, or presenting forged





documentation. Attempts at fraud or other fraudulent activities may be reported to the police.

#### **1.6.4 Posten Bring's load cages**

If the customer uses wire cages belonging to Posten Bring AS for the loading and delivery of parcels, the customer may be charged NOK 5,000 if these cages are damaged or lost while they are in the customer's custody.

#### **1.6.5 Insurance**

The service is discontinued by July 1, 2026.

#### **1.6.6 Delivery times**

Our delivery schedules state indicative delivery times. The delivery times can be found in Mybring. Services with a time guarantee are Business parcel express.

### **1.7 Other transport terms**

#### **1.7.1 Safety provisions**

Carriage of parcels is subject to public safety provisions. The sender is obliged to ensure that the contents of the consignment are properly packed and labelled, and that forwarding is permitted in accordance with the applicable safety requirements for the transport in question. Parcels for consignment as air freight for parts of

the route must be subject to safety inspection. This may entail that the consignment has to be opened by the safety inspector, for further investigation. The safety inspection is performed by an authorised third party, as instructed by the aviation authorities. Posten and Bring are obliged to comply with the applicable transport and safety regulations at any time, and are not liable for delays or for consequential damage due to the nature of the consignment or to circumstances beyond Posten and Bring's control.

Where the aforementioned conditions include Business parcel express parcels, the consignment may be returned to the sender, stopped pending collection by the sender, or moved from air transport to land transport (vehicle/rail), if this is an appropriate method of carriage. Bring reserves the right to make these assessments, particularly for consignments to be transported by air – where these are inspected by an external safety operator approved by the Norwegian Civil Aviation Authority.

For more information about air freight, see bring.no. Posten and Bring are obliged to comply with the applicable transport and safety regulations at any time, and are not liable for delays or for consequential damage due to circumstances related to the nature of the consignment or to circumstances beyond Norway Post's and Bring's control.

### 1.7.2 Parcels may not contain

Parcels sent with Bring may only contain limited quantities of dangerous goods, in accordance with ADR. For Business parcel express, the parcels may not even contain limited quantities. For more details, see [www.bring.no](http://www.bring.no)

The customer is responsible for ensuring that the goods can be legally transported in accordance with international conventions or the legislation in the country to, from and within which the goods are carried. Bring does not carry goods that are not permitted to be sold or distributed in Norway. For other regulations concerning dangerous goods, see section 2. Groupage and partloads, section 2.2.2 Dangerous goods.

### 1.7.3 Calculation of weight and volume

The consignment's total dimensions and weight, including packaging, are the basis for price calculation. Bring reserves the right to make correction to the right weight and dimensions as the basis for calculating the price of the services. Freight calculation is determined by the freight calculation weight, which is the higher of the weight by volume and the actual weight. The maximum length, breadth and height of the consignment determine the volume. A fixed factor for conversion of volume to weight is defined for our parcel services.

By using this conversion you will find the weight by volume:  $L(\text{dm}) \times B(\text{dm}) \times H(\text{dm}) / \text{conversion}$

factor. The freight is always calculated according to the calculation method that gives the highest calculation weight. A fixed factor of 1:5 ( $1 \text{ m}^3 = 200 \text{ kg}$ ) applies to our parcel services.

### 1.7.4 Freight calculation

The freight charge is calculated separately for each package. A consignment refers to the packages stated by a consignment number or consignment note for carriage from a sender to a recipient. A consignment may consist of one or more packages. All packages in a consignment must be delivered to Bring on the same day.

As a general rule, all costs must be paid by the sender, who must have an approved credit and customer number.

### 1.7.5 EDI and labelling

Correct labelling and the correct EDI-message will ensure that all consignments are handled correctly. In addition to clear and correct labelling, cf. Bring's applicable specifications, the labelling must be in accordance with the EDI-message.

Only labels approved by Bring are accepted, preferably the Norwegian EDIPRO standard. Depending on the content, the bar code must be symbology GS1-128 in accordance with the EAN/UCC standard, Code 128 in accordance with EN 799, X-module minimum 0.375 mm, height minimum 27 mm.



Readability must be satisfactory according to CEN standard EN1635. Quality minimum ANSI B.

For the labels to be legible at all stages of the logistics chain, it is important to be aware of the following:

- An EDI-message must be sent to Bring before the relevant consignments are picked up or delivered to Bring/Bring's partner
- Labels must be clearly visible on all packages
- Labels may not be folded around a corner
- Labels should not be coated with plastic foil, unless the foil is smooth against the label
- There must be no straps across barcodes on labels
- To ensure legibility, the label must be smooth
- Some of our services require special labelling
- Labels must be placed on the natural upside of the package, if the weight is below 35 kg
- Barcode character A-B

Our IT solutions fulfil all the norms and requirements set out in the common system for the identification of goods of 1 July 2000 issued by the Norstella Foundation and EAN Norway. The solution communicates with most EDI-system suppliers.

Consignments that do not fulfil the requirements may be rejected, delayed or subject to an additional charge. Error messages or errors in EDI-messages are corrected by Bring. Invoicing

for errors will be charged to the freight payer in accordance with the applicable prices. See [bring.no/en/prices](http://bring.no/en/prices).

#### 1.7.6 Packaging

The sender is responsible to ensure that the content of a consignment is packaged or/and packed responsibly. The packaging must be adapted to the goods and in such a way that the goods can be safely transported. Fragile goods must be wrapped in impactabsorbing material to absorb pressure and impact while protecting the content. The nature of the packaging must be in such a way that the items can be loaded safely together with other consignments.

#### Please note that:

- The goods original packaging is not valid for transportation
- Bring is not liable to compensate for occurring damages due to either high or low temperatures. If the consignment contains goods that cannot handle frost it is required book the service Business groupage with the added service Frost-free.
- Goods such as engines must be emptied of liquid content before shipping.
- Consignments on pallets must be wrapped, strapped or packaged in such a way to ensure the best possible protection from damage and so that the goods remain intact on the pallet during the entire transportation.





Inadequate packaging and correction will be invoiced and charged to the freight payer in accordance with the applicable prices.

#### **1.7.7 Payment terms**

For customers without an invoice/credit agreement, the freight must be paid in advance. All submitted assignments can be invoiced. It is possible to order transport of both parcels and goods at [www.mybring.no](http://www.mybring.no) and to pay by card.

#### **1.7.8 Credit**

By further agreement, up to 10 days' credit and an agreed credit limit are normally granted. Credit and the credit limit will lapse on any form of payment default. In the event of late payment, late payment interest will accrue in accordance with the Norwegian Act relating to Interest on Overdue Payments. Posten and Bring calculate reminder fees for reminders and debt collection notifications in accordance with standard legislative provisions, at 1/10 of the applicable legal fees.

All new customers will be credit assessed by Posten and Bring, and a copy letter stating that this has taken place will be sent to the customer.

#### **1.7.9 Invoice**

All assignments for which credit has been granted must be paid according to invoice and must be received by Bring by the due date. Any objections to an invoice must have been raised in writing to

Bring within 8 days of receipt of the invoice. In the event of payment default, invoices not yet due are also considered to have fallen due and can be recovered together with overdue claims.

Posten and Bring are entitled to set off their outstanding amounts against claims held by the customer against Posten and Bring. The customer may not set off or withhold any money that has fallen due even if freight, damage or loss is claimed.

If the agreed credit limit has been exceeded, or in the event of payment default or downgrading of creditworthiness, Posten and Bring may stop the customer's consignments by taking a lien on the customer's goods. In cases where creditworthiness is downgraded, the customer may be offered a new credit agreement against security. Posten and Bring will determine the security amount. Copies of invoices with specifications are available to our customers in Mybring.

Copies of consignment notes or other underlying documents can be obtained upon request or by agreement.

#### **1.7.10 Reminder fees**

Bring is entitled to set off/retain money that has fallen due even if freight, damage or loss has been claimed. The reminder fee adheres to the Norwegian Debt Collection Act and

the applicable rates at any time. The standard procedure for reminders/collection is used for unpaid invoices. The reminder fee is stipulated by law and is always 1/10 of the applicable collection rate.

The collection rate is subject to annual adjustment by the Norwegian Ministry of Justice. Priced per invoice.

#### 1.7.11 Fuel surcharge

As a variable price element, we add a fuel surcharge for parcels. The surcharge is updated on a monthly basis and the applicable surcharge can be found at [bring.no](http://bring.no).

#### 1.7.12 Toll charges

Consignments will be subject to a variable surcharge to cover the toll costs. Information about this can be found at [bring.no](http://bring.no)

#### 1.7.13 Surcharge for incorrectly addressed parcels

Incorrect delivery address means the use of postcodes for postboxes or invalid postcodes. See [bring.no/en/prices](http://bring.no/en/prices).

#### 1.7.14 Goods in transit

The customs authorities require information about the freight's contents (goods type) to be stated at the border crossing (transit). Bring complies with the requirements imposed by the customs

authorities, and requires the customer/sender to provide information about this in the EDI-message. Examples of approved goods types may be: office supplies, groceries or industrial goods, or more specific goods types such as clothing, paper, etc. Without exception, field 35 of the EDI-message must contain the aforementioned. It is the customer's responsibility to provide Bring with the necessary information. Bring is exempt from any liability in the event of delays due to lack of information.

## 1.8 Claims and Compensation

Bring's indemnification liability is limited to the applicable NSAB, the Norwegian Road Carriage Contracts Act, the Norwegian Civil Aviation Act and the Norwegian Maritime Code in force at any given time. Damage/losses/deficiencies on delivery must be noted on the consignment note on delivery to both the driver and the recipient. In the case of consignments without a consignment note, the corresponding information must be noted on and registered in the driver's handheld terminal.

If the damage is not externally visible, the recipient must notify Bring's Customer Service (Claims Department) in writing without undue delay.



Please note that it is the recipient's responsibility to check the goods before they are signed off as received. If a receipt has been given on the transport document, or the customer has noted the name on the display in the handheld terminal without any comments, it must be assumed that at the time of delivery the goods were in the condition specified on the transport document. An invoice may not be issued to Posten Bring AS or Bring in claims cases, but a written claim must be submitted via Mybring.

The following documentation is required:

**Information:** Consignment number and a brief description of the course of events.

**Documentation:** A copy of the commercial invoice, documentation of the goods' impairment, actual weight of the damaged goods and pictures showing what has been damaged and the relevant items/object(s)/goods. Clear pictures of the damaged goods and their packaging must be attached. In the event of major extensive damage, the goods must be stored safely so that they can be inspected by the appraiser/insurance company for assessment. The goods must be protected from further damage/loss.

Goods and packaging for which claims have been made must be stored until the matter has been fully processed. Claims must be submitted by the freight payer (the party that paid the freight to Bring). For services with time guarantees,

special conditions are specified in the service specification. The period of limitation is one year from delivery of the goods. The carrier's compensation liability is limited to the maximum:

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code.'

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross weight/SDR\* 667 per package. **Cross-border vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

Liability is otherwise regulated in accordance with the legislation in force at any given time. For forwarding assignments, liability is regulated in accordance with NSAB 2015 (Nordic Forwarder Federation's General Provisions, except Section 27c, storage), the CMR Convention, the Hague-Visby Convention and the Warsaw Convention.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Found (IMF) and used in international law.*



## Part 2 Before 7, Business groupage and Business partloads

### OUR SERVICE

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### CONDITIONS FOR TRANSPORT

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- 2.10 Special provisions p. 38



## 2.1 Services

Do you need customised collection or extra early delivery? Bring offers a range of services that meet our customers' logistics needs.

### 2.1.1 Business groupage

- Consignments weighing 1-9999 kg between businesses door-to-door
- We use our nationwide network with modern terminals
- Collected and delivered between: 08:00 and 16:00

### 2.1.2 Business pallet

A groupage service for customers sending goods packed and plastic-wrapped on standard EUR pallets.

- Collected and delivered between: 08:00 and 16:00
- The goods must be plastered on a standard pallet 80 x 120 cm, and maximum height is 2.20 m
- Max weight 800 kg per pallet
- Up to 12 pallets per shipment
- Exceeds the dimensions or weight of the properties for the service is calculated an additional +50% of the pallet price of the pallet(s) in question large (oversized pallet)
- We use our nationwide network with modern terminals

### 2.1.3 Business partload

- Consignments with freight-calculated weight from 3,500 kg per consignment
- Door-to-door direct transport
- Dialogue with carrier via pre-booking

### 2.1.4 Before 7 for businesses

- Overnight consignments delivered to the recipient before 07:00
- Requires a separate agreement
- Applies to delivery from/to defined addresses
- Delivery in accordance with delivery instructions
- Maximum weight per package 400 kg
- Maximum weight per consignment 2,500 kg
- Maximum length 2.4 metres
- Packages below 35 kg may measure up to 6 metres

Before 7 is delivered at night without the recipient's signature, which entails the following rules concerning any claims: If there is damage to a before 7 consignment that is not visible to the driver, the recipient must notify this as soon as possible and at the latest within four hours.



calculated from the recipient's opening hours. The damage must be documented with a picture, etc. and reported to the sender, who in turn will report this to Bring without undue delay. There is no time guarantee for the Before 7 service.

### 2.1.5 Return of Business groupage

Only applies if the original consignment was sent with Bring, and all or part of the delivery is to be returned. Pick-up from the original recipient's address. Small consignments are picked up at an outer door and larger consignments are picked up at a ramp/ground level. A simple scheme whereby your business pays the return freight charge. The service is ordered as a separate consignment, and if you wish, Bring can label the goods for you. We then use the label from the sender. Pick-up the next day at the earliest. This service cannot be used for special goods.

### 2.1.6 E-services

Transport with Bring entails access to a number of e-services. In addition to integration directly with our IT system, we offer our customers Mybring, an online self-service solution that gives you full control of your deliveries with Bring, wherever you are located. With a single sign-on, you can easily generate customised reports and order parcel, freight and courier shipments. Now also with GPS coordinates for all services. Mybring is available 24 hours a day, and is free of charge for Bring customers.

Our IT solutions comply with all the standards and requirements set out in the common system for the identification of freight of 1 July 2000 issued by the Norstella Foundation and EAN Norway. The solution communicates with most EDI-system suppliers.

Consignments that do not fulfil the requirements may be rejected, delayed or subject to an additional charge. Error messages or errors in EDI-messages are corrected by Bring. Invoicing for errors will be charged to the freight payer in accordance with the applicable prices.

## 2.2 Additional Services Groupage and Partloads

Bring offers additional services that add value for customers. Some of these services are listed below. Other additional services are shown in the price lists at [bring.no](http://bring.no).

### 2.2.1 Special goods

#### Consignments:

- Where one of the packages weighs more than 1,200 kg or has a long side measuring 2.4 m or more
- Has two sides each measuring 2 m or more
- No fixed delivery time
- Requires a separate agreement



- Surcharge, see [bring.no/en/prices](http://bring.no/en/prices)
- Valid for Business groupage, Business pallets and Business partload

### 2.2.2 Dangerous goods (ADR):

- Consignments that are defined as ADR loads. See section 2.10
- Separate regulations and responsibility for the sender (customer) and carrier must be adhered to. See further terms in 2.10
- Own documents and own labelling
- Surcharge, see [bring.no/en/prices](http://bring.no/en/prices)
- Valid for Business groupage and Business partload

### 2.2.3 Frost-free:

- Customers can order a frost-free service for an additional fee. The service does not come with a temperature guarantee. Yet, we strive to ensure that the carrier keeps the shipment frost-free at a temperature above 0 degrees Celsius.
- This service is available during the winter season from October to March.
- To ensure correct equipment, the operational arrangement is somewhat limited and a longer delivery time must be expected.
- Requires separate booking and labelling of all packages.
- Surcharge, see [bring.no/en/prices](http://bring.no/en/prices)
- Valid for Business groupage, Business pallets and Business partload.

### 2.2.4 Simplified delivery

A service whereby the sender permits Bring to leave the goods at the recipient's location without the recipient being present to receive the delivery. The service must be ordered via EDI-message. According to the agreement with the sender, the driver leaves the goods at street level, and the driver registers that the goods have been delivered, thereby ensuring the traceability of the consignment. Bring sends a text message on delivery. This service entails that the customer accepts the associated risk with regard to liability and surrenders the right to compensation in the event of damage and loss. Not all addresses in Norway are suitable for leaving goods in this way, which the sender must take into consideration.

Simplified delivery is not recommended in large cities or for apartment blocks unless Bring is able to deliver the goods in an enclosed entrance or similar. The value of the goods should also be taken into consideration.

This service is not appropriate for readily marketable goods that can easily be removed.

### 2.2.5 Project

We offer transport and logistics solutions adapted to a project that is limited in time or volume. Priced according to agreement.

### 2.2.6 Deployment of expertise

In cooperation with our customers, we analyse





possible areas in which we can improve the customer's logistics efficiency through extended cooperation.

Bring currently offers dedicated personnel with training and experience in the logistics area who, together with our customers, can analyse and identify measures to improve the customer's logistics efficiency. Priced per hour.

#### **2.2.7 Agreed Delivery Notification**

The service has to be ordered via EDI. The service is to be invoiced to the freight payer in accordance with the applicable prices.

Bring will contact the recipient when the goods are arrived at the last mile terminal to make an agreement on the delivery. The agreement is made between the last mile terminal and the recipient. The agreement can deviate from standard delivery time and is not included in the standard KPIs for deliveries. The service requires that the EDI contains the correct recipient information. When booking the service a mobile number for the recipient is required.

Storage fee will be invoiced the freight payer as of the 3rd business day if the delivery time is agreed in the future. (Beyond the city center perimeter the storage fee will be invoiced as of the 5th business day.)

Bring will attempt to contact the recipient 3 times to make a delivery agreement. If Bring is unsuccessful to make contact with the recipient after 7 days the goods will be sent in return to the sender.

Agreed delivery notification with recipient can also be performed and will be invoiced the freight payer if the following applies:- Unattended address, e.g. sole proprietorship,

- construction site, farm or similar places without permanent staff or a staffed reception between the working hours 08:00-16:00
- Consignments where Bring is required to achieve contact for further agreement with the recipient or the recipient contacts Bring to avoid attempted deliveries or missing deliveries.

#### **2.2.8 Warehouse rental**

If contact with the recipient is not achieved, it must be sought to contact the recipient again on day 2 after the goods have arrived at the distribution terminal. If the consignment has not been picked up or delivered within two business days of the notification being given, warehouse rental will accrue as from and including day 3. See [bring.no/en/prices](http://bring.no/en/prices).

#### **2.2.9 Exchange of EUR pallets**

Is not offered.

## 2.3 Additional information services

### 2.3.1 Returned consignments

Consignments that we cannot deliver to the recipient will be returned for the customer's account.

### 2.3.2 Delivery precision and calculation of delivery time

We have an indicative delivery time for our services, unless otherwise stated as terms and conditions for the individual service. The delivery time applies from the registration of the consignment's arrival at our sender terminal until it is delivered to/made available to the recipient, and the delivery time is measured as full days.

This is subject to the condition that correct data has been received by Bring in accordance with the terms and conditions for the relevant service and that all packages are properly packaged and labelled. Delivery takes place Monday-Friday, normally between 08:00-16:00.

#### Exceptions:

- Weekends and public holidays, as well as Christmas, Easter and summer holiday periods
- Groupage deliveries to private individuals or to businesses when the consignment must be notified

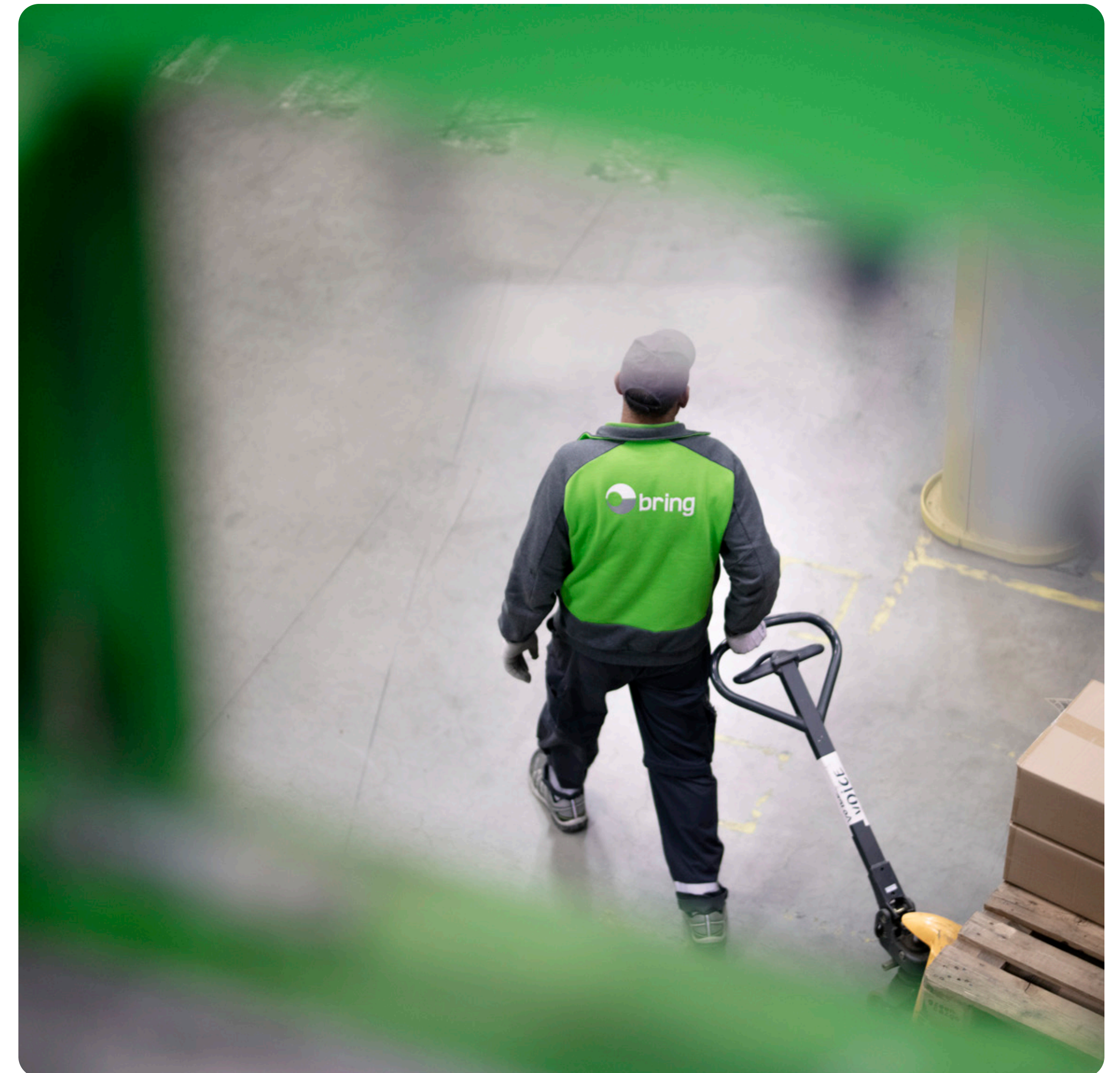
- Force majeure such as floods, landslides, snowfalls or other reduced accessibility of road or rail services

### 2.3.3 Consignments to Svalbard and Spitsbergen

Goods are consigned by ship. Bring uses M/S "Norbjørn" for transport of groupage and partloads. M/S "Norbjørn" has a high ice classification, a 70-tonne lifting crane, large hatches and good hold and deck capacity. In addition, the boat has freezer capacity, and heating and cooling in containers. Large partloads can be coordinated or shipped directly from other ports in Norway.

Groupage and partloads must always be subject to customs clearance. Goods for Svalbard are relabelled at Bring in Tromsø, and a commercial invoice (possibly a pro forma invoice) must accompany the consignment. The Norwegian Maritime Code applies to sea transport. This entails separate rules for insurance of freight consignments to Svalbard.

We have a long tradition and experience from handling consignments to and from Svalbard, and have gathered our expertise in Tromsø. Svalbard is regarded as a third country in customs terms, so that advance notification and customs clearance are required. Inadequate documentation might result in delays and additional costs. For consignments to Svalbard and Spitsbergen there





is a surcharge for all services. Our branch in Tromsø can answer any questions about transport to Svalbard. For further information and prices, please contact us at [tromso.support@bring.com](mailto:tromso.support@bring.com).

## 2.4 Collection and Delivery

### 2.4.1 Collection and delivery of Business groupage, Business pallet, Before7 for business, Return of business groupage

If the freight amount exceeds NOK 450 per service on the same day and from the same address, collection is included in the freight price. This requires the use of a customer number and collection on the same date. For collection of freight below this amount, a surcharge for small collection will be added to the freight charge. See [bring.no/en/prices](http://bring.no/en/prices).

#### The following is offered:

- Collection on fixed days at fixed times with agreed volume
- Collection after pre-booking

A consignment may consist of one or more packages. All packages in a consignment must be delivered to Bring at the same time. Shipments are considered as collected when they are scanned as handed in at the customer or terminals.

The booking deadline for collection of groupage on the same day is normally before 11:30 from locations close to our terminals. Separate local collection deadlines apply to the Before7 and return services. If you have a collection address outside the local area, you must expect collection on the next working day, or possibly further into the future.

### Delivery according to a transport schedule/delivery times.

Delivery to addresses outside the normal route may entail a longer delivery time and/or extra costs.

### 2.4.2 Goods are collected and delivered at street or ramp level.

It is assumed that the conditions provide for collection and delivery to take place using ordinary distribution equipment. Up to 18-pallet vehicle with tail lift.

Delivery and collection at special times, to and from businesses with addresses in shopping malls, and indoors in shops, restaurants, newsagents, etc. take place at the agreed time and place. Delivery normally takes place Monday to Friday before 16:00.

### 2.4.3 Business partload

It must be possible for partloads to be carried directly from the sender to the recipient without reloading. The minimum weight for partloads is



3,500 kg freight-chargeable weight (10.5 m<sup>3</sup>). Partloads must be prebooked with and confirmed by the carrier in order for the assignment to be accepted by Bring. Detailed consignment information must normally be transmitted electronically via EDI.

Consignments exceeding 3,500 kg that are not prebooked and confirmed by the carrier will be priced and carried in accordance with the ordinary terms and conditions for groupage.

If it is not possible to carry out the transport using Bring's setup equipment, extra costs will be charged to the paying customer. This might be conditions at the sender's or recipient's location, or the need for a tail lift, crane, open roof or any other equipment that was not assumed when the assignment was accepted.

The booking deadline for partloads is 14:30 on the day before the consignment is to be loaded, unless otherwise agreed. Delivery of partloads normally takes place between 08:00 and 16:00 on business days. Unless otherwise agreed, extra delivery time may be calculated compared to the current delivery plan for groupage.

#### 2.4.4 Empty pick-up and several delivery attempts

In cases where the recipient refuses to receive the goods, or there is an impediment to delivery, Bring obtains a conditional order from the

customer. If no conditional order has been received within 7 days of the date of issue, the consignment is automatically returned for the account and risk of the customer. Two delivery attempts are made. If two delivery attempts are made, a surcharge will apply.

#### 2.4.5 Limitations and impediments concerning transport

Some postcodes may have limited options for collection and delivery, even within the same postcode. Examples might be:

- Local barriers
- Summer cabin areas
- Islands with limited ferry services
- Other geographical areas where Bring does not have normal driving routes, e.g. mountain areas or other areas subject to seasonal restrictions

Bring reserves the right to charge the freight payer for freight surcharges in such cases. Where additional costs may accrue, as far as possible this will be notified before the actual pick-up or delivery takes place. Any additional costs will be invoiced to the customer. Senders and recipients with addresses in such areas must expect deviations in delivery times. Where accessibility is greatly reduced, or requires special equipment, the pickup or delivery address may differ from the actual address. Examples could be delivery at the ferry quay on the land side.

For consignments of special goods, the use of extraordinary equipment (e.g. mobile cranes) might affect the extent of the aforementioned. For dangerous goods consignments, deviations may occur due to requirements for the carriage of dangerous goods.

For frost-free consignments, we will normally have a separate scheme for this in the winter season (October-March).

Bring reserves the right to invoice the customer for unreasonable amounts of time spent and/or waiting time during loading or unloading.

## 2.5 Conditions for Groupage and Partload Transport

To ensure correct handling, it is important that the conditions for using the individual service are fulfilled. Our terms and conditions can be regarded as part of the agreement for the individual transport.

### Validity

Posten Bring AS distributes goods under the Bring brand name. Transport is undertaken in accordance with the tariff rates, freight calculation regulations and transport terms and conditions applicable to Bring.

Bring's transport terms and conditions are governed by the general provisions of the Nordic Forwarders Association (NSAB), the Norwegian Road Carriage Contracts Act (Act concerning road freight agreements), the Norwegian Maritime Code and our Transport Guide for parcels, groupage and partloads on a national basis. Reservation is made for changes in the framework conditions.

Bring reserves the right to make changes and modifications to these service terms and conditions with one month's notice. Subject to printing errors. Bring disclaims all liability for the customer's further use of data provided by Bring, either directly or via third parties.

### 2.5.1 Conditions

Approved information about each consignment whereby all packages are assumed to be scanned in accordance with agreed standards or transmitted electronically, is the agreement/transport contract for the individual consignment. Consignments will be loaded with other consignments. This imposes packaging and labelling requirements.

### 2.5.2 Infrastructure surcharge

Bring reserves the right to charge the customer for any extraordinary costs beyond Bring's control, as from the date on which the costs are incurred.





Examples of such costs might be (but are not limited to) rerouting as a consequence of roadworks, ferry disruptions, train disruptions or similar requiring changes to our normal production.

The exception is force majeure events that make alternative carriage impossible, and the additional costs will therefore be triggered when events require alternative carriage solutions that can be implemented without taking extraordinary measures, and beyond the day of the accident.

### 2.5.3 Surcharges

If Posten and Bring's terms and conditions are not fulfilled, the customer will be invoiced for the additional work/additional costs this entails for Posten and Bring. For more information, see [bring.no/en/prices](http://bring.no/en/prices).

### 2.5.4 Goods that we do not consign

Unless otherwise agreed, the goods may not include valuables, weapons, ammunition, live animals, larvae, insects or similar, remnants, removal goods, unpackaged goods, customs passport consignments or cigarettes/tobacco products.

### 2.5.5 Toll charges

Groupage and partload consignments will be subject to a variable surcharge to cover the toll costs. Information about this can be found at [bring.no](http://bring.no).

### 2.5.6 Fuel surcharge

As a variable price element, we add fuel surcharges for groupage and partloads. The surcharge is updated on a monthly basis and the applicable surcharge can always be found at [bring.no/en/prices](http://bring.no/en/prices).

### 2.5.7 EDI & Labelling

Correct labelling and correct EDI-messages ensure that all consignments are handled correctly. In addition to clear and correct labelling, cf. Bring's applicable specification, the labelling must always be in accordance with the EDI-message. Only labels approved by Bring are accepted, preferably the Norwegian EDIPRO standard.

**For the labels to be legible at all stages of the logistics chain, it is important to be aware of the following**

- An EDI-message must be sent to Bring before the relevant consignments are picked up or delivered to Bring/Bring's partner
- EDI can be updated until last pickup at Customer. Message must be sent soonest possible and before pickup to avoid surcharge for second delivery. EDI on shipments which already have arrived at Posten Bring terminal can not be abolished.
- Labels must be clearly visible on all packages
- Labels may not be folded around a corner
- Labels should not be coated with plastic foil,

- unless the foil is smooth against the label
- There must be no straps across barcodes on labels
- To ensure legibility, the label must be smooth
- Some of our services require special labelling

### 2.5.8 Packaging

The sender is responsible to ensure that the content of a consignment is packaged or/and packed responsibly. The packaging must be adapted to the goods and in such a way that the goods can be safely transported.

Fragile goods must be wrapped in impact-absorbing material to absorb pressure and impact while protecting the content. The nature of the packaging must be in such a way that the items can be loaded safely together with other consignments. Consignments that can roll, have large dimensions, and a high specific weight must always be placed lying down and secured to a pallet.

Alternatively, they can be transported in another suitable load carrier. Additionally, all parcels with a nature that allows them to move must be separately secured.

#### Please note that:

- The goods original packaging is not valid for transportation.
- Bring is not liable to compensate for occurring damages due to either high

- or low temperatures. If the content is temperature sensitive, make sure to add the service for Temperature-controlled goods.
- Goods such as engines must be emptied of liquid content before shipping.
- Consignments paced on pallet must be wrapped, strapped or packaged in such a way to ensure the best possible protection from damage and so that the goods remain intact on the pallet during the entire transportation. The pallet must be packaged in such a way that a new pallet/other goods can be safely stacked on top of it.

Inadequate packaging and correction will be invoiced and charged to the freight payer in accordance with the applicable prices.

### 2.5.9 Delayed EDI Message

A surcharge will be applied to consignments where the EDI information has not been received in accordance with terms and conditions listed under section 2.5.7. See [bring.no/en/prices](http://bring.no/en/prices).

## 2.6 Calculation of weight and volume

### 2.6.1 Freight calculation

Freight charges are calculated separately for each consignment. A consignment refers to the



packages stated by a consignment number or consignment note for carriage from a sender to a recipient. A consignment may consist of one or more packages.

All packages in a consignment must be delivered to Bring at the same time. The consignment's total weight/volume is the basis for calculating the price of the individual consignment.

The sender is responsible for the correct statement of weight and dimensions for individual consignments. Bring reserves the right to check and, in the event of errors, to correct to the accurate weight and dimensions as the basis for calculating the price of the services. Changes may result in freight price changes, as well as a surcharge.

Freight calculation is determined by the freight calculation weight, which is the higher of the weight by volume and the actual weight. The maximum length, breadth and height of the consignment determine the volume. A fixed factor for conversion of volume to weight is defined for different services. The fixed factor for converting volume to weight is 1:3.5 ( $1 \text{ m}^3 = 286 \text{ kg}$ ) for general cargo, and 1:3 ( $1 \text{ m}^3 = 333 \text{ kg}$ ) for part loads. For all consignments weighing more than 1,000 kg, the weight is rounded up to the nearest 100 kg.

The freight is always calculated according to the calculation method that gives the highest calculation weight.

### 2.6.2 Package surcharge for Business groupage

Four packages included in standard delivery. If a groupage consignment has 5 or more packages, a surcharge of 3% of the net customer freight up to and including 8 packages, and 3.5% for 9 or more packages, will be added.

### 2.6.3 Special calculation rules

**Load metre:** For consignments that, due to their shape or the nature of the packaging, are difficult to stow and load together with other consignments, the freight is calculated on the basis of the load space required for the goods (2,000 kg per load metre).

A load metre is 1 metre multiplied by the breadth and height of the vehicle.

**Pallet space:** For consignments that are loaded on pallets and that cannot be loaded together with other consignments the freight is calculated according to the number of pallet spaces that the goods take up. A pallet space is calculated according to 0.4 load metres i.e.: 800 kg. Goods strapped on europallets that can be loaded together are calculated according to a minimum of 150 kg per pallet (fixed weights).



## 2.7 Liability and Insurance

### 2.7.1 The customer's liability

The customer must accept its share of the liability defined in Bring's terms and conditions. If the customer fails to fulfil a significant part of its obligations, or it is apparent from the customer's actions or other serious failure in creditworthiness that the customer will not fulfil a significant part of its obligations,

Bring may suspend its fulfilment and withhold performance of its services, provided that the customer is notified of this without undue delay. If a party is in material breach of its obligations under the agreement and does not remedy the obligation after prior written notice from the other party, the party in breach may not terminate the Agreement.

### 2.7.2 Bring's compensation liability

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code.

The carrier's compensation liability is limited to the maximum:

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross

weight/SDR\* 667 per package. **Cross-border vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Found (IMF) and used in international law.*

### 2.7.3 Insurance of the value of the goods is not covered by Bring's indemnification liability.

Purchase of transport does not include insurance of the value of the goods unless specifically agreed for the individual consignment.

### 2.7.4 Goods in transit

The customs authorities require information about the goods' contents (goods type) to be stated at the border crossing (transit). Bring complies with the requirements imposed by the customs authorities, and requires the customer/sender to provide information about this in the EDI-message. Examples of approved goods types may be: office supplies, groceries or industrial goods, or more specific goods types such as clothing, paper, etc.

Without exception, field 35 of the EDI-message must contain the aforementioned. It is the





customer's responsibility to provide Bring with the necessary information. Bring is exempt from any liability in the event of delays due to lack of information.

## 2.8 Terms of payment

### 2.8.1 Terms of payment

For customers without an invoice/credit agreement, the freight must be paid in advance. All submitted assignments can be invoiced. It is possible to order the transport of both parcels and goods at Mybring and to pay by card.

### 2.8.2 Credit

By further agreement, up to 10 days' credit and an agreed credit limit are usually granted. Credit and the credit limit will lapse on any form of payment default. Late payment is subject to late payment interest. The costs of providing credit are not included in the freight between sender and recipient. Priced per invoice. See [bring.no/en/prices](http://bring.no/en/prices). All new customers will be credit assessed by Posten and Bring, and a copy letter stating that this has taken place will be sent to the customer.

### 2.8.3 Invoicing

All assignments for which credit has been granted will be paid by invoice and payment must be received by Bring by the due date. Any objections to an invoice must have been raised in writing to Bring within 10 days of receipt of the invoice.

### 2.8.4 Default

In the event of payment default, invoices not yet due are also considered to have fallen due and may be recovered together with overdue claims. Posten and Bring are entitled to set off their outstanding accounts against claims that the customer has against Posten and Bring. The customer may not set off or withhold any money that has fallen due even if freight, damage or loss is claimed.

If the agreed credit limit is exceeded due to payment default or a downgrading of creditworthiness, Posten and Bring may stop the customer's consignments/take out a lien on the customer's goods. In cases where creditworthiness is downgraded, the customer may be offered a new credit agreement against security.

Posten and Bring will determine the security amount. Copies of invoices with specifications are available to our customers in Mybring. Copies of consignment notes or other underlying documents can be obtained upon request or by agreement.

### 2.8.5 Reminder fees

All assignments for which credit has been granted are paid by invoice and payment must be received by Bring by the due date. Any objections to an invoice must have been raised in writing to Bring within 8 days of receipt of the invoice. In the

event of payment default, invoices not yet due are also considered to have fallen due and may be recovered together with overdue claims. Bring is entitled to set off/retain amounts that have fallen due even if claims have been raised concerning freight, damage or loss.

The reminder fee adheres to the Norwegian Debt Collection Act and the applicable rates at any time. The standard routine for reminders/debt collection is used for unpaid invoices. In accordance with the Norwegian Act relating to Interest on Overdue Payments. Posten and Bring calculate reminder fees for reminders and debt collection notifications in accordance with standard legislative provisions, at 1/10 of the applicable legal fees.

### 2.8.6 Freight paid by the recipient

As a general rule, the freight must be paid by the sender. If the freight is to be paid by the recipient, this must be agreed separately, and a surcharge per consignment is calculated. Requires a customer number in Posten Bring AS or Bring.

### 2.8.7 Third party payer

If the freight is to be paid by a party that is neither the sender nor the recipient, we designate this as a third party. If a third party is accepted as the freight payer, this must be agreed in advance and a freight surcharge will be calculated. We reserve the right to recourse from freight and outlays if the third party does not pay the invoice.

## 2.9 Claims and indemnification

Bring's indemnification liability is limited to the applicable NSAB, the Norwegian Road Carriage Contracts Act, the Norwegian Civil Aviation Act and the Norwegian Maritime Code in force at any given time. Damage/losses/deficiencies on delivery must be noted on the consignment note on delivery to both the driver and the recipient. In the case of consignments without a consignment note, the corresponding information must be noted on and registered in the driver's handheld terminal. If the damage is not externally visible, the recipient must notify Bring's Customer Service (Claims Department) in writing without undue delay.

Please note that it is the recipient's responsibility to check the goods before they are signed off as received. If a receipt has been given on the transport document, or the customer has noted the name on the display in the handheld terminal without any comments, it must be assumed that at the time of delivery the goods were in the condition specified on the transport document.

An invoice may not be issued to Posten Bring AS or Bring in claims cases, but a written claim must be submitted via Mybring.

The following documentation is required:  
Information: Consignment number and a brief description of the course of events.



Documentation: A copy of the commercial invoice, documentation of the goods' impairment, actual weight of the damaged goods and pictures showing what has been damaged and the relevant items/object(s)/goods. Clear pictures of the damaged goods and their packaging must be attached. In the event of major extensive damage, the goods must be stored safely so that they can be inspected by the appraiser/insurance company for assessment. The goods must be protected from further damage/loss.

Goods and packaging for which claims have been made must be stored until the matter has been fully processed. Claims must be submitted by the freight payer (the party that paid the freight to Bring). For services with time guarantees, special conditions are specified in the service specification. The period of limitation is one year from delivery of the goods

The carrier's compensation liability is limited to the maximum:

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code.'

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross weight/SDR\* 667 per package. **Cross-border**

**vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

Liability is otherwise regulated in accordance with the legislation in force at any given time. For forwarding assignments, liability is regulated in accordance with NSAB 2015 (Nordic Forwarder Federation's General Provisions, except Section 27c, storage), the CMR Convention, the Hague-Visby Convention and the Warsaw Convention.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Found (IMF) and used in international law.*

## 2.10 Special provisions

Dangerous goods are only received for transportation with specific conditions and and subject to compliance with the applicable regulations. In cases where it has been agreed that the assignment includes dangerous goods, both parties must fulfill their obligations accordance to the applicable regulations such as IMDG/IATA and/or ADR. Consignments within hazard class 1 (explosives), hazard class 7 (radio active substances) and damaged or defect lithium





batteries in hazard class 9 will not be accepted. The only exceptions are within hazard class 1.4S which can be received if there is an approved agreement with the customer. This also applies to certain UN numbers in the hazard class 7 where it is accepted to transport these substances: UN 2908, UN 2909, UN 2910 and UN 2911.

Bring can only accept transportation of dangerous goods by a separate approved agreement.

**Dangerous goods, the sender is responsible to ensure that:**

- Dangerous goods are reported to Bring in conjunction with booking
- Only goods that is permitted to transport can be handed over to Bring
- The goods are to be packaged, classified and labeled in accordance with the regulations
- Used packaging/labeling is removed
- Transport documents must contain the required information at all times for the applicable regulations as an attached physical document on the consignment. In addition UN numbers and quantity has to be included and specified on the EDI
- The customer is liable to the freight carrier to compensate for any loss and/or damage as a consequence of the obligations not being fulfilled
- Any extra cost, as well as waiting and returns

as a consequence of the obligations not being fulfilled will be charged and invoiced to the customer. Bring is liable to the public authorities or third parties due to circumstances that can be attributed to the customer. Bring may claim recourse from the customer

**Bring has a duty to reject the goods if:**

- It is evident that dangerous goods have not been packed in accordance with ADR regulations
- The packaging has visible damage that could affect safety during transport
- The goods are not labelled in accordance with the regulations
- The necessary documents for performance of transport are missing
- If the consignment includes dangerous goods, and Bring has been made aware of this, the driver can unload the goods without incurring any liability. The driver may destroy or neutralise the goods for the account and risk of the customer when there is reason to believe that the risk cannot be prevented by less invasive measures
- Other conditions where safety (life and health) are considered to be at risk

Dangerous goods are priced with a surcharge of 25% in addition to ordinary freight. Read more about dangerous goods at bring.no. There are specific requirements in relation to the disclosure of information, labelling and the transport of



dangerous goods, and these must be complied with. Breach of the liability of the sender/customer will be charged to the freight payer.

#### Limited quantities

For each UN number, it is stated in the ADR regulations whether the hazardous substance may be transported in limited quantities, or not (ADR chapter 3.2, Table A, column 7a). If this is not permitted, this is denoted as 0. Dangerous goods that may be transported in limited quantities can be sent as goods or parcels – but not by air. There are clear labelling and packaging requirements. The packaging must be interrelated, i.e. inner and outer packaging. Intermediate packaging may be used if the contents might be exposed to crushing or puncture in normal transport conditions (e.g. glass, porcelain, stoneware, or certain types of plastic). The maximum gross weight of a package packed according to the regulations concerning limited quantities is 30 kg. The limited quantity packed on a panel with stretch film has a maximum gross weight of 20 kg. No transport document is required for the transport of limited quantities, unless the transport is also to take place by international ship/ferry.

#### 2.10.1 Goods – safety regulations

The carriage of goods is subject to public safety regulations. The sender is obliged to ensure that the contents of the consignment are properly packed and labelled, and that

forwarding is permitted in accordance with the applicable safety requirements for the transport in question.

#### 2.10.2 Special freight

Special freight is offered for both Business groupage and Business partloads. The form, dimensions/weight or content of the consignment may entail that stowage/co-loading in ordinary operations cannot take place. Our services are subject to specifications and requirements from which any deviation may result in the consignment requiring special handling and being changed to another service (e.g. special freight). Bring reserves the right to assess the aforementioned.

**A consignment or package is defined as special freight if one or more of these criteria occur**

- Weight exceeding 1,200 kg per package
- Has a long side measuring 2.4 m or more.
- Has two sides each measuring 2 m or more.

**When a consignment has a freight calculation weight exceeding 3.5 tonnes, this is normally a partload**

- A consignment with a real consignment weight of less than 20 kg, and dimensions corresponding to special freight, will not be converted to special goods.

The entire consignment is defined as special freight if this is indicated by the dimensions and weight of at least one package. Consignments

are booked and collected by further agreement. Consignments larger than: length 6.0 metres, height 2.4 metres or breadth 2.4 metres require special arrangements.

Contact Customer Service for booking and handling of such consignments.

**Labeling and packaging of special freight**

There are special requirements for labelling and packaging of special freight when it is being handled outdoors. The transport labels must be weatherproof in the sense that they can withstand handling and storage outdoors. On the label it must be stated that the consignment is of the special freight sort. The recipient information must be included and specified on the EDI. Ordering a mobile crane if needed, must be done when ordering pick-up or by agreement in the case of Agreed delivery Notification. No exchange of EUR pallets is offered for special freight.





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## Terminals

Place	Street address	Postcode	Place	Telephone
Alta	Betongveien 4	9509	Alta	04045
Bergen (parcels)	Kanalvegen 52 B	5068	Bergen	04045
Bergen (goods)	Nøstegaten 28	5010	Bergen	04045
Drammen	Terminalen 4	3414	Lier	04045
Fauske	Terminalveien 1	8208	Fauske	04045
Fredrikstad	Evjebekkveien 3	1661	Rolvsøy	04045
Førde	Moøyane 8	6819	Førde	04045
Hamar	Smiuhagan 10	2323	Ingeberg	04045
Harstad (distribution pt)	Stangnesterterminalen 6	9409	Harstad	04045
Haugesund	Stølsmyr 10	5542	Karmsund	04045
Kongsvinger (distribution pt)	Industriveien 15	2212	Kongsvinger	04045
Kristiansand	Snelldalen 3	4770	Høvåg	04045
Leknes (distribution pt)	Lufthavnveien 8	8370	Leknes	04045
Mo i Rana	Nordregate 13-17	8622	Mo i Rana	04045
Molde	Gammelseterlia 22	6422	Molde	04045
Narvik	Medbymoen 3	8530	Bjerkvik	04045
Oslo	Alfasetveien 24	0668	Oslo	04045
Otta (before 7 service)	Skansen 33	2670	Otta	04045
Sortland (distribution pt)	Verkstedveien 7	8402	Sortland	04045
Stavanger	Næringsveien 2	4323	Sandnes	04045
Stokke	Borgeskogen 57 G	3160	Stokke	04045
Tana	Grenveien 5	9845	Tana	04045
Tromsø	Stakkevollvegen 317	9019	Tromsø	04045
Trondheim	Torgardstrøa 18	7093	Tiller	04045
Ålesund	Digerneset Næringspark	6260	Skodje	04045

**Contact us**

[bring.no/en/customer-service/contact-us](https://bring.no/en/customer-service/contact-us)

**Opening hours:**

Monday – Friday: 08:00-16:00



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