

## Terms and conditions

### Return of Mailbox Parcel

Return parcels, EDI-registered, with the opportunity to arrange pick-up from the mailbox

#### 1. What can be returned?

Small parcels of different weight and size can be returned as letters. There are two options to return the parcel, 1) Pick-up in your mailbox or 2) Handing-in the parcel at a Post-in-Shop / Post office. The Return of Mailbox Parcel is a service for companies who want to offer their customers an easy and attractive return solution.

The return must be ordered with EDI (Electronic Data Interchange) and will be delivered with tracking to a fixed price. The service Return of Mailbox Parcel is offered to businesses with a Norwegian address.

The address label in use is integrated into the EDI-solution (see point 5). The label is equipped with an EDI-barcode.

#### 2. Who can buy the service?

The service is only offered to companies and assumes granted credit.

#### 3. Format, dimension and weight

Minimum dimensions:

- 9 x 14 cm
- Roll form: Minimum length 10 cm. Length + diameter x 2 cannot be under 17 cm

Maximum dimensions:

- Maximum length 45 cm. Length + width + thickness cannot be over 90 cm
- Roll form: Maximum length 45 cm. Length + diameter x 2 cannot be over 90 cm

Maximum weight:

- 5 kg

If the parcel is to be picked-up by the mailman, the parcel must be placed in the mailbox.

#### 4. Prices





Applicable for Return of Mailbox Parcel is a fixed freight price and other additional surcharges for pick-up.

The service Return of Mailbox Parcel can be handed-in at any Post-in-Shop or Post offices without any additional surcharge.

## 5. Address label

The address label is the same as standard label for Mailbox Parcel. The label is called "Harmonized label" and is an integrated part of the software delivered by the EDI-supplier.

The address label must be placed flat and visible on of the parcel sides.

<b>FROM</b>	Receiver Address 1 Address 2 Postal code/place	
<b>TO</b>	00007895417 Company Address 1 Address 2 Postal code Town/Place	 
 *LAD03755076N0*		

Address label (Harmonized label):

- Senders name and address
- Recipients (company) name
- Recipients (company) postal address
- Recipients (company) mobile no. / email address
- Postage paid indicia P.P Norge (postage paid)
- EDI-barcode

## 6. Recipients postal address

The address label must contain the recipients (company) name and complete Norwegian address.

## 7. Return address

The sender must fill in the sender's name and complete address.

## 8. Ordering

The service Return of Mailbox Parcel can be pre-registered at the same time as ordering an ordinary delivery, consecutively with EDI, or individually afterwards. The ordering can be done in a software program delivered by an EDI-supplier or by ordering in MyBring. The EDI-order will automatically transfer information about the returned item into Postens' systems. Each parcel in the EDI-order must contain correct information about the recipients (company) phone.no and/or email address.

## 9. Facilitating and sorting

The service Return of Mailbox Parcel will be sorted and distributed to the recipient (company) as a letter.

## 10. Handing-in

The service Return of Mailbox Parcel can be picked-up from the sender's mailbox or handed-in at a Post-in-Shop / Post office.

### 10.1 Pick-up in the mailbox

Companies who wants to offer the pick-up service can arrange this at the same time as the return is ordered. This is done by entering Vas 1073 Pick up in the EDI-notification. The company will be invoiced after the pick-up.

The sender must order the pick-up at [posten.no/sendefra/postkassen/retur](https://posten.no/sendefra/postkassen/retur)

If the company doesn't offer pick-up to its customers, the customer/sender can order and pay for the pick-up service at [posten.no/sendefra/postkassen/retur](https://posten.no/sendefra/postkassen/retur)

### 10.2 Handing-in at a Post-in-Shop / Post office

The service Return of Mailbox Parcel can be handed-in at any Post-in-Shop or Post offices without any additional surcharge.

## 11. Delivery and delivery speed

Return of Mailbox Parcel is a domestic service.

Destination	Delivery speed	Delivery to the mailbox
Postcodes starting with 0-7	2-3 working days	Monday - Friday
Postcodes starting with 8-9	3-5 working days	Monday - Friday

The returned parcels will be delivered to the company's address (original sender) or according to agreement with Bring.

## 12. Invoicing

The service will be invoiced (cash payment is not available). The invoice is based on a fixed price per parcel and a surcharge for pick-up in the mailbox.

The invoice basis for freight and surcharges:

1. The invoice basis for surcharges for pick-up in the mailbox:
  - a. The mailman will collect and scan the parcel
2. The invoice basis for freight:
  - a. When the parcel arrives at the terminal and is registered at MVU (MWE) / sorting machine

## 13. Deviation

Parcels that are not EDI-registered may be delayed or returned to sender. The same applies if the parcel is not equipped with the Harmonized label or otherwise does not satisfy the terms of service at any time.

## 14. Content and packaging

It is the sender's responsibility to ensure that the contents of a parcel are properly packaged. Fragile items must be packed in shock-absorbent material that withstands pressure and shock, thereby protecting the contents. Posten do not have a separate handling for dangerous goods/contents. The content in each parcel must be allowed to send by mail.

Please see the current regulations for dangerous goods:

<https://www.bring.no/english/advising/sending-something-with-bring/dangerous-goods>

It is the sender's responsibility to be aware of restrictions and regulations for certain types of goods. Posten is not responsible for the content in the parcels.

## 15. Tracking

The service 9560 Return of Mailbox Parcel, EDI will be used to capture the following tracking events:

1. Pick-up from the mailbox:
  - a. The mailman will collect and scan the parcel
2. Handing-in at Post-in-Shop / Post office:
  - a. When the parcel arrives at a sorting terminal and registered on MVU (MWE (measure/weight/equipment)) / sorting machine

The sender will get a text / email when the parcel is picked-up in addition to tracking events online.

## 16. General terms and conditions

Posten's General Terms and Conditions of Delivery relating to postal items are available on: <https://www.bring.no/english/terms-and-conditions/mail/general-terms-of-delivery/general-terms-and-conditions-of-delivery-for-postal-services>

Posten's General Payment terms are available on: <https://www.bring.no/english/terms-and-conditions/general-payment-terms-posten-norge-as> and is applicable for Mailbox Parcel.

The service Return of Mailbox Parcel is a non-registered postal item in relation to Posten's General Terms and Conditions of Delivery relating to distribution. There is no compensation for non-registered postal items. Stop claims (see [Posten's general terms and conditions of delivery for postal services](#) point 4.9) does not apply for the service Mailbox parcel.

Posten reserves the right to make changes in prices and terms of service in prior publications. Information regarding changes in prices and terms will be published on <https://www.bring.no/english>