



# Bring E-commerce & Logistics Oy

## Service Terms

Valid from 1 January 2026

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# Business delivery | Business Parcel

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

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

### 1. AVAILABILITY

Business Parcel: worldwide

Business Parcel Bulk: to Sweden, Denmark, Norway, Finland, Iceland, The Faroe Islands, Germany, The Netherlands, Estonia

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

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

Max. dimensions Length + girth = 300 cm

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

Min. dimensions 15 x 10 x 1 cm to Sweden, Denmark, Finland  
23 x 13 x 1 cm to Norway and other destinations

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, Norway, 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 is determined using a conversion factor of 280 kg per m<sup>3</sup>.

### 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 and Norway. 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.

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. Notification is sent primarily by email, and secondarily by SMS. Recipients with an account in Bring's mobile app may also receive notifications via the app. Notification applies only to shipments in Sweden, Denmark, Norway and Finland.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Recipient-selected Flex Delivery

Delivery without any requirement for someone to be present to receive or sign for the shipment. Available in Sweden, Denmark, and Norway. The shipment is placed outside the recipient's door, or at another specified 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. Available in Sweden, Denmark and Norway. 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 want the recipient to be able to make delivery choices as described above, the shipment must be booked with an additional service that blocks this, such as signature required. Delivery choices blocked by the 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 Norway

If the shipment cannot be delivered, delivery is made to a pickup point for hand-out to the recipient. Shipments of more than four (4) parcels cannot be delivered to pickup point and will be returned to the sender.

##### 4.3.3 Finland

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

- a) According to above as for Sweden and Denmark
- b) Delivery to a pickup 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. 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, Norway
Individual Verification	Sweden, Denmark, Finland
Signature Required	Sweden, Denmark, Norway
Flex Delivery	Sweden, Denmark, Finland, Norway
Delivery Indoor	Sweden, Denmark
Two Delivery Attempts	Norway
Telephone Notification	Sweden, Denmark, Norway, Finland
Delivery Not. to Sender	Sweden, Denmark, Norway, Finland
Limited Quantities	Sweden, Denmark, Norway, Finland, Iceland, Aaland, Faroe Islands, Greenland
Cargo Insurance	All destinations (some exceptions)

# Business delivery | Pallet

## Business Pallet (0336)

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. AVAILABILITY

To Sweden, Denmark, Norway, Finland, Åland Islands

### 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
Quarter pallet	60 x 40 cm	max. height 120 cm	max. 200 kg

#### 2.2 Restrictions

Quarter pallets are not offered to Norway, and only EUR pallets are offered to Åland Islands. For EUR pallets to Finland zones 2-5, a maximum height of 180 cm applies (see zoning in the standard price list for Business Pallet).

### 3. FREIGHT CALCULATION

Shipping is calculated per pallet based on actual dimensions and 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 in Sweden and Finland, and between 08:00 and 16:00 in Denmark and Norway. 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.

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. Notification is sent primarily by email, and secondarily by SMS. Recipients with an account in Bring's mobile app may also receive notifications via the app. Notification applies only to shipments in Sweden, Denmark, Norway and Finland.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Recipient-selected Flex Delivery

Delivery without any requirement for someone to be present to receive or sign for the shipment. Available in Sweden, Denmark, and Norway. The shipment is placed outside the recipient's goods reception/port, or at another specified location at the delivery address, and registered as delivered.

##### 4.2.2 Restriction of delivery choices

If the Customer does not want the recipient to be able to make delivery choices as described above, the shipment must be booked with an additional service that blocks this, such as signature required. Delivery choices blocked by the 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.

##### 4.3.2 Norway

If the shipment cannot be delivered, the shipment is taken back to the terminal. The recipient is contacted to agree on a new delivery attempt.

#### 4.4 Storage time and return

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

### 5. ADDITIONAL SERVICES

#### Additional services

ID Verification  
Individual Verification  
Signature Required  
Flex Delivery  
Delivery Indoor  
Telephone Notification  
Delivery Not. to Sender  
Limited Quantities  
Cargo Insurance

#### Destinations

Sweden, Denmark, Norway  
Sweden, Denmark, Finland  
Sweden, Denmark, Norway  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland, Åland Islands  
Sweden, Denmark, Norway, Finland, Åland Islands

### 6. OTHER

If the incorrect pallet type is booked, the pallet will normally be adjusted/corrected upwards to the correct pallet type based on actual dimensions and weight and charged accordingly.

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 (0340) | PickUp Parcel Bulk (0342)

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 Norway.

### 1. AVAILABILITY

PickUp Parcel: worldwide (excluding Finland domestic)

PickUp Parcel Bulk: to Sweden, Denmark, Norway, Iceland, The Faroe Islands, Germany, The Netherlands, Estonia

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

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

Max. dimensions Length + girth = 300 cm

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

Min. dimensions 15 x 10 x 1 cm to Sweden, Denmark  
23 x 13 x 1 cm to Norway and other destinations

Max. parcel locker 60 x 50 x 44 cm to Sweden, Denmark, Norway

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 Norway  
20 kg to Sweden, Denmark and other destinations

Min. weight 150 grams

Max. parcel locker 10 kg to Sweden, Denmark, Norway

### 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 is determined using a conversion factor of 280 kg per m<sup>3</sup>.

### 4. SELECTION OF PICKUP POINT

For correct handling, it is essential that the recipient's address is provided accurately and completely in the EDI, in accordance with the country's standard and format.

For parcels to Sweden, Denmark and Norway, 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. If no pickup point is specified, one will be assigned based on the recipient's address in the EDI. For parcels to other countries, a pickup point will also 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 to the recipient against a notified pickup code and ID, or QR code via Bring's app or web after identification with BankID. Another person may collect the parcel using the QR code or by presenting both their own and the recipient's ID.

##### 5.1.2 Denmark

The parcel is handed over to the recipient against a notified pickup code, or QR code via Bring's app. Another person may collect the parcel using the QR code or the recipient's notification. ID shall be presented upon request.

##### 5.1.3 Norway

The parcel is handed over to the recipient or another person against a notified pickup code.

##### 5.1.4 Other destinations

In countries outside the Nordics, hand-out is made 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 recipient collects the parcel self-service using a notified PIN code or Bring's app. Another person may collect it using the PIN code or shared parcel information via the app.

#### 5.2.2 Norway

The recipient collects the parcel self-service using Posten Norway's app. Another person may collect it using shared parcel information via the app.

### 5.3 Recipient-selected delivery choices

#### 5.3.1 Extended collection period at pickup point

Extended collection period for up to a maximum of 14 days. Available in Sweden, Denmark, and Norway.

#### 5.3.2 Redirect to another pickup point

Change of pickup point. 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 Norway. The parcel is delivered either against signature or, if the recipient chooses, outside the door without signature.

### 5.4 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.

### 6. ADDITIONAL SERVICES

Additional services	Destinations
Optional Pickup Point	Sweden, Denmark, Norway
Parcel Locker	Sweden, Denmark, Norway
ID Verification	Norway
ID Verification Locker	Sweden
Individual Verification	Norway
Cash On Delivery	Norway
Limited Quantities	Sweden, Denmark, Norway
Cargo Insurance	All destinations (some exceptions)

### 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, notification may be sent by letter with and extended collection period (normally 14 days) and an additional fee.

# Delivery to pickup point | Parcel to parcel locker

## Parcel Locker (PickUp Parcel Box) (0344)

Business-to-consumer parcels, delivered to parcel locker where the recipient can easily collect the parcel via self-service. Seamless API integration enables the selection of parcel lockers in both Sweden and Norway.

### 1. DESTINATIONS

To Sweden, Norway

### 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 to Sweden
	23 x 13 x 1 cm to Norway

#### 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 PICKUP POINT

For correct handling, it is essential that the recipient's address is provided accurately and completely in the EDI, in accordance with the country's standard and format.

API integration with Bring is required. A designated parcel locker must be specified in the EDI and selected via API call to Bring's current database of parcel lockers.

### 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 recipient collects the parcel self-service using a notified PIN code or Bring's app. Another person may collect it using the PIN code or shared parcel information via the app.

##### 5.1.2 Norway

The recipient collects the parcel self-service using Posten Norway's app. Another person may collect it using shared 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 of up to 14 days at pickup point.

### 6. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification Locker	Sweden
Limited Quantities	Sweden, Norway
Cargo Insurance	Sweden, Norway

### 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 parcels will normally be delivered to a service point, for collection according to the terms of the service 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 | Home delivery parcel

## Home Delivery Parcel (0349)

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

### 1. AVAILABILITY

To Sweden, Denmark, Norway

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 <sup>3</sup>
Min. dimensions	15 x 10 x 1 cm to Sweden, Denmark 23 x 13 x 1 cm to Norway

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

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

### 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 is determined using a conversion factor of 280 kg per m<sup>3</sup>.

### 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 Norway

Delivery is carried out on non-holiday weekdays and Saturdays between 08:00-22:00 to the recipient's door against signature. The recipient is notified when the shipment is on its way and at loading for 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.

#### 4.3 Recipient-selected delivery choices

##### 4.3.1 Recipient-selected Flex Delivery

Delivery without any requirement for someone to be present to receive or sign for the shipment. Available in Denmark and Norway. The shipment is placed outside the recipient's door, or at another specified location at the delivery address, and registered as delivered.

##### 4.3.2 Redirect to pickup point

Change to delivery via service point or parcel locker. Available in Sweden and Denmark. 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. Available in Sweden, Denmark and Norway.

#### 4.4 Obstacles to delivery

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. In Sweden and Denmark, 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 new delivery attempt is added.

#### 4.5 Storage time and return

##### 4.5.1 Pickup point

Parcels are normally held for 7 days. 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, Norway
ID Verification	Sweden, Denmark, Norway
Individual Verification	Sweden, Denmark, Norway
Flex Delivery	Denmark, Norway
Limited Quantities	Sweden, Denmark, Norway
Cargo Insurance	Sweden, Denmark, Norway

### 6. OTHER

If the recipient cannot be notified digitally, notification may be sent by letter with an additional fee.

## Return services | Return from business address

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

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, Norway, Finland

Parcel returns are booked using the service Business Parcel Return, or Business Parcel Return Bulk for parcels that are to be collected at a terminal and returned as bulk shipment.

Pallet returns are booked using the service Business Pallet Return. The service 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 or quarter pallet (except quarter pallet from Norway), but charge is always based on 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 <sup>3</sup>
Min. dimensions	15 x 10 x 1 cm from Sweden, Denmark, Finland 23 x 13 x 1 cm from Norway

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	max. 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 is determined using a conversion factor of 280 kg per m<sup>3</sup>.

##### 3.2 Pallets

Shipping is calculated per pallet based on actual dimensions and weight. 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 return shipment. Pallet returns can be picked up no earlier than one weekday after booking, provided the booking is received by Bring before 12:00 p.m.

###### 6.1.1 Parcel pickup in Norway

For pickup of return parcels in Norway, the return sender must have a separate agreement with Posten Bring AS. If no such agreement exist, Norwegian return senders are referred to return via service point.

##### 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, Norway, Finland
Limited Quantities	Sweden, Denmark, Norway, Finland
Cargo Insurance	Sweden, Denmark, Norway, 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, Norway  
Business-to-business: from Sweden, Denmark, Norway

Consumer returns are booked using the service PickUp Parcel Return, or PickUp Parcel Return Bulk for parcels that are to be collected at a terminal and returned as bulk shipment.

Business returns are booked using the service Business Parcel Return, or Business Parcel Return Bulk. The number of parcels per drop-off may not exceed six (6).

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

Max. length	200 cm from Norway 150 cm from Sweden, Denmark
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup>
Min. dimensions	15 x 10 x 1 cm from Sweden, Denmark 23 x 13 x 1 cm from Norway
Max. parcel locker	60 x 50 x 44 cm from Sweden, Denmark, Norway

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 from Norway 20 kg from Sweden, Denmark
Min. weight	150 grams
Max. parcel locker	10 kg from Sweden, Denmark, Norway

### 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 is determined using a conversion factor of 280 kg per m<sup>3</sup>.

### 4. MARKING AND LABELING

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

With the additional service Label Free, parcels can be dropped off at a service point or parcel locker without needing to be labelled with a shipping label prior to drop-off. Instead, a QR code or a Label Free code is used.

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

Delivery is made to the Customer's return address in accordance with the delivery terms for the service Business Parcel, or for bulk returns, in accordance with the delivery terms for Business Pallet.

### 7. ADDITIONAL SERVICES

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



## 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 service 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. Another person other than the specified recipient may also receive the shipment and show ID. Any possibility for delivery without signature or delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

#### 1.4 ID Verification Parcel Locker (1395)

Identification with e-ID (Swedish BankID) is required for collection via parcel locker in Sweden. The additional service is to be used only for parcels to parcel locker.

#### 1.5 Individual Verification (1134)

Delivery is made only to the specified recipient upon presentation of valid ID. In Sweden, delivery to another person is accepted upon presentation of both their own ID and the specified recipient's ID. Any possibility for delivery without signature or delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

#### 1.6 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. For B2B parcels redirection to pickup point is also blocked.

#### 1.7 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 delivery without signature or delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

#### 1.8 Flex Delivery (0041)

Delivery without signature. The shipment is placed outside the recipient's door, or at another specified location at the delivery address, without any requirement for someone to be present to receive or sign for the shipment. If an access code is required to reach the delivery location, it should be provided in the EDI.

Once the shipment has been placed, it is registered as delivered, which is considered sufficient proof of delivery. Bring may also take a photo documenting the delivery. When 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 liable for damage or loss occurring after delivery.

#### 1.9 Delivery Indoors (0039)

Carry-in to a specified location according to provided instructions in the EDI. Carry-in is made to a single location, regardless of the number of parcels. The maximum weight per parcel is 35 kg. A clear and unobstructed path to the location is required. For deliveries above four (4) floors, access to an elevator is required. The recipient is responsible for protecting any fragile floors.

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 pallet and its packaging are removed for recycling/disposal.

If the conditions are not met, delivery is made without carry-in. Any additional delivery attempt (in case of obstacles at the first attempt) will also be made without carry-in.

#### 1.10 Cash On Delivery (0051)

Delivery against payment. Available for PickUp Parcel Bulk to Norway. The recipient shall pay the amount specified by the sender upon delivery. The amount is transferred to the Customer's Norwegian bank account. The Customer must have a Norwegian bank account for COD transfers.

Service code 0051, bank account number, and COD amount in NOK must be shown on the shipping label. Maximum COD amount is 100,000 NOK, but the recipient's bank may set a lower limit. Maximum cash payment is 5,000 NOK.

Additional conditions according to CSFPE/European Commission decision (January 1, 2001):

- The exporter/consignor is responsible for all costs in the sender country, including freight, surcharges, and the fixed COD fee.
- The importer/recipient is responsible for all costs in the recipient country, including transaction fees, acknowledgment fees, COD amount, and fees for crediting the exporter's IBAN account.
- Cross-border COD payments shall be made electronically via BIC to the exporter's IBAN account, in accordance with international payment standards.

#### 1.11 Two Delivery Attempts (1179)

Two delivery attempts in Norway. Up to two delivery attempts are made to businesses in Norway, instead of the standard one attempt. Charge for the additional service occurs only if a second delivery attempt is carried out.

#### 1.12 Telephone Notification (1149)

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

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

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

#### 1.14 Label Free (1288)

Drop-off of parcel at a service point or parcel locker without the parcel needing to be labelled with a shipping label prior to drop-off. Instead, a QR code or a Label Free code is used.

##### 1.14.1 Drop-off via service point in Sweden

The sender shall present a QR code for printing the shipping label at the service point. If the service point cannot print the label, the sender is asked to write a Label Free code on the parcel.

##### 1.14.2 Drop-off via service point in Denmark

The sender shall write a Label Free code on the parcel prior to drop-off and present a QR code for printing the shipping label at the service point.

##### 1.14.3 Drop-off via parcel locker

The sender shall write a Label Free code on the parcel prior to drop-off.

#### 1.15 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.

##### 1.15.1 Requirements for transport of LQ 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.

##### 1.15.2 Requirements for maritime transport of LQ

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.

#### 1.15.3 Restrictions

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

#### 1.16 Cargo Insurance (0068)

Additional insurance providing coverage beyond NSAB. The insurance is purchased through Bring, acting as an intermediary for the insurance on behalf of the insurer. Cargo Insurance can be arranged for most types of goods (except mobile phones and alcohol) and covers most countries.

Compensation is based on the full value of the goods, including invoiced value, freight, insurance premium, any potential profit, and customs duties, and carries no deductible. Compensation cannot exceed the applicable maximum allowed goods value per parcel or pallet, as stated in Bring's Standard Terms.

Additional information and reference to the full insurance terms are available when the Customer selects and purchases the insurance.