



# Posten Bring AS

## Service Terms Cross-border parcels and pallets

Valid from 1 January 2025

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# General service terms | Cross-border parcels and pallets

## 1. SCOPE

These service terms ("the Terms") apply to services that Posten Bring AS, org.nr 984661185 ("Bring"), provides for contract customer ("the Customer"), jointly "the Parties". The Terms are valid for cross-border shipments from Norway to abroad and return shipments. The latest version of this document shall always apply and is available at [bring.no/en/terms-and-conditions](https://bring.no/en/terms-and-conditions).

## 2. PRICES AND FEES

The Customer shall pay prices and fees as agreed. If there are no specially agreed prices, Bring's standard prices and price lists in effect at the time, shall apply, see [bring.no/en/prices](https://bring.no/en/prices). Bring has the right to adjust the prices as compensation for increased fuel costs, currency fluctuations, government levies, or other circumstances beyond Bring's control.

Bring reserves the right to, in addition to the freight cost, charge fees for fuel surcharges and sulphur surcharges. Unless otherwise agreed in writing, Bring has the right to change these surcharges continuously, without prior notice to the Customer. Bring also reserves the right to charge fees for seasonal surcharges during certain periods, for example in case of increased volumes or limited transport capacity.

## 3. ORDER AND EDI

All shipments shall be notified to Bring in advance via EDI transfer. The Customer is responsible for ensuring that complete EDI information, according to Bring's applicable requirements and specifications at the time, is available to Bring before collection or drop-off, see [developer.bring.com](https://developer.bring.com). The Customer is responsible for any third party or agent that the Customer engages to send EDI transfers to Bring.

## 4. PACKAGING

The Customer is responsible for shipments being packed to withstand normal transport handling. The packaging must be damage-free and ensure that the Customer's or other goods are not damaged. Bring does not accept unpackaged goods. Liquid contents and powder must be packed so that the entire contents can be absorbed inside the outer packaging, in event of damage to the inner packaging. Goods on a pallet must be accommodated inside the edge of the pallet and packed to remain stable and collected on the pallet during the entire transport.

## 5. MARKING AND SHIPMENT DOCUMENTS

The Customer is responsible for ensuring that shipments have sufficient documentation and labelling for the assignment to be carried out. Labelling of shipments must comply with Bring's applicable requirements and specifications, see [developer.bring.com](https://developer.bring.com). A transport label, legible both by machine and manually, must be attached clearly visible on each parcel and pallet. All bulk shipments, as well as pallets, must be supplemented with routing label and CMR/waybill.

Shipments sent across a customs border must be supplemented with complete customs documents. Two copies of the commercial or proforma invoice must be included per parcel, pallet or bulk split batch. To obtain fast-track clearance (simplified customs), the country of origin for EU/EEA goods must be documented.

## 6. SHIPMENT AND CONTENTS

The Customer is responsible for ensuring that shipments and their contents do not conflict with the Terms or trade restrictions, laws and regulations at any time. Bring has no obligation to investigate the contents, documentation or packaging. The Customer must compensate Bring and other injured parties for damage that occurs due to the Customer violating the Terms.

### 6.1 Dangerous goods

Dangerous goods may not be sent with Bring, except for limited quantities of dangerous goods permitted for certain services to certain destinations. The Customer is responsible for ensuring that the sender follows the applicable regulations for the type of goods, for example regarding quantity, packaging and marking. For what is defined as dangerous goods, please refer to The Norwegian Directorate for Civil Protection, see [dsb.no](https://dsb.no).

### 6.2 Prohibited content

Shipments may not contain:

- Valuable documents and securities, including banknotes and money
- Valuables, e.g., precious metals, gemstones, real pearls, exclusive watches, antiques, or the like

- Tobacco and nicotine products, such as cigarettes, snuff, tobacco or the like
- Weapon and parts of weapons, according to applicable law and classification in the customs tariff, or ammunition
- Human remains, body parts, organs, and urns or similar containing ash
- Living or dead animals
- Temperature sensitive goods
- Biological substances category B (UN 3373) and diagnostic samples that are not packaged and marked in accordance with the IATA instructions
- Content that is prohibited by law to handle or transport

### 6.3 Content that requires special written agreement with Bring

- Alcoholic beverages
- Tires for motor vehicles

### 6.4 Maximum permitted value

Shipments may not have a content with a value that exceeds NOK 100,000 per parcel and NOK 1,000,000 per pallet.

## 7. PICKUP

Pickup is agreed upon on a customer-specific basis.

## 8. DELIVERY

Delivery is made to the specified delivery address, provided that the transport route consists of a passable road. The Swedish Road Ferries, part of the Swedish Transport Administration, are considered a passable road. Shipments to islands without a road bridge connection are normally delivered to the harbour office or quay.

## 9. RECIPIENT-SELECTED DELIVERY CHOICES

For certain services, Bring may offer the recipient alternative delivery choices, allowing the recipient to decide the delivery location or make other adjustments to the delivery. Examples of such delivery choices may include redirection to another delivery location, extended storage time or delivery without signature (Flex Delivery). Recipient-selected delivery choices are only performed provided the recipient has made a choice or placed an order and has accepted the terms for the delivery choice. Certain delivery choices are performed only after that Bring has received payment from the recipient.

## 10. SPECIAL HANDLING

For shipments that Bring deems cannot be handled and sorted according to standard procedure, Bring reserves the right to charge fees for special handling. This applies, for example, to parcels with a length over 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions. It can also apply to parcels of irregular shape, rolls, tubes or similar and parcels without proper packaging.

## 11. TRACKING OF SHIPMENTS

Tracking of shipments is available through Bring's digital solutions and in some cases through external partner's solutions. Tracking normally begins at the shipment's first scanning point and continues through to handover or delivery. For single parcels or pallets, the first scan is normally performed at pickup or drop-off. For parcels sent as bulk shipment, the first scan generally takes place after split of the bulk shipment, at the sorting terminal to which the bulk shipment is routed/addressed. Bring has the right to pass on information and personal data concerning senders and recipients to external partners, to enable tracking in current interfaces and tracking tools. The Customer is responsible for obtaining the necessary consent from the sender and recipient.

## 12. LIABILITY

Liability is governed by NSAB 2015. Bring's responsibility for shipments begins when Bring receives the shipment and ends when the shipment has been delivered or handed over. For parcels that are sent as bulk shipments, Bring's responsibility for each parcel only begins from the first physical scanning point of the parcel. This first scan is normally performed after split of the bulk, at the sorting terminal to which the bulk shipment has been routed/addressed. Cross-border parcels and pallets do not have any form of time guarantee. The Customer is responsible to obtain and pay for insurance as specified in §25 A., NSAB 2015. Bring shall in no case be liable for any indirect or other consequential loss or damage.

# Business-to-business delivery | Business Parcel

## Business Parcel | Business Parcel Bulk

Business-to-business parcels with delivery to the recipient's door.

### 1. DESTINATIONS

Business Parcel: worldwide (some restrictions apply)  
Business Parcel Bulk: Sweden, Denmark, Finland

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm to Sweden, Denmark, Finland  
150 cm to other destinations

Max. dim. Length + girth = 300 cm

Max. volume 0.25 m<sup>3</sup> per parcel

Min. dim. Business Parcel: 23 cm x 13 cm x 1 cm  
Business Parcel Bulk: 15 cm x 10 cm x 1 cm

Max. weight 35 kg per parcel to Sweden, Denmark, Finland  
30 kg per parcel to other destinations

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 200 kg per m<sup>3</sup>.

### 4. DELIVERY

#### 4.1 Delivery procedure

Delivery is carried out non-holiday weekdays between 08:00-17:00 in Sweden and Finland, and between 08:00-16:00 in Denmark. The shipment is delivered to the recipient's door, i.e., front door, gate or goods reception, against signature. In other countries, delivery is carried out according to local conditions.

##### 4.1.1 Notification

Email or SMS notification can be added with the additional service E-Advising. The recipient is notified when the Customer has booked the shipment (EDI received), and when the shipment has been loaded for delivery. Shipments with E-Advising, also offer the recipient to select alternative delivery choices. If the Customer prefers not to allow such delivery choices to the recipient, this feature must be blocked with a supplementary additional service.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Recipient-selected Flex Delivery

Delivery without the need for someone to be present to receive or sign for the shipment is available in Sweden and Denmark. The shipment is placed at the door or another designated location at the delivery address and registered as delivered.

##### 4.2.2 Redirect to pickup point

Change to delivery via service point or parcel locker is available in Sweden and Denmark. The parcel is handed out according to the terms of the service PickUp Parcel, with some minor differences. When collecting the parcel at a service point in Denmark, the recipient is considered legitimate by simply presenting the parcel's pickup code. In Sweden, any person may collect the parcel by presenting the pickup code and valid ID, as business parcels are rarely addressed to a specific recipient.

#### 4.3 Obstacles to delivery

##### 4.3.1 Sweden, Denmark

If the shipment cannot be delivered, a new delivery attempt is normally carried out the next delivery day. Otherwise, the recipient will be notified and asked to book a new delivery attempt.

##### 4.3.2 Finland

If the shipment cannot be delivered, two different procedures are applied:

- According to above as for Sweden and Denmark
- Delivery to a service point for hand-out to the recipient (distribution via external partner)

### 4.4 Storage time and return

#### 4.4.1 Terminal

After two delivery attempts have been carried out, or if booking of a new delivery attempt has not been received within 14 days from the first arrival registration at the terminal, the shipment is sent in return, at the Customer's expense.

#### 4.4.2 Pickup point

Parcels are normally held at pickup point for 7 days. Parcels not collected within this time frame are sent in return, at the Customer's expense.

### 5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden, Denmark
Individual Verification	Sweden, Denmark, Finland
Signature Required	Sweden, Denmark
Flex Delivery	Sweden, Denmark, Finland
Delivery Indoor	Sweden, Denmark
E-Advising	Sweden, Denmark, Finland
Telephone Notification	Sweden, Denmark
Delivery Not. to Sender	Sweden, Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland, Iceland, Aaland, Faroe Islands, Greenland
Cargo Insurance	All destinations (some exceptions)

# Business-to-business delivery | Pallet

## Business Pallet

Business-to-business pallets with delivery to the recipient's address. This service is a complement to the parcel services and is intended for lower quantities of EUR pallets, with a general limit of up to three pallets per delivery occasion and recipient.

### 1. DESTINATIONS

Sweden, Denmark, Finland  
Rest of Europe (only EUR pallet 120 cm x 80 cm)

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Pallet

Max. dim. 120 cm x 80 cm x 200 cm (L x W x H)  
Max. weight 750 kg per pallet

For Finland zone 2-5, a maximum height of 180 cm applies. See zoning in the standard price list for Business Pallet.

#### 2.2 Half pallet

Max. dim. 80 cm x 60 cm x 150 cm (L x W x H)  
Max. weight 400 kg per pallet

If incorrect pallet type is booked, it will normally be reclassified and charged as the correct pallet type based on dimensions and weight. For pallets exceeding the maximum dimensions or weight, a fee for exceeded service terms will be applied, which may also result in longer lead times.

### 3. FREIGHT CALCULATION

Shipping is calculated per pallet. Volume calculated weight is not applied.

### 4. DELIVERY

#### 4.1 Delivery procedure

Delivery is carried out non-holiday weekdays between 08:00-17:00 in Sweden and Finland, and between 08:00-16:00 in Denmark. The shipment is delivered at ground level to the recipient's goods reception or port, against signature, against signature. In other countries, delivery is carried out according to local conditions.

##### 4.1.1 Notification

Email or SMS notification can be added with the additional service E-Advising. The recipient is notified when the Customer has booked the shipment (EDI received), and when the shipment has been loaded for delivery. Shipments with E-Advising, also offer the recipient to select alternative delivery choices. If the Customer prefers not to allow such delivery choices to the recipient, this feature must be blocked with a supplementary additional service.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Recipient-selected Flex Delivery

Delivery without the need for someone to be present to receive or sign for the shipment is available in Sweden and Denmark. The shipment is placed at the goods reception/port or another designated location at the delivery address and registered as delivered.

#### 4.3 Obstacles to delivery

##### 4.3.1 Sweden, Denmark, Finland

If the shipment cannot be delivered, a new delivery attempt is normally carried out the next delivery day. Otherwise, the recipient will be notified and asked to book a new delivery attempt.

#### 4.4 Storage time and return

After two delivery attempts have been carried out, or if the booking of a new delivery attempt has not been received within 14 days from the first arrival registration at the terminal, the shipment is sent in return, at the Customer's expense.

### 5. ADDITIONAL SERVICES

#### Additional services

ID Verification  
Individual Verification  
Signature Required  
Flex Delivery  
Delivery Indoor  
E-Advising  
Telephone Notification  
Delivery Not. to Sender  
Limited Quantities

Cargo Insurance

#### Destinations

Sweden, Denmark  
Sweden, Denmark, Finland  
Sweden, Denmark  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland  
Sweden, Denmark  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland, Aaland, Iceland, Faroe Islands, Greenland  
All destinations (some exceptions)

# Business-to-consumer delivery | Parcel to pickup point

## PickUp Parcel | PickUp Parcel Bulk

Business-to-consumer parcels with delivery via a service point or parcel locker. Seamless API integration allows for selection of pickup points nationwide across Sweden, Denmark and Finland. Outside the Nordic region, delivery is made via local partners, either to a pickup point or to the recipient's address.

### 1. DESTINATIONS

PickUp Parcel: worldwide (some exceptions)  
PickUp Parcel Bulk: Sweden, Denmark, Finland

### 2. DIMENSIONS AND WEIGHT

Max. length	200 cm to Finland 150 cm to Sweden, Denmark and other destinations
Max. dim.	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup> per parcel
Min. dim.	PickUp Parcel: 23 x 13 x 1 cm PickUp Parcel Bulk: 15 x 10 x 1 cm
Max. weight	25 kg per parcel to Finland 20 kg per parcel to Sweden, Denmark and other destinations

For parcels longer than 120 cm (100 cm to Finland), wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 200 kg per m<sup>3</sup>.

### 4. SELECTION OF PICKUP POINT

For the service to be performed correctly and with high quality, it is crucial that the recipient's full address is provided accurately in the EDI, according to the recipient country's standard and format.

For parcels to Sweden, Denmark and Finland, a preferred pickup point, i.e. service point or parcel locker, shall be specified in the EDI and selected via API call to Bring's current database of pickup points. No separate API integration is required for parcels booked via Mybring. If no pickup point is provided, one will be assigned based on the recipient's address in the EDI. For parcels destined to other destinations, a pickup point will also be assigned based on the recipient's address in the EDI.

### 5. DELIVERY

Delivery is carried out non-holiday weekdays during daytime, to the selected or assigned pickup point. Delivery via parcel lockers is available for parcels up to 58 x 49 x 43 cm in Sweden and Denmark, and 59 x 59 x 36 cm in Finland. The recipient is notified via SMS, email, or app when the parcel is ready to collect.

#### 5.1 Delivery via service point

##### 5.1.1 Sweden

The parcel is handed out to the recipient upon presentation of notification or pickup code and valid ID, or only against a QR code accessible through Bring's app or web interface, after identification with Swedish BankID. Another person may collect the parcel using the QR code, or by presenting both their own and the recipient's ID.

##### 5.1.2 Denmark

The parcel is handed out to the recipient upon presentation of notification or pickup code, or against a QR code accessible through the recipient's user account in Bring's app. Another person may collect the parcel using the QR code, or by presenting the recipient's notification. ID shall be shown upon request.

##### 5.1.3 Finland

The parcel is handed out to the recipient upon presentation of notification or pickup code and ID. Another person may collect the parcel by presenting only their own ID. For letter-notified parcels, a signed power of attorney from the recipient is also required.

##### 5.1.4 Other destinations

The parcel is handed out or delivered according to local procedures, either upon presentation of notification or pickup code and ID, the pickup code only, or against signature.

### 5.2 Delivery via parcel locker

#### 5.2.1 Sweden, Denmark

The parcel is retrieved through the recipient's user account in Bring's app. In Sweden, identification with Swedish BankID is required to verify the account. Another person may collect the parcel if the recipient shares the parcel information via the app.

#### 5.2.2 Finland

The parcel is retrieved by entering a notified PIN code at the parcel locker.

### 5.3 Recipient-selected delivery choices

#### 5.3.1 Extended collection period

Extended collection period for up to a maximum of 14 days is available in Sweden, Denmark and Finland.

#### 5.3.2 Redirect to home delivery

Change/upgrade to home delivery may be offered in Finland. The parcel is delivered outside the door without signature.

### 5.4 Collection period and return

Parcels are normally held for collection for 7 days. Parcels not collected within this time frame are sent in return, at the Customer's expense.

### 6. ADDITIONAL SERVICES

Additional services	Destinations
Optional Pickup Point	Sweden, Denmark, Finland
Parcel Locker	Sweden, Denmark, Finland
Individual Verification	Finland
Limited Quantities	Sweden, Denmark, Finland
Cargo Insurance	All destinations (some exceptions)

**Important:** All additional services, excluding Cargo Insurance, are offered only in combination with the service PickUp Parcel Bulk.

### 7. OTHER

For parcels exceeding the maximum dimensions or weight, Bring reserves the right to charge additional fees. In Sweden and Denmark, such parcels may be reclassified and charged as the service Home Delivery Parcel.

In the event of full capacity at the selected service point or parcel locker, or due to other factors beyond Bring's control, delivery may be made to another service point or parcel locker than the one specified in the EDI.

If the recipient cannot be notified via SMS, email, or app, notification may instead be sent by letter. The collection period is then normally extended to 14 days, and an additional fee will apply.

# Business-to-consumer delivery | Home delivery parcel

## Home Delivery Parcel

Business-to-consumer parcels with home delivery. In Sweden and Denmark, parcels are delivered during the day, while in Finland, both daytime and evening deliveries are available.

### 1. DESTINATIONS

Sweden, Denmark, Finland

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm  
Max. dim. Length + girth = 300 cm  
Max. volume 0.25 m<sup>3</sup> per parcel  
Min. dim. 15 cm x 10 cm x 1 cm  
Max. weight 35 kg per parcel

For parcels longer than 120 cm (100 cm to Finland), wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added. For parcels to Finland with an actual weight between 25–35 kg, a heavy fee applies.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 200 kg per m<sup>3</sup>.

### 4. DELIVERY

#### 4.1 Notification

The recipient is notified via SMS, email, or app. Notification varies depending on the destination/country, see below.

#### 4.2 Delivery procedure

##### 4.2.1 Sweden

Delivery is carried out non-holiday weekdays between 08:00–17:00. A specific day/time cannot be selected. The shipment is delivered outside the recipient's door without anyone needing to be present to receive or sign for the shipment. The recipient is notified when the shipment is on its way, when loaded for delivery and when the shipment has been delivered outside the door.

##### 4.2.2 Denmark

Delivery is carried out non-holiday weekdays between 08:00–17:00. A specific day/time cannot be selected. The shipment is delivered to the recipient's door against signature. The recipient is notified when the shipment is on its way and when loaded for delivery.

##### 4.2.3 Finland

Delivery is offered both through Bring's network and Posti's network, depending on which terminal the sender has agreed for infeed/routing.

**Bring** Delivery is carried out non-holiday weekdays between 08:00–17:00. The shipment is delivered to the recipient's door against signature. When the shipment arrives at the terminal, the recipient will be notified by phone to book a day/time for delivery.

**Posti** Delivery is carried out non-holiday weekdays between 09:00–21:00. The shipment is delivered to the recipient's door against signature. When the shipment arrives at the terminal, the recipient will be notified to book a day/time for delivery. Notification is mainly done digitally, but in some areas by phone.

#### 4.3 Recipient-selected delivery choices

##### 4.3.1 Recipient-selected Flex Delivery

Delivery without the need for someone to be present to receive or sign for the shipment is available in Denmark. The shipment is placed at the door or another designated location at the delivery address and registered as delivered.

##### 4.3.2 Redirect to pickup point

Change to delivery via pickup point is available in Sweden, Denmark, and Finland. The parcel is delivered to and handed out via pickup point, in accordance to the terms of the service PickUp Parcel.

##### 4.3.3 Extended collection period at pickup point

Extended collection period at pickup point for up to a maximum of 14 days is available in Sweden, Denmark, and Finland.

#### 4.4 Obstacles to delivery

##### 4.4.1 Sweden, Denmark

If the shipment cannot be delivered, delivery normally takes place to a pickup point for hand-out according to terms of the service PickUp Parcel. Parcels over 20 kg or longer than 150 cm cannot be delivered to pickup point. The recipient will be notified and asked to book a new delivery attempt. In Sweden, a fee for the new delivery attempt is added.

##### 4.4.2 Finland

If the shipment cannot be delivered, the recipient will be notified and asked to book a new delivery attempt. The recipient may also be given the option to collect the parcel at a pickup point.

#### 4.5 Storage time and return

##### 4.5.1 Pickup point

Parcels are normally held for collection for 7 days. Parcels not collected within this time frame are sent in return, at the Customer's expense.

##### 4.5.2 Terminal

After two delivery attempts have been carried out, or if booking of a new delivery attempt has not been received within 14 days from the first arrival registration at the terminal, the shipment is sent in return, at the Customer's expense.

### 5. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	Sweden, Denmark
ID Verification	Sweden, Denmark
Individual Verification	Sweden, Denmark, Finland
Flex Delivery	Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland
Cargo Insurance	Sweden, Denmark, Finland

### 6. OTHER

The service is only available for sending parcels as bulk shipments. The parcels shall be picked up and delivered on EUR pallet to a designated terminal in the destination country.

If the recipient cannot be notified via SMS, email, or app, notification may instead be sent by letter. An additional fee will apply.

# Business-to-consumer delivery | Mailbox parcel to Sweden

## Home Delivery Mailbox

Business-to-consumer parcel with delivery to the recipient's mailbox. This service, offered in collaboration with PostNord, is intended for delivery of small parcels with low product value to consumers in Sweden.

### 1. DESTINATIONS

Sweden

### 2. DIMENSIONS AND WEIGHT

Max. length 60 cm  
Max. dim. Length + width + height = 90 cm  
Min. dim. 14 cm x 9 cm x 1,5 cm  
Max. weight 3 kg per parcel

For parcels with one/several sides over 34 cm x 24 cm x 7 cm, a large parcel fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on actual weight. Volume calculated weight is not applied.

### 4. DELIVERY

#### 4.1 Delivery procedure

Delivery is carried out on non-holiday weekdays, between 08:00-17:00, to the recipient's mailbox.

If the parcel does not fit in the mailbox, it is normally hung in a bag on the mailbox or the recipient's door handle and registered as delivered. If the recipient's door is located indoors, the parcel may also be placed outside the recipient's door. This delivery procedure cannot be opted out.

The recipient is notified via SMS, email, or app when the parcel is on its way and upon completed delivery. The recipient's mobile number and email shall be stated in the EDI.

#### 4.2 Obstacles to delivery

If the parcel cannot be delivered to the recipient's mailbox or placed at the mailbox or door, it will be delivered to a pickup point for PostNord.

#### 4.3 Storage time and return

Parcels delivered to a pickup point are normally held for collection for 7 days. Parcels not collected within this time frame are sent in return, at the Customer's expense.

### 5. OTHER

The service is only offered to send parcels as bulk shipment. The parcels shall be picked up and delivered on a load carrier to a designated terminal for Bring, or letter terminal for PostNord. When delivering to a Bring terminal, parcels shall be packed on EUR pallets, with the option to consolidate with other goods. For delivery to a PostNord letter terminal, parcels shall be packed in letter cages, kept separate from other goods. Each pallet or letter cage shall be marked with a routing label and an A4 flag clearly visible.

Maximum permitted goods value per parcel is EUR 50.

It is not permitted to send limited quantities of dangerous goods with the service Home Delivery Mailbox.



# Return services | Return from business address

## Business Parcel Return/Bulk | Business Pallet Return

Possibility for businesses to return parcels and pallets to the Customer, on behalf of the Customer, with pickup arranged at a business address.

### 1. AVAILABILITY

#### 1.1 Return of parcels

Return of parcels from business address is offered from Sweden, Denmark, and Finland, with the service Business Parcel Return (0331), or Business Parcel Return Bulk (0333) for parcels that are to be collected at a terminal and returned as bulk shipment.

#### 1.2 Return of pallets

Return of pallets is offered from Sweden, Denmark, and Finland, with the service Business Pallet Return (0337). The solution is only available for a low quantity of EUR pallets 120 x 80 cm. Half pallets are permitted, but charge is always done as EUR pallet 120 x 80 cm.

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Parcel

Max. length	200 cm
Max. dim.	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup> per parcel
Min. dim.	23 cm x 13 cm x 1 cm
	15 cm x 10 cm x 1 cm for parcels returned as bulk shipment
Max. weight	35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

#### 2.2 Pallet

Max. dim.	120 cm x 80 cm x 200 cm (L x B x H)
Max. weight	750 kg per pallet

From Finland zones 2-5, the maximum height is 180 cm. See zone table in regular price list for Business Pallet.

### 3. FREIGHT CALCULATION

#### 3.1 Parcel

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 200 kg per m<sup>3</sup>.

#### 3.2 Pallet

Freight is calculated per pallet. Volume calculated weight is not applied.

### 4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. The Customer is responsible for providing the return sender with the shipping label, either in advance or when the need for return arises. The validity period for a produced return label is 90 days.

For returns sent across a customs border, Bring performs customs declaration based on the attached customs documents. If the Customer can prove the return and present an export invoice with date/customs ID, there is a possibility for a VAT-free return.

### 5. BOOKING

#### 5.1 Standard booking

EDI can be created and transmitted to Bring either in advance or when the need for return arises. The shipment shall be generated and booked via Mybring. Pickup shall be booked via Mybring or through Bring's customer service in the country from which the return will be sent.

#### 5.2 Manual booking with additional service AdHoc Pickup

For booking with additional service AdHoc Pickup, Bring generates and transfers the EDI for the Customer and produces the shipping label. Booking shall be made via a standardized order form to Bring's customer service in the country from which the return will be sent. Normally, the driver brings the shipping label at pickup. Alternatively, upon agreement, the label can be sent to the Customer via email, in which case the Customer is responsible for providing the return sender with the shipping label.

### 6. PICKUP

#### 6.1 Pickup procedure

Pickup is made non-holiday weekdays during daytime. Someone needs to be present at pickup for physical handover of the shipment. Pallet returns can be picked up no earlier than one weekday after booking, provided the booking is received by Bring before 12:00 PM.

#### 6.2 Unsuccessful pickup

One (1) pickup attempt is included. In case of an unsuccessful pickup due to the Customer or the return sender, the assignment is considered completed. For such unsuccessful pickups, Bring reserves the right to charge additional fees. A new booking is required for a new pickup attempt.

### 7. DELIVERY

Delivery is made to the Customer's return address according to delivery terms of the service Business Parcel. Delivery of bulk returns and pallets are carried out according to terms of the service Business Pallet.

### 8. ADDITIONAL SERVICES

Additional services	From
AdHoc Pickup	Sweden, Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland
Cargo Insurance	Sweden, Denmark, Finland



# Return services | Return via service point or parcel locker

## PickUp Parcel Return/Bulk | Business Parcel Return/Bulk

Possibility for consumers and businesses to return parcels to the Customer, on behalf of the Customer, with drop-off at a service point or parcel locker.

### 1. AVAILABILITY

#### 1.1 Return from consumers

Consumers can return parcels via pickup point in Sweden, Denmark and Finland, with the service PickUp Parcel Return (0341), or PickUp Parcel Return Bulk (0343) for parcels that are to be collected at a terminal and returned as bulk shipment.

#### 1.2 Return from businesses

Businesses can return parcels via pickup point in Sweden and Denmark, with the service Business Parcel Return (0331), or Business Parcel Return Bulk (0333) for parcels that are to be collected at a terminal and returned as bulk shipment.

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm from Finland  
150 cm from Sweden, Denmark

Max. dim. Length + girth = 300 cm

Max. volume 0.25 m<sup>3</sup> per parcel

Min. dim. 23 cm x 13 cm x 1 cm  
15 cm x 10 cm x 1 cm for parcels returned as bulk shipment

Max. weight 35 kg per parcel from Finland  
20 kg per parcel from Sweden, Denmark

For parcels longer than 120 cm (100 cm from Finland), wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added. For parcels from Finland with an actual weight between 25-35 kg, a heavy fee applies.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 200 kg per m<sup>3</sup>.

### 4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. The Customer is responsible for providing the return sender with a shipping label, either in advance or when the need for return arises. The validity period for a produced return label is 90 days.

For returns sent across a customs border, Bring performs the customs declaration based on the attached customs documents. If the Customer can prove the return and present the export invoice with date/customs ID, there is a possibility for a VAT-free return.

#### 4.1 Parcels with additional service Label Free

With additional service Label Free parcels do not need to be labeled with a shipping label before drop-off. For drop-off at a service point, the Customer shall provide the return sender with a QR code for printing of the shipping label at the service point. For drop-off via a parcel locker, a numeric code shall be provided by the Customer, which the return sender shall write directly on the parcel.

### 5. DROP-OFF

#### 5.1 Drop-off via service point

Drop-off is made to a service point for Bring. Confirmation of the parcel handed in is sent via email or SMS.

#### 5.2 Drop-off via parcel locker

Drop-off via a parcel locker for Bring is available for parcels up to 58 x 49 x 43 cm. Booking of the compartment and drop-off is made through the sender's user account in Bring's app. Confirmation of the parcel handed in is received in the app.

### 6. DELIVERY

Delivery is made to the Customer's return address according to delivery terms of the service Business Parcel. Delivery of bulk returns are carried out according to terms of the service Business Pallet.

### 7. ADDITIONAL SERVICES

Additional services	From
Label Free	Sweden, Denmark
Limited Quantities	Sweden, Denmark, Finland
Cargo Insurance	Sweden, Denmark, Finland

# Return services | Return from home address

## Home Delivery Parcel Return

Possibility for consumers to return parcels to the Customer, on behalf of the Customer, with pickup arranged at a private home address. The service, available in Sweden and Denmark, is intended for parcels that cannot be returned via service point or parcel locker due to bulky dimensions or weight.

### 1. AVAILABILITY

Return from home address is available from Sweden and Denmark, with the service Home Delivery Parcel Return (0348). The service is intended for parcels exceeding 150 cm in length and/or weighing over 20 kg. It is available only for bulk returns, where parcels are collected at the terminal in the country of dispatch and returned collectively on a EUR pallet.

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm  
Max. dim. Length + girth = 300 cm  
Max. volume 0.25 m³ per parcel  
Min. dim. 15 cm x 10 cm x 1 cm  
Max. weight 35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm, or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel, based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 200 kg per m³.

### 4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. In Sweden, Bring normally provides a return label, which is brought at the time of pickup. In Denmark, the Customer is responsible for providing the recipient with a shipping label, either in advance or when the need for return arises. The validity period for a produced return label is 90 days.

For returns sent across a customs border, Bring performs the customs declaration based on the attached customs documents. If the Customer can prove the return and present the export invoice with date/customs ID, there is a possibility for a VAT-free return.

### 5. BOOKING

#### 5.1 Sweden

EDI should be created and transmitted only when the need for return arises, not in advance during the booking of outgoing shipment. No separate booking for pickup should be made. A pickup assignment is automatically created when Bring receives the EDI.

#### 5.2 Denmark

EDI can be created and transmitted to Bring either in advance or when the need for return arises. Pickup shall be booked through Bring's customer service in Denmark, and the desired pickup date should also be specified. If no specific date is provided, the recipient will receive a proposal and be asked to choose a pickup date.

### 6. PICKUP

#### 6.1 Notification

The return sender is notified digitally, primarily via SMS. The return sender's mobile number and email shall be provided in EDI.

##### 6.1.1 Sweden

Once the pickup assignment is created, the recipient is notified and requested to book a date and time window for pickup. If the recipient does not respond to the booking, up to two reminders are sent. After that, the customer is contacted to provide correct notification details or other instructions.

#### 6.2 Pickup procedure

Pickup is made at the recipient's door. Someone needs to be present at pickup for physical handover of the shipment. The customer is responsible for ensuring that the recipient makes the parcel accessible to Bring at the pickup location and that the shipment, at the time of pickup, is properly packaged, labelled, and ready for transport.

##### 6.2.1 Sweden

Pickup is made non-holiday weekdays and Saturdays, between 08:00-22:00, on the selected date and within the selected time window, according to Bring's applicable route matrix.

##### 6.2.2 Denmark

Pickup is made non-holiday weekdays between 08.00- 17:00, normally on the date specified at booking.

### 6.3 Unsuccessful Pickup

One (1) pickup attempt is included. In case of an unsuccessful pickup due to the Customer or the return sender, the assignment is consider completed. For such unsuccessful pickups, Bring reserves the right to charge additional fees. A new booking is required for a new pickup attempt.

### 7. DELIVERY

Delivery of bulk returns are made to the Customer's return address according to delivery terms of the service Business Pallet.

### 8. ADDITIONAL SERVICES

Additional services	From
Limited Quantities	Sweden, Denmark
Cargo Insurance	Sweden, Denmark

## Additional services

Additional services to customize deliveries according to varying needs and conditions. The following outlines terms and descriptions of how each additional service enhances or modifies the standard execution of the selected main service.

### 1. ADDITIONAL SERVICES

#### 1.1 Optional Pickup Point (0010)

Delivery to optional pickup point. Selected via connection and calls to API. This additional service allows e-commerce retailers to offer delivery to any chosen pickup point directly during the checkout process.

#### 1.2 Pickup Locker (0011)

Delivery to parcel locker. Selected via connection and calls to API. This additional service allows e-commerce retailers to offer delivery to any chosen parcel locker directly during the checkout process.

#### 1.3 ID Verification (1133)

Valid ID must be presented upon delivery. A person other than the specified recipient can also receive the shipment and show ID. Any possibility for Flex Delivery and delivery against power of attorney is blocked.

#### 1.4 Individual Verification (1134)

Delivery only to the specified recipient in EDI, against presentation of valid ID. In Sweden, delivery to another person is accepted if they present both their own ID and the specified recipient's ID. Any possibility for Flex Delivery and delivery against power of attorney is blocked.

#### 1.5 Signature Required (1280)

Signature is required upon delivery. A person other than the specified recipient can also receive the shipment and sign for it. Any possibility for Flex Delivery and delivery against power of attorney is blocked.

#### 1.6 Flex Delivery (0041)

The shipment is delivered outside the recipient's door or at another specified location at the delivery address, without anyone needing to be present to receive or sign for the shipment. Any entry code or intercom information, required to access the delivery location, should be provided in EDI.

At delivery Bring registers the shipment as delivered, which is considered sufficient proof of delivery. Bring may also take a photo documenting that delivery has been made. Once the shipment has been delivered in this manner, the goods and their packaging are considered to have been in visibly good condition. Bring is not responsible for damage or loss occurring after delivery.

#### 1.7 Delivery Indoors (0039)

The shipment is carried inside to a specified location as per the delivery instructions provided in the EDI. Indoor delivery service is provided only to one specified location, regardless of the number of parcels being delivered.

When the additional service is combined with the service Business Pallet, the pallet is split, and each parcel is carried to the specified location. Each parcel on the pallet is allowed a maximum weight of 35 kg. The packaging and the pallet are returned to Bring's terminal for disposal/recycling.

- To perform indoor delivery, the path to the specified location must be clear and free from obstacles, and for deliveries more than four (4) floors up, an elevator must be available.
- The recipient is responsible for protecting any fragile floors.
- If the conditions are not met, the shipment will be delivered without delivery indoors.
- Any additional delivery attempts, in case of delivery obstacles at the first delivery attempt, will be carried out without delivery indoors.

#### 1.8 E-Advising (0091)

Notification to business recipients via email, SMS or app. Notifications are sent on two occasions: when the shipment is ordered (EDI delivered to Bring) and when the shipment is loaded for delivery.

#### 1.9 Telephone Notification (1142)

The driver calls the recipient approximately 30-60 minutes before delivery. One (1) notification attempt is made. A delivery attempt is made even if the recipient cannot be reached by phone. Any additional delivery attempt (in case of delivery obstacles at the first delivery attempt) will be made without telephone notification.

#### 1.10 Delivery Notification to Sender (1094)

Electronic delivery confirmation sent to the sender via email or SMS. The confirmation is sent when the shipment has been delivered/handed over.

#### 1.11 Label Free (1288)

Hand-in of parcel to service point without the parcel needing to be marked with a shipping label in advance. Upon hand-in, a QR code shall be presented to the service point, who prints the shipping label to be attached on the parcel. If a service point is unable to print the shipping label, the parcel shall instead be marked with a numerical code, based on which the label will be printed when the parcel arrives to the terminal.

#### 1.12 Limited Quantities (0003)

Mandatory additional service for shipments containing limited quantities of dangerous goods according to applicable regulations.

- Limited quantities of dangerous goods are not allowed to non-bridged islands, except for shipments to Gotland (SE).
- The sender is responsible for ensuring that the goods are shipped as limited quantities of dangerous goods and in the intended quantity, as well as for proper packaging and markings.
- Transport of limited quantities of dangerous goods where part of the transport occurs by boat (e.g., delivery to/from Finland, Faroe Islands, Greenland, Iceland) is subject to regulations for maritime transport of dangerous goods according to the IMDG Code. Special labelling and additional declarations for dangerous goods are required.

#### 1.13 Cargo Insurance (0068)

Additional insurance for the possibility of compensation beyond the provisions of NSAB (Nordic Association of Freight Forwarders' General Conditions). The insurance is arranged through Bring, which acts as the intermediary of the insurance. The insurer is First Marine AS.

As standard, the insurance is arranged per shipment. Upon request, Cargo Insurance can also be arranged as an annual insurance to cover all transports for a specific customer or customer number throughout the year.

Compensation is based on the full actual value of the goods and does not involve any deductible. The value of the goods should include the invoiced value, freight, insurance policy, and any profit and customs. Maximum compensation is 100,000 SEK per parcel or 1,000,000 SEK per pallet.

Cargo Insurance can be arranged for most permissible types of goods, except for mobile phones and alcohol, to most countries, with some exceptions such as Iran, Iraq, and Afghanistan. For more information, refer to Bring's website, where there is also a link to the insurance company's website (first.dk) for complete details on insurance terms and conditions.