



Cross-border parcels and pallets

Service Terms

Valid from 1 October 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.

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 on bring.no/en/prices. All prices are stated exclusive of VAT.

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 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.no/en/prices 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.

4. PACKAGING

The Customer is responsible for ensuring that shipments are packed to withstand normal transport handling, which may involve several reloading and sorting during the transport. Bring does not accept unpackaged goods. Sufficient packaging is a prerequisite for the possibility of compensation in case of depreciation or damage.

- The packaging shall be damage-free and ensure that neither the Customer's nor other goods are damaged.
- Goods loaded onto pallets shall be accommodated within the pallet edge and be packed to ensure they remain stable and collected during the entire transport.
- Liquid contents and powder shall be packed in a way that allows the entire contents to be absorbed inside the outer packaging in case the inner packaging is damaged.

For goods loaded onto pallets, the load carrier (the pallet) is considered part of the transport packaging. No pallet exchange is offered, and load carriers are not returned as standard.

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. A transport label, legible both by machine and manually, must be attached clearly visible on each parcel and pallet.

All 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 shall be labelled and numbered, for example 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 limited quantities of dangerous goods, which are permitted for certain services and destinations. For what is defined as dangerous goods, 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
- 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 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 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 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 may apply for parcels where the longest side (length) exceeds 120 cm, two sides exceed 60 cm each, or one/several sides fall below the applicable minimum dimensions. It may also include shipments of irregular shape, rolls, tubes or similar, and shipments 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 sent as bulk shipments, Bring's responsibility for each parcel begins only from the first physical scanning point of the parcel, which normally is performed after split of the bulk shipment, 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 delivery | Business Parcel

Business Parcel | Business Parcel Bulk

Business-to-business parcels delivered to the recipient's door.

1. DESTINATIONS

Business Parcel: worldwide (some restrictions apply)
Business Parcel Bulk: 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, two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, 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

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight for the service Business Parcel is determined using a conversion factor of 200 kg per m³. 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 non-holiday weekdays, between 08:00 and 17:00 in Sweden and Finland, and between 08:00 and 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.

If the recipient's email address and/or mobile number has been provided at booking of the shipment, the recipient will be notified when the shipment is on its way and when loaded for delivery. Notification is primarily sent via email. If no email is available, SMS is used as a secondary channel. Notification may also be sent via Bring's mobile app, provided the recipient has a user account in the app. Notification applies only to shipments to Sweden, Denmark and Finland.

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. At service point in Denmark, the recipient is considered legitimate by simply presenting the parcel notification/pickup code. In Sweden, any person may collect the parcel at a service point with the notification/pickup code along with a valid ID.

4.2.3 Restriction of delivery choices

If the Customer does not wish to allow the recipient access to delivery choices as described above, the Customer must book the shipment with an additional service that blocks this, such as signature requirement. Delivery choices that are prevented by the selected additional service will then no longer be available to the 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 for 7 days (5 days in Finland). Parcels not collected within the retention period will be 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
Flex Delivery	Sweden, Denmark, Finland
Delivery Indoor	Sweden, Denmark
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 delivery | Pallet

Business Pallet

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

1. DESTINATIONS

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

For an overview of geographical availability to Europe, see the standard price list for Business Pallet.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions and weight per pallet

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

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

3. FREIGHT CALCULATION

Shipping is calculated per pallet based on actual dimensions and weight.

4. DELIVERY

4.1 Delivery procedure

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

If the recipient's email address and/or mobile number has been provided at booking of the shipment, the recipient will be notified when the shipment is on its way and when loaded for delivery. Notification is primarily sent via email. If no email is available, SMS is used as a secondary channel. Notification may also be sent via Bring's mobile app, provided the recipient has a user account in the app. Notification applies only to shipments to Sweden, Denmark and Finland.

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.

4.2.2 Restriction of delivery choices

If the Customer does not wish to allow the recipient access to delivery choices as described above, the Customer must book the shipment with an additional service that blocks this, such as signature requirement. Delivery choices that are prevented by the selected additional service will then no longer be available to the recipient.

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

6. OTHER

If the incorrect pallet type is selected at booking, the pallet will normally be adjusted/corrected upwards to the correct pallet type based on actual dimensions and weight.

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.

Delivery to pickup point | Parcel to service point and parcel locker

PickUp Parcel | PickUp Parcel Bulk

Business-to-consumer parcels delivered via a service point or parcel locker. Seamless API integration enables the selection of pickup points nationwide across Sweden, Denmark and Finland.

1. DESTINATIONS

PickUp Parcel: worldwide (some exceptions)
PickUp Parcel Bulk: 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 50 x 44 cm to Sweden, Denmark 100 x 60 x 40 cm to Finland

For parcels where the longest side (length) exceeds 120 cm (100 cm to Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, 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 the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight for the service PickUp Parcel is determined using a conversion factor of 200 kg per m³. For the service PickUp Parcel Bulk, the conversion factor is determined on a customer-specific basis.

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 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 on non-holiday weekdays during daytime hours 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 Delivery via service point

5.1.1 Sweden

The parcel is handed out to the recipient against notification/pickup code and ID, or only against a QR code accessible through Bring's app or web interface, after identification with Swedish BankID. The parcel can also be collected by another person, either with 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 against notification/pickup code, or against a QR code accessible through the recipient's user account in Bring's app. The parcel can also be collected by another person, either with the QR code or by showing the recipient's notification. ID shall be shown upon request.

5.1.3 Finland

The parcel is handed out to the recipient against notification/pickup code and ID. The parcel can also be collected by another person by showing 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 against notification/pickup code and ID, pickup code only, or signature.

5.2 Delivery via parcel locker

5.2.1 Sweden, Denmark

The parcel is self-collected. The locker opens with a notified PIN code or via the recipient's user account in Bring's app. No ID is required. The parcel can also be collected by another person with the PIN code or if the recipient shares the parcel information via the app.

5.2.2 Finland

The parcel is self-collected. The locker opens with a notified PIN code. No ID is required.

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 another pickup point

Change of pickup point is available in Sweden and Denmark. In Sweden, BankID is required to collect a parcel redirected from service point to parcel locker.

5.3.3 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 7 days (5 days in Finland). Parcels not collected within the retention period will be returned 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
eID Required	Sweden
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 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.

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 digital notification fails, a letter may be sent instead. The collection period is typically extended to 14 days, and a fee for letter notification will apply.

Delivery to pickup point | Parcel to parcel locker

PickUp Parcel Box

Business-to-consumer parcels, delivered to parcel lockers where recipients can easily collect their parcels via self-service. Seamless API integration enables the selection of parcel lockers in Sweden.

1. DESTINATIONS

Sweden

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. dimensions	60 x 50 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 the actual weight and the volumetric weight. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

4. SELECTION OF PARCEL LOCKER

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.

API integration with Bring is mandatory. A designated parcel locker must be specified in the EDI and selected via API call to Bring's current parcel locker database. No separate API integration is required for parcels booked via Mybring.

5. DELIVERY

Delivery is carried out on non-holiday weekdays during daytime hours 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 self-collected. The locker opens with a notified PIN code or via the recipient's user account in Bring's app. No ID is required. The parcel can also be collected by another person with the PIN code or if the recipient shares the parcel information via the app.

5.2 Collection period and return

Parcels are normally held for 7 days. Parcels not collected within the retention period will be returned at the Customer's expense.

5.3 Recipient-selected delivery choices

5.3.1 Extended collection period

Extended collection period for up to a maximum of 14 days.

6. ADDITIONAL SERVICES

Additional services	Destinations
eID Required	Sweden
Limited Quantities	Sweden
Cargo Insurance	Sweden

7. 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.

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

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

Home delivery | Home delivery parcel

Home Delivery Parcel

Business-to-consumer parcels with home delivery. In Sweden and Finland, delivery is carried out both during the day and in the evening, while only daytime delivery is offered in Denmark.

1. DESTINATIONS

Sweden, Denmark, Finland

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 (100 cm to Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

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

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of the actual weight and the volumetric weight. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

4. DELIVERY

4.1 Notification

The recipient is notified via SMS, email, or app. The occasions and channels for notifications may vary depending on the destination and country, see below.

4.2 Delivery procedure

4.2.1 Sweden

Delivery is carried out on non-holiday weekdays between 08:00-22:00 using Flex Delivery, which means that the parcel is delivered outside the recipient's door without requiring presence or signature. The recipient is notified when the shipment is on its way, when it is loaded for delivery, and upon completed delivery. For evening deliveries between 17:00-22:00, the recipient may also be notified a time window at loading for delivery, as well as when the address is the next stop.

Bring reserves the right to deliver shipments weighing over 20 kg to the ground floor against signature, if the shipment's bulkiness or other complicating circumstances (e.g. absence of elevator) are deemed to require it. In such cases, presence at delivery is required. The driver will attempt to contact the recipient by phone to inform about the delivery and facilitate handover.

4.2.2 Denmark

Delivery is carried out on non-holiday weekdays between 08:00-17:00 to the recipient's door against signature. The recipient is notified when the shipment is on its way and at loading for delivery.

4.2.3 Finland

Delivery is offered via either Bring's or Posti's network, depending on the terminal the sender has agreed for infeed/routing.

Bring Delivery is carried out on non-holiday weekdays between 08:00-17:00 to the recipient's door against signature. Upon arrival at the terminal, the recipient is notified by phone to schedule a delivery date/time.

Posti Delivery is carried out on non-holiday weekdays between 09:00-21:00 to the recipient's door against signature. Upon arrival at the terminal, the recipient is notified to schedule a delivery date/time. Notification is primarily digital, but in some areas, it is done 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. The recipient is notified upon completed delivery.

4.3.2 Redirect to pickup point

Change to delivery via service point or parcel locker is available in Sweden, Denmark and Finland. The parcel is handed out according 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 7 days (5 days in Finland). Parcels not collected within the retention period will be returned 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 digital notification fails, a letter may be sent instead, and a fee for letter notification will apply.

Home delivery | Mailbox parcel to Sweden

Home Delivery Mailbox

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

1. DESTINATIONS

Sweden

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	60 cm
Max. dimensions	Length + width + height = 90 cm
Min. dimensions	14 x 9 x 1,5 cm

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

2.2 Weight per parcel

Max. weight	3 kg
Min. weight	150 grams

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 and 17:00, to the recipient's mailbox. 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 address must be provided in the EDI.

If the parcel does not fit in the mailbox, it will normally be hung in a bag on the mailbox or door handle. If the recipient's door is located indoors, the parcel may instead be placed outside the door. This delivery procedure is a part of this service and cannot be opted out of. Once delivery has been completed in this manner, the goods and their packaging are considered to have been in visibly good condition. The parcel is registered as delivered upon delivery, which is considered sufficient proof that delivery has taken place. Bring is not liable for any damage or loss that occurs after delivery.

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 7 days. Parcels not collected within the retention period will be returned 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

Business-to-business return of parcels and pallets to the Customer, on behalf of the Customer, with pickup arranged at a business address.

1. AVAILABILITY

From Sweden, Denmark, Finland

Return of parcels is booked with the service Business Parcel Return (0331). Parcels that are to be collected at a terminal and returned as bulk shipment are booked with the service Business Parcel Return Bulk (0333). For pickup in Norway, the return sender must have a separate agreement with Posten Bring AS in Norway. If such an agreement is not in place, Norwegian return senders are referred to return via service point.

Return of pallets is booked with the service Business Pallet Return (0337). The solution is only offered for the return of a small quantity of EUR pallets (120 x 80 cm). It is allowed to return goods on a half pallet, but charge is always done as a full EUR pallet.

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	23 x 13 x 1 cm

For parcels where the longest side (length) exceeds 120 cm, two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, 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	height 200 cm	Max. 750 kg
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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 the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight for the service Business Parcel Return is determined using a conversion factor of 200 kg per m³. For bulk return shipments, the conversion factor is determined on a customer-specific basis.

3.2 Pallets

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 on non-holiday weekdays during daytime hours. 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

Consumer-to-business and business-to-business return of parcels to the Customer, on behalf of the Customer, with drop-off at a service point or parcel locker.

1. AVAILABILITY

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

Return from consumers is booked with the service PickUp Parcel Return (0341). Parcels that are to be collected at a terminal and returned as bulk shipment are booked with the service PickUp Parcel Return Bulk (0343).

Return from businesses is booked using the services Business Parcel Return (0331) or Business Parcel Return Bulk (0333). The maximum number of parcels per drop-off is limited to six (6).

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	23 x 13 x 1 cm
Max. parcel locker	60 x 50 x 44 cm from Sweden, Denmark 100 x 60 x 40 cm from Finland

For parcels where the longest side (length) exceeds 120 cm (100 cm from Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, 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 the actual weight and the volumetric weight. 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 m³. For bulk return shipments, the conversion factor is determined on a customer-specific basis.

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 at a service point for Bring. Confirmation of drop-off is sent via email or received in Bring's app.

5.2 Drop-off via parcel locker

Drop-off is made at one of Bring's parcel lockers. Booking of the compartment and drop-off is made through the sender's user account in Bring's app. Confirmation of drop-off 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

Consumer-to-business return of parcels to the Customer, on behalf of the Customer, with pickup arranged at a private home address. The service, available from 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

From Sweden, Denmark

This service 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

2.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m ³
Min. dimensions	23 x 13 x 1

For parcels where the longest side (length) exceeds 120 cm, two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, 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 the actual weight and the volumetric weight. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

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. No separate booking for pickup is required. 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 is booked via Bring's customer service in Denmark, and desired pickup date shall be specified. If no date is specified, the recipient will be notified a proposal and asked to select a date for pickup.

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 on non-holiday weekdays and Saturdays, between 08:00 and 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 on non-holiday weekdays between 08:00 and 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 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 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 based on 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 optional 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 eID Required (1395)

Identification with electronic ID (Swedish BankID) is required for collection via parcel locker in Sweden. The additional service shall be combined with the additional service Parcel Locker (0011) and only used for shipments booked for delivery to parcel locker.

1.7 Flex Delivery (0041)

Contactless delivery. The shipment is delivered outside the recipient's door or at another specified location on the delivery address, without requiring anyone to be present to receive or sign for the shipment. Any entry code or intercom, 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.

1.8 Delivery Indoors (0039)

The shipment is carried to a specified location according to the provided instructions in the EDI. Delivery is made to a single location, regardless of the number of parcels. The maximum weight per parcel is 35 kg.

If the additional service is combined with the service Business Pallet, the pallet is split, and each parcel is carried to the specified location. The packaging and the pallet are returned to Bring's terminal for recycling or destruction.

- The path to the specified location must be clear and free from obstacles.
- For delivery more than four (4) floors up, access to a lift is required.
- The recipient is responsible for protecting any fragile floors.

If the conditions are not met, the delivery will be made without carrying the parcels/items in. Any additional delivery attempt (in case of obstacles at the first attempt) will also be made without carrying the parcels/items in.

1.9 Telephone Notification (1149)

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 obstacles at the first 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 when the shipment has been delivered/handed over.

1.11 Label Free (1288)

Drop-off of a return parcel to a service point or parcel locker without the need for the parcel to be marked with a shipping label in advance. For parcels handed in to a service point, the sender should present a QR code for printing the shipping label at the service point. For parcels handed in to a parcel locker (available only in Sweden), the sender should write a numeric label free code directly on the parcel.

If a service point cannot print the shipping label, the sender is instead asked to write a numeric label free code directly on the parcel. If the sender does not have access to the parcel's label free code, the service point can provide this to the sender based on the parcel's QR code.

1.12 Limited Quantities (0003)

Mandatory additional service for shipments containing limited quantities of dangerous goods ("LQ") according to the ADR regulations. The Customer is responsible for ensuring that the sender complies with applicable regulations, including requirements for quantity, labelling, and packaging. The setup and UN numbers must be approved by Bring before startup, and notification shall be made according to Bring's instructions.

1.12.1 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.

1.12.2 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.

1.12.3 Restrictions

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

1.13 Cargo Insurance (0068)

Additional insurance for compensation beyond the provisions of NSAB (Nordic Association of Freight Forwarders' General Conditions). Cargo Insurance is arranged through Bring, acting as an intermediary for the insurer, First Marine A/S. The insurance can be arranged per shipment, and by agreement, also as an annual policy.

Compensation is based on the full value of the goods, including invoiced value, freight, insurance premium, and any potential profit and customs duties, and carries no deductible. The maximum compensation is 10,000 NOK per parcel and 100,000 NOK per pallet.

Cargo Insurance can be arranged for most types of goods, except mobile phones and alcohol, and applies to most countries, with some exceptions (e.g. Iran, Iraq, Afghanistan). More information is available on Bring's website, including a reference to the insurance company and a link to their website, where the full insurance terms can be accessed.