Cross-border parcels and pallets

Service Terms

Valid from 1 January 2027

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General service terms

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's terms page at bring.no/en.

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. Bring has the right, in addition to the freight price, to charge fuel surcharges and sulphur surcharges, and to adjust these surcharges continuously without prior notice to the Customer. Current standard price lists and applicable fees and surcharges are available at Bring's price page at bring.no/en. All prices are stated exclusive of VAT.

Bring reserves the right to apply seasonal surcharges during certain periods, for example in cases of increased volume or limited transport capacity. Details regarding seasonal surcharges and their rate will be published at Bring's price page at bring.no/en at least 30 days before the entry into force.

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.

The Customer is responsible for any third party or agent that the Customer engages to send EDI transfers to Bring. In the event of delayed, incorrect or missing EDI information, Bring has the right to charge surcharges.

4. PACKAGING

The Customer is responsible for ensuring that shipments are packed to withstand normal transport handling, including reloading and sorting. Bring does not accept unpackaged goods. Sufficient packaging is a prerequisite for compensation to be paid in the event of depreciation or damage.

The packaging must be undamaged and ensure that neither the Customer's nor other goods are damaged. Goods loaded onto pallets must fit within the pallet edge and be packed in a way that keeps them stable and together throughout the transport. Liquid contents and powder must be packed so that any leakage remains within the outer packaging if the inner packaging is damaged.

For goods loaded onto pallets, the load carrier (the pallet) is considered part of the transport packaging. Bring does not offer pallet exchange and normally does not return pallets.

5. MARKING AND DOCUMENTS

The Customer is responsible for ensuring that shipments have sufficient documentation and labelling for the assignment to be carried out. A transport label, legible both by machine and manually, must be attached clearly visible on each parcel and pallet. Labelling of shipments must comply with Bring's applicable requirements and specifications, see developer.bring.com.

Bulk shipments and pallet shipments must be supplemented with routing label and CMR and/or Waybill. For bulk shipments consisting of multiple pallets, each pallet must be labelled and numbered, e.g., 1/3, 2/3, 3/3, and so on.

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 dangerous goods in limited quantities (LQ), which are permitted for certain services and destinations in accordance with the Service Terms. For the definitions of dangerous goods and limited quantities, please refer to The Norwegian Directorate for Civil Protection, see 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, including snus, nicotine pouches, cigarettes, electronic cigarettes and refill containers, 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, e.g., plants, perishables, or other items that require specific temperature conditions
- 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 a specific written agreement with Bring

- Alcoholic beverages
- Tires for motor vehicles

6.4 Maximum permitted value

Shipments must not contain goods with a value exceeding NOK 100,000 per parcel and NOK 1,000,000 per pallet.

7. PICKUP

Pickup arrangements are made on a customer-specific basis, with details agreed upon with the Customer for the duration of the agreement.

8. DELIVERY

Delivery is made to the specified delivery address, provided that the address is accessible via a passable road. In Sweden, road ferries operated by the Swedish Transport Administration (Trafikverket) are considered passable roads.

Home and business deliveries, as well as corresponding returns, are generally only offered on the mainland and on islands connected to the mainland by road. Delivery to or from other islands, such as archipelago islands, is not covered by the standard service.

The island restriction does not apply to shipments to or from Bring's service points or parcel lockers.

8.1 Unattended delivery

For certain services, delivery may take place as unattended delivery, either as part of the service's standard offering or following an active choice by the sender or recipient. When delivery is carried out as unattended delivery, the shipment is left at the delivery location without personal handover, signature, or other physical acknowledgment of receipt.

Unattended delivery is considered initiated by the party that has chosen the delivery method, or that has ordered a service where unattended delivery is included as standard. The initiating party is responsible for ensuring that the delivery location is suitable for unattended delivery. Bring may, at the time of delivery, assess whether unattended delivery can be carried out. If the location is not considered accessible, suitable, or safe, Bring may refrain from unattended delivery and instead deliver in accordance with the terms otherwise applicable to the service.

Unattended delivery is considered completed when the shipment has been left at the delivery location. Registration in Bring's systems, including information about time of delivery and the delivery event, constitutes sufficient proof of completed delivery. Bring may also document the delivery by photograph.

Once delivery has been completed, the risk for the shipment passes to the party that has initiated unattended delivery. The shipment and its packaging are deemed to have been in visibly good condition at the time of delivery, unless otherwise shown by Bring's documentation or otherwise proven. Bring is not liable for loss or damage occurring after delivery.

9. RECIPIENT-SELECTED DELIVERY CHOICES

For certain services, Bring may offer the recipient alternative delivery options, allowing the recipient to adjust the delivery. Examples include redirection to another delivery location, extended holding time, unattended delivery, or delivery within a specific time window.

Recipient-selected delivery choices are carried out only after the recipient has actively made a choice or order and accepted the terms for the selected option. Some delivery choices are executed only after Bring has received payment from the recipient. Depending on the service and delivery choice, the Customer may, by booking additional services, influence which options are offered to the recipient.

10. SPECIAL HANDLING

Bring reserves the right to charge fees for special handling for shipments that cannot be handled or sorted according to standard procedures. This may include parcels where the longest side (length) exceeds 120 cm or where two sides each exceed 60 cm, shipments with irregular shapes, rolls, tubes, or similar, and shipments without proper packaging.

11. TRACKING OF SHIPMENTS

Tracking of shipments is available through Bring's digital solutions, Bring's app, 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 individually sent shipments (single parcels or pallets), the first scan is normally performed at pickup or drop-off. For parcels sent as bulk shipment, the first scan of each parcel normally takes place after split of the bulk shipment, at the sorting terminal to which the bulk shipment is routed/addressed.

12. LIABILITY

Liability is governed by NSAB 2015. Bring's responsibility for shipments begins when the shipment is received by Bring and ends when it has been delivered to the specified delivery address or to another location agreed with the sender or recipient. Delivery does not necessarily have to be made to the recipient personally.

For shipments delivered via a service point, Bring's responsibility ends upon handover. For shipments delivered via parcel locker, the responsibility ends when the shipment is collected from the locker.

For bulk shipments, where multiple parcels are transported together on a pallet, Bring's responsibility for the pallet begins when it is received by Bring. The responsibility for each individual parcel only begins once the pallet has been split and the parcels registered in the sorting system, enabling tracking and handling at unit/parcel level.

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 parcel

Business Parcel (0330) | Business Parcel Bulk (0332)

Business-to-business parcel deliveries to the company's address

1. AVAILABILITY

Business Parcel: worldwide
Business Parcel Bulk: to Sweden, Denmark, Finland

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm to Sweden, Denmark, Finland 150 cm to other destinations
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	Business Parcel: 23 x 13 x 1 cm Business Parcel Bulk: 15 x 10 x 1 cm

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg to Sweden, Denmark, Finland 30 kg to other destinations
Min. weight	150 grams

For heavy parcels to Finland, an additional fee (Heavy Fee) applies. The fee applies to parcels with an actual weight between 25-35 kg.

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations.

Unless otherwise agreed, the volumetric weight for the service Business Parcel is determined using a conversion factor of 200 kg per m^3. For the service Business Parcel Bulk, the conversion factor is determined on a customer-specific basis.

4. DELIVERY

4.1 Delivery procedure
Delivery is carried out on weekdays excluding holidays, between 08:00-17:00 in Sweden and Finland, and 08:00-16:00 in Denmark. Delivery is made 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: Sweden, Denmark
If the recipient's email address or mobile number has been provided when booking the shipment, the recipient will be notified when the shipment is on its way and at loading for delivery. Recipients with an account in Bring's mobile app may also receive notifications via the app.

4.1.2 Notification: Finland
The recipient's email address and mobile number shall be provided when booking the shipment. The recipient will be notified when the shipment is on its way.

4.2 Recipient-selected delivery choices
4.2.1 Unattended delivery (Sweden, Denmark, Finland)
The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt, according to the recipient's choice. Thereafter, responsibility for the shipment is transferred to the recipient.

The delivery choice is subject to Bring's applicable standard terms for unattended delivery and may be restricted by an additional service requiring that someone is present at the time of delivery.

4.2.2 Redirect to pickup point (Sweden, Denmark)
Redirection to a service point or parcel locker, according to the recipient's choice. The shipment is handed out according to the terms for PickUp Parcel or Parcel Locker. For collection via service point in Denmark, the recipient is considered legitimate by providing the pickup code only. In Sweden, any person may collect the parcel with the pickup code along with ID.

The delivery choice is available for shipments with a maximum of one (1) parcel and may be restricted by an additional service that blocks the option.

4.3 Obstacles to delivery
4.3.1 Sweden, Denmark
If the shipment cannot be delivered, a new delivery attempt is normally made on the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt.

4.3.2 Finland
If the shipment cannot be delivered, it is normally delivered to a pickup point for hand-out to the recipient.

If additional service for two delivery attempts has been booked, the recipient will be contacted for an additional delivery attempt. If delivery cannot be completed on the second attempt, the shipment will be returned to the sender.

4.4 Storage time and return
4.4.1 Terminal
The shipment will be returned at the Customer's expense after two (2) failed delivery attempts, or after 14 days from the first arrival scan at the distribution terminal.

4.4.2 Pickup point
Parcels are normally available for collection at service point for 7 days and in parcel locker for 4 days. In Finland the collection period is 5 days for both service point and parcel locker. Parcels not collected within the applicable time limit are returned at the Customer's expense.

5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden, Denmark
Individual Verification	Sweden, Denmark, Finland
Signature Required	Sweden, Denmark, Finland
Flex Delivery	Sweden, Denmark, Finland
Delivery Indoor	Sweden, Denmark
Telephone Notification	Sweden, Denmark, Finland
Two Delivery Attempts	Finland
Delivery Not. to Sender	Sweden, Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland, Åland

Business pallet

Business Pallet (0336)

Business-to-business pallet deliveries to the recipient company's address. This service complements parcel services and is intended for lower volumes of EUR pallets, with a general limit of up to three pallets per delivery and recipient.

1. AVAILABILITY

To Sweden, Finland, Åland

Half pallets are available only to Sweden and Finland.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	max. height 200 cm	max. 750 kg
Half pallet	80 x 60 cm	max. height 150 cm	max. 400 kg

3. FREIGHT CALCULATION

Shipping is calculated per pallet based on actual dimensions and weight according to Bring's measurements or registrations. Volumetric weight is not applied. If the incorrect pallet type is booked, the pallet will be adjusted upwards to the correct pallet type based on actual dimensions and weight.

4. DELIVERY

4.1 Delivery procedure

Delivery is carried out on weekdays excluding holidays, between 08:00-17:00. Delivery is made at ground level to the recipient's goods reception or port, against signature. In other countries, delivery is carried out according to local conditions.

4.1.1 Notification: Sweden

If the recipient's email address or mobile number has been provided when booking the shipment, the recipient will be notified when the shipment is on its way and when it is being loaded for delivery. Recipients with an account in Bring's mobile app may also receive notifications via the app.

4.1.2 Notification: Finland

The recipient's email address and mobile number shall be provided when booking the shipment. The recipient will be notified when the shipment is on its way.

4.2 Recipient-selected delivery choices

4.2.1 Unattended delivery (Sweden, Finland)

The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt, according to the recipient's choice. Thereafter, responsibility for the shipment is transferred to the recipient.

The delivery choice is subject to Bring's applicable standard terms for unattended delivery and may be restricted by an additional service requiring that someone is present at the time of delivery.

4.3 Obstacles to delivery

4.3.1 Sweden

If the shipment cannot be delivered, a new delivery attempt is normally made on the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt.

4.3.2 Finland

If the shipment cannot be delivered, the recipient will be contacted to arrange a new delivery attempt.

4.4 Storage time and return

The shipment will be returned at the Customer's expense after two (2) failed delivery attempts, or after 14 days from the first arrival scan at the distribution terminal.

5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden
Individual Verification	Sweden, Finland
Signature Required	Sweden, Finland
Flex Delivery	Sweden, Finland
Delivery Indoor	Sweden
Telephone Notification	Sweden, Finland
Delivery Not. to Sender	Sweden, Finland
Limited Quantities	Sweden, Finland, Åland

6. OTHER

For pallets exceeding the maximum dimensions or weight for an EUR pallet, a fee for exceeded service terms will apply. This will normally also result in longer lead times.

Parcel to service point and parcel locker

PickUp Parcel (0340) | PickUp Parcel Bulk (0342)

Business-to-consumer parcel deliveries to service points or parcel lockers. Seamless API integration enables selection of pickup points across Sweden, Denmark and Finland.

1. AVAILABILITY

PickUp Parcel: worldwide
PickUp Parcel Bulk: to Sweden, Denmark, Finland

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm to Finland 150 cm to Sweden, Denmark and other destinations
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	PickUp Parcel: 23 x 13 x 1 cm PickUp Parcel Bulk: 15 x 10 x 1 cm
Max. parcel locker	60 x 24 x 44 cm to Sweden, Denmark 100 x 60 x 40 cm to Finland

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	25 kg to Finland 20 kg to Sweden, Denmark and other destinations
Min. weight	150 grams
Max. parcel locker	10 kg to Sweden, Denmark 25 kg to Finland

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations.

Unless otherwise agreed, the volumetric weight for the service PickUp Parcel is determined using a conversion factor of 200 kg per m^3. For the service PickUp Parcel Bulk, the conversion factor is determined on a customer-specific basis.

4. SELECTION OF PICKUP POINT

The recipient's address must be provided accurately and completely in the EDI, in accordance with the applicable national standard and format.

For deliveries to Sweden, Denmark and Finland, API integration with Bring shall be used as standard. A selected pickup point shall be specified in the EDI via API call to Bring's current database of pickup points. If no pickup point is specified, one will be assigned based on the recipient's address in the EDI. When booking via Mybring, no separate API integration is required.

For deliveries to countries outside the Nordic region, a pickup point will be assigned based on the recipient's address in the EDI.

5. DELIVERY

Delivery is made to the selected or assigned pickup point. The recipient is notified via SMS, email, or app when the parcel is ready to collect.

5.1 Service point

5.1.1 Sweden
The parcel is handed over upon presentation of a notified pickup code and ID, or with a QR code via Bring's app or web (requires BankID). Another person than the recipient may also collect the parcel using the QR code, or the pickup code together with both their own and the recipient's ID.

5.1.2 Denmark
The parcel is handed over upon presentation of a notified pickup code or QR code via app. Another person than the recipient may also collect the parcel using the QR code, pickup code or shared notification.

5.1.3 Finland
The parcel is handed over upon presentation of a notified pickup code and ID. Another person than the recipient may also collect the parcel using the pickup code and their own ID. For parcels notified by letter, a signed power of attorney from the recipient is required.

5.1.4 Other destinations
In countries outside the Nordic region, the parcel is haned over or delivered according to local procedures, either against pickup code and ID, pickup code only, or signature.

5.2 Parcel locker

5.2.1 Sweden, Denmark
The parcel is collected using a notified PIN code or via Bring's app. Someone other than the recipient may also collect the parcel using the PIN code, or by shared parcel information in the app.

5.2.2 Finland
The parcel is collected using a notified PIN code. Someone other than the recipient may also collect the parcel using the PIN code.

5.3 Recipient-selected delivery choices

5.3.1 Extended collection period (Sweden, Denmark, Finland)
Extended collection period of up to a total of 14 days at service point or 7 days in parcel locker.

5.3.2 Redirect to another pickup point (Sweden, Denmark)
Redirection to another service point or parcel locker, according to the recipient's choice. In Sweden, BankID is required to collect a parcel redirected from a service point to a parcel locker.

5.3.3 Redirect to home delivery (Finland)
Redirection to home delivery instead of a pickup point. The parcel is left outside the door without requiring presence or signature.

5.4 Collection period and return

Parcels are normally available for collection at service point for 7 days and in parcel locker for 4 days. In Finland the collection period is 5 days for both service point and parcel locker. The collection period may be extended according to section 5.3.1. Parcels not collected within the applicable time limit are returned at the Customer's expense.

6. ADDITIONAL SERVICES

Additional services	Destinations
Optional Pickup Point	Sweden, Denmark, Finland
Parcel Locker	Sweden, Denmark, Finland
ID Verification Locker	Sweden
Individual Verification	Finland
Limited Quantities	Sweden, Denmark, Finland

Important: Additional services are offered only in combination with the service PickUp Parcel Bulk.

7. OTHER

For parcels exceeding the maximum dimensions of 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.

If the selected pickup point is at full capacity, or for other reasons beyond Bring's control, delivery may be made to another service point or locker.

If the recipient cannot be notified digitally, an additional fee for letter notification/missing recipient information will be charged, and the collection period will normally be extended to 14 days.

Parcel to parcel locker

Parcel Locker (0344)

Business-to-consumer parcel deliveries to parcel lockers, where the recipient can collect the parcel via self-service.

1. AVAILABILITY

To Sweden

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.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. dimensions	60 x 24 x 44 cm
Min. dimensions	15 x 10 x 1 cm

2.2 Weight per parcel

Max. weight	10 kg
Min. weight	150 grams

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

4. SELECTION OF PARCEL LOCKER

The recipient's address must be provided accurately and completely in the EDI, in accordance with the applicable national standard and format.

Booking of the service requires API integration with Bring. A selected parcel locker shall be specified in the EDI via API call to Bring's current database of parcel lockers. To ensure that the recipient is offered relevant alternatives, the Customer must use Bring's distance logic when presenting parcel lockers in checkout. Other logic may only be used after Bring's approval.

When booking via Mybring, no separate API integration is required.

5. DELIVERY

Delivery is made to the selected parcel locker. The recipient is notified via SMS, app, or email when the parcel is ready to collect.

5.1 Collection

5.1.1 Sweden

The parcel is collected using a notified PIN code or via Bring's app. Someone other than the recipient may also collect the parcel using the PIN code, or by shared parcel information in the app.

5.2 Recipient-selected delivery choices

5.2.1 Extended collection period

Extended collection period of up to a total of 7 days.

5.3 Collection period and return

Parcels are normally available for collection for 4 days in parcel locker. The collection period may be extended according to section 5.2.1. Parcels not collected within the applicable time limit are returned at the Customer's expense.

6. ADDITIONAL SERVICES

Additional services

ID Verification Parcel Locker
Limited Quantities

7. OTHER

For parcels exceeding the maximum dimensions or weight, Bring reserves the right to charge additional fees. Such parcels will normally be delivered to a service point, for collection according to the terms for PickUp Parcel.

If the selected parcel locker is at full capacity, or for other reasons beyond Bring's control, delivery may be made to another parcel locker or to a service point.

Home delivery of parcels

Home Delivery Parcel (0349)

Business-to-consumer parcel deliveries with home delivery to the recipient's address. In Sweden and Finland, delivery is made both during the day and in the evening, while in Denmark delivery is available during the day only.

1. AVAILABILITY

To Sweden, Denmark, Finland

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.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	15 x 10 x 1 cm

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

For heavy parcels to Sweden and Finland, an additional fee (Heavy Fee) applies. The fee applies to parcels with an actual weight between 20-35 kg for Sweden and 25-35 kg for Finland.

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

4. DELIVERY

Delivery is made to the recipient's home address. Notifications are sent via SMS, email, or app and may vary depending on the destination, see below.

4.1 Delivery procedure

4.1.1 Sweden

Delivery is carried out on weekdays excluding holidays, within day and evening windows between 08:00-22:00. The parcel is left at the delivery address, usually at the recipient's door, and registered as delivered without requiring presence or signature. The recipient is notified when the shipment is on its way and when loaded for delivery, with real-time tracking available in many cases. The estimated delivery day/time is shown in the tracking.

Parcels over 20 kg are only delivered to the ground floor if there is no elevator. If the delivery address is on a higher floor without elevator, the recipient must be present for handover at the ground floor, against signature. The recipient is contacted if needed to facilitate the handover.

4.1.2 Denmark

Delivery is carried out on weekdays excluding holidays between 08:00-17:00 to the recipient's door against signature. The recipient is notified when the shipment is on its way and when loaded for delivery. The estimated delivery day/time is shown in the tracking.

4.1.3 Finland

Delivery is carried out on weekdays excluding holidays, within day and evening windows between 09:00-21:00. Delivery is made to the recipient's door against signature. The recipient is notified when the parcel is on its way and, upon arrival at the local terminal, asked to schedule the day and time for delivery. Notifications are primarily digital but may also be made by phone.

4.2 Recipient-selected delivery choices

4.2.1 Unattended delivery (Denmark)

The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt, according to the recipient's choice. Thereafter, responsibility for the shipment is transferred to the recipient.

The delivery choice is subject to Bring's applicable standard terms for unattended delivery and may be restricted by an additional service requiring that someone is present at the time of delivery.

4.2.2 Redirect to pickup point (Sweden, Denmark)

Redirection to a service point or parcel locker, according to the recipient's choice. The shipment is handed out according to the terms for PickUp Parcel or Parcel Locker. The delivery choice is offered for shipments with a maximum of one (1) parcel.

4.2.3 Extended collection period (Sweden, Denmark, Finland)

Extended collection period of up to a total of 14 days at service point or 7 days in parcel locker.

4.2.4 Change of delivery date and/or time window (Sweden)

Change of delivery date and time interval is offered for shipments that require the recipient's presence at the time of delivery. Availability may vary, and changes are normally offered until planning of last mile has been completed.

4.3 Obstacles to delivery

4.3.1 Sweden, Denmark

If the shipment cannot be delivered, it is normally delivered to a pickup point for hand-out according to the terms for PickUp Parcel.

Parcels over 20 kg or longer than 150 cm cannot be left at a pickup point, and the recipient is notified for a new delivery attempt. In Sweden, a new delivery date and time interval is automatically assigned, with the option to make changes, and an extra fee applies. In Denmark, a new delivery attempt is booked via a web form, without the possibility to select a specific day or time, and no extra fee applies.

4.3.2 Finland

If the shipment cannot be delivered, the recipient will be notified to schedule a new delivery attempt. The recipient may also be offered the option to instead collect the parcel at a pickup point.

4.4 Storage time and return

4.4.1 Pickup point

Parcels are normally available for collection at service point for 7 days and in parcel locker for 3 days. In Finland the collection period is 5 days for both service point and parcel locker. The collection period may be extended according to section 4.2.3. Parcels not collected within the applicable time limit are returned at the Customer's expense.

4.4.2 Terminal

The shipment will be returned at the Customer's expense if any of the following occurs:

a) Two (2) delivery attempts have been made without completed delivery.
b) Fourteen (14) days have passed from the first arrival scan at the distribution terminal without delivery having been completed, provided that no delivery attempt is scheduled at that time.

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

Return from business address

Business Parcel Return/Bulk (0331/0333) | Business Pallet Return (0337)

Business-to-business parcel and pallet returns to the Customer with pickup from a business address.

1. AVAILABILITY

Business Parcel Return/Bulk: from Sweden, Denmark, Norway, Finland
Business Pallet Return: from Sweden, Norway, Finland

Parcel returns are booked using Business Parcel Return. For parcels that are to be collected at a terminal and returned as bulk shipment, Business Parcel Return Bulk shall be used.

Pallet returns are booked using Business Pallet Return. Normally, returns shall be made on a full pallet. Half pallets are permitted but are always charged as full pallets (120 x 80 cm).

2. DIMENSIONS AND WEIGHT

2.1 Parcels

2.1.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	15 x 10 x 1 cm

For parcels where the longest side (length) exceeds 120 cm, or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.1.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

2.2 Pallets

2.2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	max. height 200 cm	max. 750 kg

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

3. FREIGHT CALCULATION

3.1 Parcels

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, the volumetric weight for the service Business Parcel Return is determined using a conversion factor of 200 kg per m^3. For bulk return shipments, the conversion factor is determined on a customer-specific basis.

3.2 Pallets

Shipping is calculated per pallet based on actual dimensions and weight according to Bring's measurements or registrations. Volume calculated weight is not applied.

4. BOOKING AND MARKING/LABELING

The Customer creates and transmits EDI via Mybring or another system approved by Bring, either in advance or when the return need arises. Pickup is normally booked via Mybring. If standard booking is not possible, Bring's customer service in the country from which the return is being sent can assist with EDI and booking for an extra fee.

Each shipment must be provided with complete shipping documentation. 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. PICKUP

Pickup is included in the shipping price, if it is booked via Mybring, and carried out on non-holiday weekdays during daytime hours. Someone must be present at the time of pickup for physical handover of the shipment.

5.1 Unsuccessful pickup

One (1) pickup attempt is included. If the pickup fails due to the Customer or the return sender, the pickup assignment is consider completed. For such failed pickup, Bring reserves the right to charge additional fees. A new booking is required for a new pickup attempt.

6. DELIVERY

6.1 Business Parcel Return

Single B2B parcel returns are delivered to the specified or agreed return address to the door, i.e., front door, gate, or goods reception, against signature.

6.2 Business Parcel Return Bulk, Business Pallet

Bulk returns and pallets are delivered to the specified or agreed return address at ground level to the goods reception or port, against signature.

7. ADDITIONAL SERVICES

Additional services	From
AdHoc PickUp	Sweden, Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland

Return via service point or parcel locker

PickUp Parcel Return/Bulk (0341/0343) | Business Parcel Return/Bulk (0331/0333)

Consumer-to-business and business-to-business parcel returns to the Customer via drop-off at a service point or parcel locker.

1. AVAILABILITY

Consumer-to-business: from Sweden, Denmark, Finland
Business-to-business: from Sweden, Denmark

Returns from consumers are booked using PickUp Parcel Return, while returns from businesses are booked using Business Parcel Return. For parcels that are to be collected at a terminal and returned as bulk shipment, the corresponding bulk return service shall be used.

For business returns at a service point, a maximum of six (6) parcels may be handed in per drop-off.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm from Finland 150 cm from Sweden, Denmark
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	15 x 10 x 1 cm
Max. parcel locker	60 x 24 x 44 cm from Sweden, Denmark 100 x 60 x 40 cm from Finland

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg from Finland 20 kg from Sweden, Denmark
Min. weight	150 grams
Max. parcel locker	10 kg from Sweden, Denmark 25 kg from Finland

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 greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, the volumetric weight for the services PickUp Parcel Return and Business Parcel Return is determined using a conversion factor of 200 kg per m^3. For bulk return shipments, the conversion factor is determined on a customer-specific basis.

4. BOOKING AND MARKING/LABELING

The Customer creates and transmits EDI via Mybring or another system approved by Bring, either in advance or when the return need arises.

Each shipment must be provided with complete shipping documentation. The Customer is responsible for providing the return sender with the shipping label. The validity period for a produced return label is 90 days. With the additional service Label Free, parcels can be dropped off without needing to be labelled with a shipping label prior to drop-off.

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. DROP-OFF

5.1 Service point
Drop-off is made at a Bring service point. Confirmation is sent via email or received in Bring's app.

5.2 Parcel locker
Drop-off is made at a Bring parcel locker. Booking of the compartment and drop-off is made via the sender's account in Bring's app. Confirmation is received in the app.

6. DELIVERY

6.1 PickUp Parcel Return
Single C2B parcel returns are delivered to a service point where the recipient can collect the parcel using a notified pickup code. The recipient is notified via SMS, email, or app when the parcel is ready to collect.

6.2 Business Parcel Return
Single B2B parcel returns are delivered to the specified or agreed return address in accordance with the delivery terms for Business Parcel.

6.3 PickUp Parcel Return Bulk, Business Parcel Return Bulk
Bulk returns are delivered to the specified or agreed return address at ground level to the goods reception or port, against signature.

7. ADDITIONAL SERVICES

Additional services	From
Label Free	Denmark, Sweden
Limited Quantities	Denmark, Sweden, Norway, Finland

Return from home address

Return Home Delivery (2778)

Consumer-to-business returns to the Customer with pickup from a private residential address. The service is intended for parcels that cannot be returned via service point in Sweden, for example due to their size, weight or special handling requirements.

1. AVAILABILITY

From Sweden

The service is only available for bulk returns, where parcels are collected at a terminal in Sweden and returned together on a EUR pallet.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	15 x 10 x 1 cm

For parcels where the longest side (length) exceeds 120 cm, or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. The conversion factor for volumetric weight is determined on a customer-specific basis.

4. BOOKING AND MARKING/LABELING

The Customer shall create and transmit EDI only when the return need arises, not in advance. No separate pickup booking is required. A pickup assignment is created automatically when Bring receives the EDI.

Each shipment must be provided with complete shipping documentation. Normally, Bring provides the return label, which is brought at the time of pickup. For correct handling, it is essential that the return sender's mobile number and email address are provided accurately in the EDI.

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. PICKUP

5.1 Booking of date and time

Once the pickup assignment has been created, the return sender is notified to schedule a date and time interval for pickup. If no booking is made, daily reminders are sent, up to a total of four (4) notifications. At the fourth notification, the sender is normally informed that a booking is still not received.

5.2 Pickup procedure

Pickup is carried out on weekdays excluding holidays, between 08:00-22:00, on the scheduled date and within the booked time window. Pickup is carried out at the recipient's door. Someone must be present at the time of pickup for physical handover of the shipment.

5.3 Unsuccessful pickup

One (1) pickup attempt is included. If the pickup fails due to the Customer or the return sender, the pickup assignment is consider completed. For such failed pickup, Bring reserves the right to charge additional fees. A new booking is required for a new pickup attempt.

6. DELIVERY

Bulk returns are delivered to the specified or agreed return address at ground level to the goods reception or port, against signature.

7. OTHER

The service is invoiced via Bring's Swedish company Bring E-commerce & Logistics AB, registration no. 556546-4939.

Additional services

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

1. ADDITIONAL SERVICES

1.1 Optional Pickup Point (0010)
Selection of a service point via lookup in the Bring's database through API.

1.2 Pickup Locker (0011)
Selection of a parcel locker via lookup in the Bring's database through API.

1.3 Signature Required (1280)
Signature is required. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

1.4 ID Verification (1133)
ID is required. A person other than the specified recipient may also present ID. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

1.5 ID Verification Parcel Locker (1395)
BankID is required for collection via parcel locker in Sweden.

1.6 Individual Verification (1134)
Delivery is made only to the specified recipient against ID. In Sweden, delivery to another person is accepted if both this person's ID and the specified recipient's ID are presented. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

1.7 Flex Delivery (0041)
Unattended delivery. The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt. By ordering the additional service, it is accepted that the shipment may be delivered in this manner. The additional service is subject to Bring's general service terms for unattended delivery.

1.8 Delivery Indoors (0039)
Carry-in to a specified location according to the instructions in the EDI. Delivery is made to one single location, regardless of the number of parcels. The maximum weight per parcel is 35 kg.

The recipient must ensure clear access for delivery and is responsible for protecting any sensitive flooring. For deliveries from the fourth floor or higher, an elevator is required. If the conditions are not met, delivery will be made without carrying the shipment in. Any additional delivery attempt will also be made without carry-in.

For Business Pallet, the additional service means that the pallet is split, and each parcel is carried indoors to the specified location. The pallet and its packaging are removed for recycling or disposal.

1.9 Two Delivery Attempts (1283)
Additional service providing up to two (2) delivery attempts for parcel deliveries to businesses in Finland, compared with one (1) delivery attempt as standard. The additional service is charged only if a second delivery attempt is made. If the shipment cannot be delivered on the second delivery attempt, it will be returned to the sender.

1.10 Telephone Notification (1149)
The recipient is contacted by phone prior to delivery. In Sweden and Denmark, contact is made approximately 30-60 minutes before the estimated time of arrival at the delivery address. In Finland, the recipient is contacted either before the start of the delivery route or at least one (1) hour prior to the estimated time of arrival. Delivery will be attempted even if the recipient cannot be reached. Any additional delivery attempt will be made without telephone notification.

1.11 Delivery Notification to Sender (1094)
Delivery confirmation sent to the sender via email or SMS when the shipment has been delivered/handed over.

1.12 Label Free (1288)
Option to drop off parcels at a service point or parcel locker without attaching a shipping label prior to drop-off. A QR code or a numeric Label Free code is used when handing in the parcel.

For drop-off at service point, the service point prints the shipping label based on the QR code. If printing is not possible, the Label Free code must be written on the parcel and registered by the service point at drop-off.

For drop-off via parcel locker, the Label Free code must be written on the parcel. The sender drops off the parcel using the Bring app. Bring attaches a shipping label to the parcel based on the Label Free code during pickup or sorting.

1.13 Limited Quantities (0003)
Additional service for shipments containing limited quantities of dangerous goods ("LQ") in accordance with ADR. The Customer is responsible for ensuring compliance with applicable regulations, including rules regarding quantity, labelling, and packaging. The setup and UN numbers must be approved by Bring prior to startup. Notification shall be made according to Bring's instructions.

1.13.1 Requirements for transport by road
- Each parcel or pallet must be labelled with the LQ symbol.
- The additional service code 0003 must be stated in both the EDI and on the shipping label.
- If the inner packaging contains liquid, the outer packaging shall be marked with directional arrows.
- If parcels are placed on a load carrier or pallet, it must be labelled with the text "OVERPACK" unless the labelling on all parcels is visible through the pallet's packaging.

1.13.2 Requirements for maritime transport
Shipments transported by boat, e.g., to or from Finland, are subject to the IMDG Code (IMO's regulations for transport of packaged dangerous goods by sea). In addition to the road transport requirements, the following apply:

- The amount (gross weight) of dangerous goods per parcel or pallet must be stated on the shipping label with the text "0003 – LIMITED QUANTITIES X.X KG GROSS".
- Each shipment must be accompanied by a dangerous goods declaration, such as a completed MMDG form, specifying, among other things, the UN number, product type, and quantity.

1.13.3 Restrictions
LQ cannot be sent to or from locations without mainland connections, except for Gotland (SE). LQ cannot be shipped by air.