



Bring E-commerce & Logistics Oy

Service Terms

Valid from 1 July 2025

Business-to-business delivery

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Business-to-business delivery | Business Parcel

Business Parcel | Business Parcel Bulk

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

1. DESTINATIONS

Sweden, Denmark, Norway, Finland
Rest of the world (Business Parcel Bulk only available to DE, EE, NL, IS, FO)

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 ³
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 m³.

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. 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, Norway 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, Denmark, and Norway. 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, Denmark, and Norway. The parcel is handed out according to the terms of the service PickUp Parcel, with some minor differences. In Sweden, any person may collect the parcel by presenting the notification/pickup code along with a valid ID. In Denmark, the person collecting the parcel at a service point is considered legitimate by simply presenting the parcel's notification/pickup code.

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 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:

- According to above as for Sweden and Denmark
- 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 collection for 7 days. Parcels not collected within this time frame are sent in return, at the Customer's expense.

5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden, Denmark, 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-to-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, Norway (not quarter pallet), 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
Quarter pallet	60 x 40 cm	height 120 cm	Max. 200 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. 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. 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, Norway 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, Denmark and Norway. 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.

4.3.2 Norway

If the shipment cannot be delivered, the shipment is taken back to the terminal. The recipient is contacted by phone 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

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
Aaland, Faroe Islands, Greenland
All destinations (some exceptions)

Cargo Insurance

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.

Business-to-consumer delivery | Parcel to pickup point

PickUp Parcel | PickUp Parcel Bulk

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

1. DESTINATIONS

Sweden, Denmark, Norway
Rest of the world (PickUp Parcel Bulk only available to DE, EE, NL, IS, FO)

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 ³
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 m³.

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

5. DELIVERY

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

5.1.2 Denmark

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

5.1.3 Norway

The parcel is handed out upon presentation of pickup code. Another person may also collect the parcel by only providing the pickup code. ID does not need to be shown.

5.1.4 Other destinations

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

5.2 Delivery via parcel locker

5.2.1 Sweden, Denmark, Norway

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

5.3 Recipient-selected delivery choices

5.3.1 Extended collection period at pickup point

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

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

6. ADDITIONAL SERVICES

Additional services	Destinations
Optional Pickup Point	Sweden, Denmark, Norway
Parcel Locker	Sweden, Denmark, Norway
ID Verification	Norway
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.

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

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

Business-to-consumer delivery | Home delivery parcel

Home Delivery Parcel

Business-to-consumer parcels with home delivery. In Sweden and Denmark, parcels are delivered during the day (for evening delivery, see the service Urban Home Delivery), while in Norway, both daytime and evening delivery is available.

1. DESTINATIONS

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 ³
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

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 m³.

4. DELIVERY

4.1 Notification

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

4.2 Delivery procedure

4.2.1 Sweden

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

4.2.2 Denmark

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

4.2.3 Norway

Delivery is carried out on non-holiday weekdays and Saturdays between 08:00 and 22:00. The shipment is delivered to the recipient's door against signature. The recipient is notified when the shipment is on its way and when loaded for delivery. For deliveries between 17:00 and 22:00, the recipient is also notified a time window at loaded for delivery, and when the recipient's address is the next stop.

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. The shipment is placed at the door or another designated location at the delivery address and registered as delivered. Available in Denmark, and Norway.

4.3.2 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.

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

4.5.2 Terminal

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

5. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	Sweden, Denmark, 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 via SMS, email, or app, notification may instead be sent by letter. An additional fee will apply.

Business-to-consumer delivery | Mailbox parcel

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

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

4.2 Obstacles to delivery

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

4.3 Storage time and return

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

5. OTHER

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

Maximum permitted goods value per parcel is EUR 50.

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

Return services | Return from business address

Business Parcel Return/Bulk | Business Pallet Return

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

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 or quarter pallet (not quarter pallet from Norway), 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	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	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 m³.

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 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, 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

From Sweden, Denmark, Norway

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 Norway 150 cm from Sweden, Denmark
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m ³
Min. dimensions	15 x 10 x 1 cm 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 m³.

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, the parcel does not need to be marked with a shipping label before drop-off at the service point or parcel locker. 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, the sender should write a numeric label free code directly on the parcel.

5. DROP-OFF

5.1 Drop-off via service point

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

5.2 Drop-off via parcel locker

Booking of the compartment and drop-off is made through the sender's user account in Bring's app. Confirmation of the parcel handed in is received in the app.

6. DELIVERY

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

7. ADDITIONAL SERVICES

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

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 in Sweden and Denmark, is intended for parcels that cannot be returned via service point or parcel locker due to bulky dimensions or weight.

1. AVAILABILITY

From Sweden, Denmark

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, 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. Unless otherwise agreed, the volumetric weight is determined using a conversion factor of 280 kg per m³.

4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. In Sweden, Bring normally provides a return label, which is brought at the time of pickup. In Denmark, the Customer is responsible for providing the 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.

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 the pickup location 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 return shipments are made to the Customer's return address according to 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 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. 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. For B2B parcels redirection to pickup point is also 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. For B2B parcels redirection to pickup point is also 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. For B2B parcels redirection to pickup point is also blocked.

1.6 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.

1.7 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.

1.8 Cash On Delivery (0051)

Delivery/hand-out against payment (COD). This additional service is only available in combination with the service PickUp Parcel Bulk for delivery in Norway. Upon hand-out, the recipient is required to pay the COD amount specified by the sender. The amount is transferred to the Customer's bank account in the recipient country. The Customer is responsible for having a Norwegian bank account for COD transfers.

The additional service code 0051, bank account number, and the COD amount in NOK must be stated on the shipping label. The maximum COD amount is 100,000 NOK, but the recipient's bank may apply a lower limit. The maximum amount for cash payments 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.

1.9 Two Delivery Attempts (1179)

Two delivery attempts in Norway. This additional service means that up to two delivery attempts are made for parcels to businesses in Norway, instead of the standard one delivery attempt. Charge for this additional service occurs only when a second delivery attempt has been made.

1.10 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.

1.11 Delivery Notification to Sender (1094)

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

1.12 Label Free (1288)

Drop-off of 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.

1.13 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.

1.13.1 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.

1.13.2 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.

1.13.3 Restrictions

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

1.14 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 EUR per parcel and 100,000 EUR 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.