



Bring E-commerce & Logistics

Standard Terms & Conditions for parcels and pallets within Finland, from Finland to abroad and return shipments.

Valid from 1 January 2024

Section A General Terms

These Standard Terms & Conditions apply to services that Bring E-commerce & Logistics Oy, org.nr 1837146-7 ("Bring") provides for customer (the "Customer"), jointly the "Parties".

These Terms are valid for shipments within Finland, from Finland to abroad, and returns.

All assignments are carried out by Bring according to:

- The Customer Agreement
- Bring's Standard Terms & Conditions for parcels and pallets, section B Service Terms (the "Service Terms")
- Bring's Standard Terms & Conditions for parcels and pallets, section A General Terms (the "General Terms")
- The General Conditions of the Nordic Association of Freight Forwarders, currently NSAB 2015 ("NSAB")

If the provisions above contain contradictions, they shall take precedence in the order mentioned above. In the following, the Service Terms and the General Terms are jointly referred to as "the Terms". The Terms apply unless otherwise agreed in writing.

The latest version of this document shall always apply and is available at bring.fi/ehdot.

1. DEFINITIONS

- "Sender" refers to the party that hires Bring to transport a shipment, normally the Customer, alternatively another party acting on behalf of the Customer.
- "Recipient" refers to the addressee of the shipment, the person who receives the shipment or the person who collects the shipment.
- "Shipment" refers to parcels, pallets or other shipments that are handled in Bring's network.
- "Bulk shipment" refers to shipment with several parcels to several recipients which, from pickup to the sorting terminal, is transported together as a pallet shipment. A bulk shipment shall, unless otherwise agreed in writing, include a minimum of 20 parcels per sending occasion and receiving terminal.
- "Mybring" refers to Bring's self-service solution for creating and transferring EDI, printing transport labels, and tracking and following up on deliveries.

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, see bring.fi. All prices and surcharges are stated exclusive of VAT.

Bring reserves the right to, in addition to the freight cost, charge fees for fuel surcharges and sulphur surcharges. Unless otherwise agreed in writing, Bring has the right to change these surcharges continuously, without prior notice to the Customer.

Bring also reserves the right to charge fees for seasonal surcharges during certain periods, for example in case of increased volumes or limited transport capacity. Bring must notify of seasonal surcharges by publication on bring.fi at least 30 days before the entry into force.

3. WEIGHT AND VOLUME CALCULATION

If not stated otherwise in the Service Terms, freight cost for parcel services is calculated based on shipping weight, i.e., the highest value of actual weight or volumetric weight. The volumetric weight is obtained by multiplying the parcel's volume, expressed in cubic meters, by factor 280 (volume factor 280 kg per m³).

4. PAYMENT TERMS

The Customer is invoiced according to what has been agreed. Unless otherwise agreed, Bring will invoice weekly in arrears, and the Customer shall pay the invoice no later than 10 days from the invoice date.

If payment has not been received on the due date, Bring reserves the right to refuse to provide further services, as well as charge a reminder fee and interest rate as stated on the invoice at the time.

If it comes to Bring's attention that the Customer's creditworthiness has deteriorated, Bring has the right to reduce the number of credit days or require advance payment, by notifying the Customer about this in writing.

5. ORDER AND EDI

Each parcel and pallet shall be notified to Bring in advance via EDI transfer (Electronic Data Interchange). 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 of the shipment, see developer.bring.com.

EDI and transport labels can be created via:

- a) Mybring (Booking API or web interface)
- b) TA supplier, which is approved by Bring
- c) Other system, after agreement with Bring

The Customer is responsible for ensuring that correct and complete delivery address, according to the recipient country's standard and format, is provided. Shipments may not be addressed to P.O. box addresses or P.O. box postal codes.

In the event of delayed, incorrect or missing EDI information, Bring has the right to charge surcharges.

6. 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.

6.1 Transport label

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

- The label shall be attached without creases, on a flat surface, and must not be attached so that the barcode ends up over a joint, around an edge or around a corner.

- The label must not be covered in whole or in part by, for example, tape, ribbons, another label, reflective plastic pocket etc.
- The label must not be covered with plastic film, if not completely smooth and close to the label.

6.2 Routing label and CMR

All bulk shipments, as well as pallets to and from abroad, must be supplemented with routing label and CMR/waybill.

6.3 Customs documents

Shipments to and from third countries must be supplemented with complete customs documents. For fast-track clearance (simplified customs), the recipient country's requirements for a certificate of origin applies, for example through EUR 1 or invoice declaration and customs declaration.

7. 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 of shipments. The Customer must compensate Bring and other injured parties for damage that occurs due to the Customer violating the Terms.

7.1 Packaging

The Customer is responsible for shipments being packed to withstand normal transport handling, which may involve several reloading and sorting. It is not permitted to send unpackaged goods. Sufficient packaging is a prerequisite for the possibility of compensation in the event of depreciation or damage.

Liquid contents and powder must be packed so that the entire contents can be absorbed inside the outer packaging, in event of damage to the inner packaging. Goods on a pallet must be accommodated inside the edge of the pallet and packed to remain stable and collected on the pallet during the entire transport.

7.2 Dangerous goods

Dangerous goods may not be sent with Bring, except with certain services that allow limited quantities of dangerous goods for certain routes and destinations. The Customer is responsible for ensuring that the sender follows the applicable regulations for the type of goods, for example regarding quantity, packaging and marking. For what is defined as dangerous goods, please to the Finnish Transport and Communications Agency, traficom.fi.

7.3 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, nicotine products or similar
- 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

7.4 Content that requires special written agreement with Bring

- Alcoholic beverages
- Tires for motor vehicles

7.5 Maximum permitted value

Shipments may not have a content with a value that exceeds EUR 10,000 per parcel and EUR 100,000 per pallet.

8. PICKUP

Pickup of shipments is carried out normal workdays Monday to Friday. The Customer is responsible for ensuring that shipments are labelled and ready for pickup.

8.1 Fixed pickup

Customers with recurring volumes can agree on a fixed pickup arrangement. Deviations from the agreed arrangement must be notified to Bring well in advance. For pickup of pallets, deviations must be notified no later than 12:00, the last workday before pickup.

8.2 Other pickup

Pickup without a fixed pickup agreement, or outside a fixed pickup agreement, can be booked in Mybring or via Bring's customer service.

8.3 Unsuccessful pickup

In the event of failed pickup which is due to the Customer or the sender, e.g., no goods to collect or no one on site, the pickup assignment is considered completed after the attempt has been made. In such cases, Bring has the right to charge surcharges.

9. 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.

9.1 Flex Delivery

For some services, delivery can be made with Flex Delivery, either as standard or upon choice/order by the sender or recipient.

Flex Delivery means that the shipment is delivered outside the recipient's door, or at another specified location at the delivery address, without signature. Upon delivery, Bring registers the shipment as delivered, which is considered sufficient proof that the delivery has taken place. Bring can also take a photo documenting that the shipment has been delivered. When the shipment has been delivered in this way, the goods and their packaging are considered to have been in visibly good condition. Bring is not liable for damage or loss that occurred after delivery.

10. RECIPIENT-SELECTED DELIVERY CHOICES

The Customer is aware that Bring can offer the recipient alternative delivery choices, for certain services. Examples of such delivery choices can be redirection to another delivery location, extended

stay, delivery to the door without signature (Flex Delivery) or delivery within a special delivery/time window.

Recipient-selected delivery choices are performed only after and provided that the recipient first has made an active choice or order, as well as accepted the terms for the delivery choice. Some delivery choices are performed only after that Bring has received payment from the recipient.

11. CUSTOMS CLEARANCE AND DECLARATION

Several of Bring's services, where delivery is made to or from third countries, include Bring providing and performing customs declaration for the Customer. Duty and VAT shall always be paid by the importer. If payment is not received on the due date, the amount may be claimed by the Customer or the sender.

For bulk shipments sent to or from third countries, the sender must have an agent or be represented themselves in the recipient country. For goods subject to duty, the importer is advised to apply for customs credit. The importer is responsible to report VAT to the authorities.

Bring has the right to charge the Customer for any additional costs in connection with customs declaration and customs handling in the recipient country, such as registration and storage at customs warehouse.

12. DEVIATIONS FROM THE TERMS

Bring is not obliged to accept and distribute shipments that deviate from the Terms and reserves the right to handle and deliver such shipments in a way that differs from the Terms. Differences in relation to regular delivery and lead time may occur.

The Customer is responsible for choosing the correct service for the shipment. If deviations occur, Bring has the right to revise the service and invoice a surcharges and charges for the service provided. If Bring deems correction not to be possible, the shipment can be returned to the sender.

Parcels with a length over 200 cm, length + circumference over 300 cm, actual weight over 35 kg or with a volume over 0.25 m³, are considered as pallets.

13. SPECIAL HANDLING

For parcels that Bring deems cannot be handled and sorted according to standard procedure, Bring reserves the right to charge fees for special handling. This applies, for example, to parcels with a length over 120 cm, parcels where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions. It can also apply to parcels of irregular shape, rolls, tubes or similar and parcels without proper packaging.

14. UNDELIVERABLE SHIPMENTS

Shipments that cannot be delivered or are not collected within the deadline, are returned to the sender, at the Customer's expense.

15. LIABILITY

Bring's responsibility for shipments begins when Bring receives the shipment and ends when the shipment has been delivered or handed over. For

parcels that are sent as bulk shipments, Bring's responsibility for each parcel only begins from the first physical scanning point of the parcels. This first scan is normally performed after split of the bulk shipment, at the sorting terminal to which the bulk shipment has been routed/addressed.

Unless otherwise stated in the Service Terms, Bring's services do not have any form of time guarantee. If a storage assignment should become relevant, the Parties must enter into a special storage agreement. 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.

16. CLAIMS

16.1 Claim about a shipment

Notice of claim shall be given to Bring, without undue delay, in writing via web form on Bring's website or via e-mail to Bring's customer service.

Notice of apparent loss, depreciation of or damage to the goods shall be given immediately upon receipt of the shipment, and in case of non-apparent loss, depreciation, or damage to the goods no later than seven (7) days from the date of delivery. If notice is not given as described above, the burden of proving that the loss, depreciation of or damage to the goods occurred while the goods was in the custody of Bring, rests on the Customer.

16.2 Claim about an invoice

Notice of claim regarding invoices must be given in writing to Bring as soon as possible after receipt of the invoice, and under no circumstances after the due date stated on the invoice.

17. CHANGES

The Terms, as well as the standard price lists, are published and available at bring.fi. The Customer is responsible for keeping up to date on and informed about the Terms and standard price lists and understands that these can be changed during the term of the agreement as described below.

Bring has the right to change the Terms and standard price lists twice a year; as of January 1, and July 1, respectively, by publication at bring.fi at least 30 days before the change takes effect.

Bring also reserves the right, at any time, to change the Terms and standard price lists, if Bring deems this necessary. In such cases, Bring must notify the Customer in writing at least 30 days before the change takes effect.

If the Customer does not want to accept a change, the Customer has the right to withdraw from the Agreement from the date the change is to take effect. In such case, the Customer must notify Bring in writing no later than seven (7) days before the change takes effect.

Furthermore, Bring has the right, with immediate effect, to change or cancel terms and contractual provisions that are caused by law, regulation or decisions from authorities or courts, including prices changes as a result of changed taxes or other charges. Bring must notify the Customer as soon as possible of the time when such a change takes effect.

18. WRITTEN MESSAGES

Written messages from Bring to the Customer are sent primarily via e-mail, secondarily via letter. Messages are sent to the address specified in the agreement, any new address notified after the agreement was entered into, or otherwise to the latest known address. The Customer is responsible for notifying Bring of changes regarding address and contact details.

19. OTHER

Bring has the right to transfer its rights, responsibilities, and obligations to another company within the Posten Bring Group, and at its own risk use subcontractors to fulfil its obligations.

Bring and other companies within the Posten Bring Group have the right to contact the Customer and its contact persons, via phone and email, to offer other products and services. The Customer agrees, in connection therewith, that Bring and its affiliates are entitled to use any personal data obtained within the terms of the Agreement.

Bring also reserves the right, after the delivery has been made, to contact the recipient to investigate the delivery experience and perceived quality.

20. PERSONAL DATA

To be able to perform the services that the Customer orders, it is required that the Customer disclose certain personal data about its customers (recipients) to Bring. The personal data related to recipients, which are processed by Bring, include name, address, phone number, email, and delivery information such as post code.

Each Party is responsible for the processing of personal data that it carries out to comply with its contractual obligations, including the processing of the personal data that Bring may pass on to the Customer, as confirmation of a completed transport assignment.

Bring is the data controller for the processing of personal data necessary to provide the Customer with the transport services in the agreement, (cf. the General Data Protection Regulation (GDPR) article 4 no 7) and shall comply with GDPR as controller.

The Customer is the data controller for their own processing of personal data, including the processing of any personal data the Customer passes on to Bring as supplier of the transport service.

When Bring offers tracking of shipments, 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.

Bring's processing of personal data is further described in Bring's privacy policy, see bring.fi/privacy-policy.

21. CONFIDENTIALITY

The Parties agree not to disclose any confidential information concerning the other Party, its customers, or the content of the Agreement to any third party during the term of the Agreement or thereafter. Confidential information means all

information – technical, commercial or information of any other kind, such as agreed prices – regardless of whether the information has been documented or not, except for information that is or becomes publicly known otherwise than through the Party's violation of this provision.

22. FORCE MAJEURE

Bring is not liable for loss, depreciation, damage, or delay caused by obstacles or circumstances beyond Bring's control, that Bring could not reasonably have foreseen. This includes industrial and labour disputes and any other circumstances beyond the control of the Parties, such as epidemics and pandemics, including Covid-19, as well as actions by national and international authorities in connection therewith, natural disasters, transport restrictions, fires, wars, unrest, general limitations in power and energy supply, system failure and loss or destruction of data due to intrusions or virus attacks etc. as well as obstacles and delays from subcontractors, which are due to any of based circumstances mentioned.

It is the responsibility of a Party who decides to invoke such a circumstance as has now been said, to inform the other Party as soon as possible of the origin thereof as well as of its termination. Circumstances of the kind set out in this provision release a Party who has invoked them from fulfilment of their obligations as agreed, for as long as the circumstance exists.

23. DISPUTES AND APPLICABLE LAW

Agreements with Bring is subject to Finnish law. Any dispute shall, as far as possible, be resolved through negotiations between the Parties. If a dispute cannot be resolved through negotiation between the Parties, the dispute shall be settled by the District Court of Helsinki as the first instance.

24. FURTHER INFORMATION

For further information, please contact Bring's customer service by phone (0) 20 7414 328 or by e-mail to info.fi@bring.com.

Section B Service Terms

Parcels to companies, incl. returns

	Business Parcel (0330) Business Parcel Bulk (0332)	Express Nordic 09.00 Bulk (0334)	Business Parcel Return (0331) Business Parcel Return Bulk (0333)
Briefly about the service	Parcels up to 35 kg to businesses. Delivery to the recipient's door.	Parcels up to 35 kg to businesses. Delivery to the recipient's door the next day (calculated from arrival at the terminal in the recipient country), primarily before 09.00.	Possibility for business recipients to, on behalf of the Customer (original sender), return parcels to the Customer. Pickup at the return sender's address is included in Sweden, Denmark and Finland.
Sender	Business	Business	Business
Recipient	Business	Business	Business
Destinations/availability	Sweden, Denmark, Norway, Finland Rest of Europe ¹⁾ Rest of the world (only Business Parcel)	Sweden, Norway	Return from Sweden, Denmark, Norway, Finland
Dimensions per parcel	Maximum Length to SE, DK, FI, NO: 200 cm Length to other countries: 150 cm Length + circumference = 300 cm Volume: 0.25 m ³ Minimum SE, DK, FI: 15 x 10 x 1 cm NO: 23 x 13 x 1 cm For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.	Maximum Length: 200 cm Length + circumference = 300 cm Volume: 0.25 m ³ Minimum SE: 15 x 10 x 1 cm NO: 23 x 13 x 1 cm For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.	Maximum Length: 200 cm Length + circumference = 300 cm Volume: 0.25 m ³ Minimum From SE, DK, FI: 15 x 10 x 1 cm From NO: 23 x 13 x 1 cm For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.
Weight per parcel	Maximum SE, DK, FI, NO: 35 kg To most other countries: 30 kg Minimum 150 grams	Maximum 35 kg Minimum 150 grams	Maximum 35 kg Minimum 150 grams
Weight and volume calculation	Shipping weight, i.e., the highest of actual weight or volume calculated weight.	Shipping weight, i.e., the highest of actual weight or volume calculated weight.	Shipping weight, i.e., the highest of actual weight or volume calculated weight.
Pickup / hand in	Pickup at the sender's address.	Pickup at the sender's address.	SE, DK, FI: pickup at the return sender's address. NO: hand in to drop off point. For pickup a separate agreement, with Posten Bring in Norway, is required. In Sweden and Denmark, return via drop of point or parcel locker can be offered, provided that the dimensions and weight restrictions for the service Pickup Parcel Return are followed.
Delivery	To the recipient's door, i.e., door/port, reception desk or goods reception. In Sweden, Denmark and Norway the recipient can be offered to order delivery outside the door without signature.	To the recipient's door, i.e., door/port, reception desk or goods reception. The sender is responsible for booking within the coverage area of the service. In case of deviation, delivery is carried out as a regular Business Parcel.	To the recipient's door, i.e., door/port, reception desk or goods reception. Bulk return shipment can also be delivered to loading dock or ground level.
Tracking	Yes	Yes	Yes

1) The service Business Parcel Bulk, to the rest of Europe, is only available to Germany, Estonia, Faroe Islands, Iceland and the Netherlands.

Pallets to companies, incl. returns

Business Pallet (0336)		Business Pallet Return (0337)
Briefly about the service	<p>Pallet (standard EUR) to businesses. Delivery to the recipient's door.</p> <p>The service is a complement to Bring's parcel services, intended for lower quantities of pallets. The number of pallets should not exceed more than three (3) pallets per shipment occasion and recipient.</p>	<p>Possibility for business recipients to, on behalf of the Customer (original sender), return pallet to the Customer. Pickup at the return sender's address is booked via additional service AdHoc Pickup.</p>
Sender	Business	Business
Recipient	Business	Business
Destinations/availability	Sweden, Denmark, Norway ^[1] , Finland Rest of Europe ^[2]	Return from Sweden, Denmark, Norway, Finland
Dimensions per pallet	<p>Maximum Pallet 120 cm x 80 cm Height: 180 cm</p> <p>½ pallet 80 cm x 60 cm Height: 150 cm</p> <p>¼ pallet 60 cm x 40 cm Height: 120 cm</p> <p>For pallets where one or several sides exceed the maximum dimensions, or when the maximum weight is exceeded, a Special Handling Fee is added.</p>	<p>Maximum Pallet 120 cm x 80 cm Height: 180 cm</p> <p>For pallets where one or several sides exceed the maximum dimensions, or when the maximum weight is exceeded, a Special Handling Fee is added.</p>
Weight per pallet	<p>Maximum Pallet: 750 kg ½ pallet: 400 kg ¼ pallet: 200 kg</p>	<p>Maximum 750 kg</p>
Weight and volume calculation	Actual weight.	Actual weight.
Pickup	Pickup at the sender's address.	Pickup at the return sender's address. Booked via additional service AdHoc Pickup.
Delivery	<p>To the recipient's door, i.e., door/port, reception desk, goods reception, loading dock or ground level.</p> <p>In Sweden, Denmark and Norway the recipient can be offered to order delivery outside the door without signature.</p>	To the recipient's door, i.e., door/port, reception desk, goods reception, loading dock or ground level.
Tracking	Yes	Yes

1) Norway: Pallet and ½ pallet only.

2) Pallet only. Some geographical restrictions apply. See complete availability in the standard price list for Business Pallet.

Parcels to consumers

	PickUp Parcel (0340) PickUp Parcel Bulk (0342)	Home Delivery Mailbox (0345)	Home Delivery Parcel (0349)
Briefly about the service	Parcels to private recipients (consumers). Delivery to pickup point or parcel locker, where the recipient can collect the parcel.	Small parcels up to 3 kg to private recipients (consumers). Delivery to the recipient's mailbox. The service is offered in collaboration with PostNord. The value of the content may not exceed €50 per parcel.	Parcels up to 35 kg to private recipients (consumers). Home delivery to the recipient's door.
Sender	Business	Business	Business
Recipient	Consumer	Consumer	Consumer
Destinations	Sweden, Denmark, Norway Rest of Europe ^[1] Rest of the world (only PickUp Parcel)	Sweden	Sweden, Denmark, Norway ^[2]
Dimensions per parcel	Maximum Length to NO: 200 cm Length to SE, DK and other countries: 150 cm Length + circumference = 300 cm Volume: 0.25 m ³ <u>Parcel locker</u> SE, DK, NO: 58 x 49 x 43 cm Minimum SE, DK: 15 x 10 x 1 cm NO: 23 x 13 x 1 cm For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.	Maximum Length: 60 cm Length + width + height = 90 cm Minimum 14 x 9 x 1,5 cm For parcels where one or several sides exceeds 34 x 24 x 7 cm, a Large Parcel Fee is added.	Maximum Length: 200 cm Length + circumference = 300 cm Volume: 0.25 m ³ Minimum SE, DK: 15 x 10 x 1 cm NO: 23 x 13 x 1 cm For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.
Weight per parcel	Maximum NO: 35 kg SE, DK and most other countries: 20 kg <u>Parcel locker</u> 20 kg Minimum 150 grams	Maximum 3 kg Minimum 150 grams	Maximum SE, DK, NO: 35 kg Minimum 150 grams
Weight and volume calculation	Shipping weight, i.e., the highest of actual weight or volume calculated weight.	Actual weight.	Shipping weight, i.e., the highest of actual weight or volume calculated weight.
Pickup	Pickup at the sender's address.	Pickup at the sender's address.	Pickup at the sender's address.
Delivery	SE, DK, NO: to pickup point/parcel locker. Other destinations: to the recipient's door or to pickup point/parcel locker. In Sweden and Denmark the recipient can be offered to order redirect to home delivery. In the event of full capacity, or other factors beyond Bring's control at the time of delivery, delivery may be made to a different pickup point or parcel locker than that specified in the EDI.	To the recipient's mailbox. If the parcel doesn't fit in the recipient's mailbox, it is normally hung in a bag on the mailbox or the door handle. If the recipient's door is located indoors, the parcel can also be placed outside the door. This delivery procedure cannot be opted out. In cases where the parcel cannot be delivered to the mailbox, nor placed at the mailbox or the door, it will be delivered to a Postnord pickup point where the recipient can collect the parcel.	To the recipient's door. In Sweden, Flex Delivery, i.e., delivery outside the door without signature, is standard and is added automatically at booking. For delivery against signature, additional service must be selected and added in the EDI. In Denmark and Norway delivery against signature is standard. The recipient can be offered to order delivery outside the door without signature. In Sweden, Denmark, Finland and Norway, the recipient can be offered to order redirect to pickup point or parcel locker.
Tracking	Yes	Yes	Yes

1) The service PickUp Parcel Bulk, to the rest of Europe, is only available to Germany, Estonia, Faroe Islands, Iceland and the Netherlands.

2) To Norway, the service is only available for parcels sent in bulk shipment.

Return shipments from consumers

Pickup Parcel Return (0341) Pickup Parcel Return Bulk (0343)		Home Delivery Parcel Return (0348)
Briefly about the service	Possibility for private recipients to, on behalf of the Customer (original sender), return parcels to the Customer. The parcel is handed in to drop off point, by the return sender.	Possibility for private recipients to, on behalf of the Customer (original sender), return parcels to the Customer. Pickup at the return sender's address is included. The service is intended for parcels that, due to size/weight, cannot be returned via drop off point in Sweden and Denmark, i.e., parcels longer than 150 cm or weighing more than 20 kg.
Sender	Consumer	Consumer
Recipient	Business	Business
Availability	Return from Sweden, Denmark, Norway	Return from Sweden, Denmark
Dimensions per parcel	Maximum Length from NO: 200 cm Length from SE, DK: 150 cm Length + circumference = 300 cm Volume: 0.25 m ³ <u>Parcel Locker</u> From SE, DK: 58 x 49 x 43 cm Minimum From SE, DK: 15 x 10 x 1 cm From NO: 23 x 13 x 1 cm For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.	Maximum Length: 200 cm Length + circumference = 300 cm Volume: 0.25 m ³ Minimum 15 x 10 x 1 cm For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.
Weight per parcel	Maximum From NO: 35 kg From SE, DK: 20 kg <u>Parcel Locker</u> 20 kg Minimum 150 grams	Maximum 35 kg Minimum 150 grams
Weight and volume calculation	Shipping weight, i.e., the highest of actual weight or volume calculated weight.	Shipping weight, i.e., the highest of actual weight or volume calculated weight.
Pickup / hand in	Hand in to drop off point. In Norway, the return sender can be offered to order pickup at the home address, as an alternative to hand in to drop off point.	Pickup at the return sender's address.
Delivery	To the recipient's door, i.e., door/port, reception desk or goods reception. Bulk return shipment can also be delivered to loading dock or ground level.	To the recipient's door, i.e., door/port, reception desk or goods reception. Bulk return shipment can also be delivered to loading dock or ground level.
Tracking	Yes	Yes

Parcels to consumers in Europe, incl. returns

Bring Parcel Connect (0370)		Bring Parcel Connect Return (0372)
Briefly about the service	Parcels to private persons (consumers) outside the Nordic countries, to countries in Europe. Delivery to the recipient's door as standard, but delivery can also be made to pickup point (assuming booking via API). The service is offered in collaboration with DHL.	Possibility for private recipients outside the Nordic countries to, on behalf of the Customer (original sender), return parcels to the Customer. The parcel is handed in to drop off point, by the return sender. The service is offered in collaboration with DHL.
Sender	Business	Consumer
Recipient	Consumer	Business
Destinations/availability	Europe (routes/countries by agreement)	Return from Europe (routes/countries by agreement)
Dimensions per parcel	<p>Maximum <u>To the door/home delivery</u> Length: 200 cm, width: 120 cm, height: 80 cm Diameter: 60 cm Length + circumference = 360 cm</p> <p><u>Pickup point</u> Depending on local regulations. Agreed customer specific. To most countries: length: 120 cm, width: 60 cm, height: 60 cm Length + circumference = 360 cm</p> <p><u>Parcel locker</u> Depending on local regulations. Agreed customer specific.</p> <p>Minimum 23 x 13 x 1 cm</p> <p>For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.</p>	<p>Maximum <u>Drop off point</u> Depending on local regulations. Agreed customer specific. From most countries: length: 120 cm, width: 60 cm, height: 60 cm Length + circumference = 360 cm</p> <p>Minimum 23 x 13 x 1 cm</p> <p>For parcels longer than 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions, a Special Handling Fee is added.</p>
Weight per parcel	<p>Maximum To the door/home delivery: 31.5 kg Pickup point: 20 kg (to some countries a higher weight is allowed) Pickup locker: 20 kg</p> <p>Minimum 150 grams</p>	<p>Maximum 20 kg (from some countries a higher weight is allowed)</p> <p>Minimum 150 grams</p>
Weight and volume calculation	Shipping weight, i.e., the highest of actual weight or volume calculated weight. Volume calculation factor agreed customer specific.	Shipping weight, i.e., the highest of actual weight or volume calculated weight. Volume calculation factor agreed customer specific.
Pickup	By agreement.	Hand in to drop off point.
Delivery	<p>As standard delivery takes place to the recipient's door. When using additional service Optional Pickup Point or PickUp Locker, delivery to pickup point or pickup locker is also possible.</p> <p>In some destinations the recipient can be offered to order redirect to pickup point or delivery outside the door without signature.</p> <p>Pickup point/pickup locker: in the event of full capacity, or other factors beyond Bring's control at the time of delivery, delivery may be made to a different pickup point/pickup locker than that specified in the EDI.</p>	To the recipient's door, i.e., door/port, reception desk, goods reception, loading dock or ground level.
Tracking	Yes	Yes