



Standard conditions

For parcels and pallets to the Nordic region and the rest of the world.

Valid from 01-01-2021

	Business Parcel (330) Business Parcel Bulk (332)	Express Nordic 09.00 Bulk (334)	Business Parcel Return (331) Business Parcel Return Bulk (333)
Sender	Business	Business	Business
Recipient	Business	Business	Business
Destinations	to Sweden, Norway, Denmark, Finland <i>Business Parcel:</i> to the rest of the world <i>Business Parcel Bulk:</i> to European countries, by request	to Sweden, Norway	from Sweden, Norway, Denmark, Finland
Volume charging	Yes, charging is based on shipping freight, ie the highest value of actual weight and volume calculated weight. Volume factor <i>Business Parcel:</i> 280 kg per m ³ <i>Business Parcel Bulk:</i> customer unique	Yes, charging is based on shipping freight, ie the highest value of actual weight and volume calculated weight. Volume factor Customer unique	Yes, charging is based on shipping freight, ie the highest value of actual weight and volume calculated weight. Volume factor <i>Business Parcel Return:</i> 280 kg per m ³ <i>Business Parcel Return Bulk:</i> customer unique
Dimensions¹ per parcel	Maximum Length to Sweden, Norway, Denmark, Finland: 200 cm Length to other countries: 150 cm Length + circumference: 300 cm Minimum 23 cm x 13 cm x 1 cm Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or under minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.	Maximum Length: 200 cm Length + circumference: 300 cm Minimum 23 cm x 13 cm x 1 cm Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or under minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.	Maximum Length: 200 cm Length + circumference: 300 cm Minimum 23 cm x 13 cm x 1 cm Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or under minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.
Weight¹ per parcel	Maximum Finland, Sweden, Norway, Denmark: 35 kg most other countries: 30 kg volume calculated weight: 70 kg Parcels exceeding the maximum weight is considered and charged as a pallet.	Maximum 35 kg volume calculated weight: 70 kg Parcels exceeding the maximum weight is considered and charged as a pallet.	Maximum 35 kg volume calculated weight: 70 kg Parcels exceeding the maximum weight is considered and charged as a pallet.
Transport documents	Transport label according to Bring's requirements. Customs documents for parcels/shipments to/from countries outside the EU. <i>Business Parcel Bulk</i> In addition to transport label, each shipment must be accompanied with routing label and CMR.	Transport label according to Bring's requirements. In addition to transport label, each shipment must be accompanied with routing label and CMR. Customs documents for parcels/shipments to/from countries outside the EU.	Transport label according to Bring's requirements. Customs documents for parcels/shipments to/from countries outside the EU. <i>Business Parcel Bulk Return</i> In addition to transport label, each shipment must be accompanied with routing label and CMR.
EDI	Required	Required	Required
Collection	Included	Included (not in Norway)	<i>Business Parcel Return:</i> included (not in Norway) <i>Business Parcel Return Bulk:</i> customer specific solution
Delivery	To the recipient's door ²	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No	No

	Business Pallet (336)	Business Pallet Return (337)
Sender	Business	Business
Recipient	Business	Business
Destinations	to Sweden, Norway, Denmark, Finland to several European countries (only EUR pallet)	from Sweden, Norway, Denmark, Finland
Volume charging	No	No
Maximum dimensions¹ per pallet	<p>Pallet (EUR pallet or equivalent) Length 120 cm Width 80 cm Height 180 cm</p> <p>½ Pallet Length 80 cm Width 60 cm Height 150 cm</p> <p>¼ Pallet Length 60 cm Width 40 cm Height 120 cm</p> <p>Special handling fee is charged for pallets exceeding the maximum dimensions or weight.</p>	<p>Pallet (EUR pallet or equivalent) Length 120 cm Width 80 cm Height 180 cm</p> <p>½ Pallet Length 80 cm Width 60 cm Height 150 cm</p> <p>¼ Pallet Length 60 cm Width 40 cm Height 120 cm</p> <p>Special handling fee is charged for pallets exceeding the maximum dimensions or weight.</p>
Weight¹ per pallet	<p>Maximum Pallet: 750 kg ½ Pallet: 400 kg ¼ Pallet: 200 kg</p>	<p>Maximum Pallet: 750 kg ½ Pallet: 400 kg ¼ Pallet: 200 kg</p>
Transport documents	<p>Transport label according to Bring's requirements.</p> <p>Customs documents for shipments to/from countries outside the EU.</p> <p>All shipments abroad must, in addition to transport label, be accompanied with routing label and CMR.</p>	<p>Transport label according to Bring's requirements.</p> <p>Customs documents for shipments to/from countries outside the EU.</p> <p>All shipments from abroad must, in addition to transport label, be accompanied with routing label and CMR.</p>
EDI	Required	Required
Collection	Included	Included, ordered AdHoc by request
Delivery	To the recipient's door ³	To the recipient's door ³
Time guarantee	No	No

	PickUp Parcel (340) PickUp Parcel Bulk (342)	Pickup Parcel Return (341) Pickup Parcel Return Bulk (343)
Sender	Business	Consumer
Recipient	Consumer	Business
Destinations	to Sweden, Norway, Denmark <i>PickUp Parcel</i> : to the rest of the world <i>PickUp Parcel Bulk</i> : to European countries, by request	from Sweden, Norway, Denmark
Volume charging	Yes, charging is based on shipping freight, ie the highest value of actual weight and volume calculated weight. Volume factor PickUp Parcel: 280 kg per m ³ PickUp Parcel Bulk: customer unique	Yes, charging is based on shipping freight, ie the highest value of actual weight and volume calculated weight. Volume factor PickUp Parcel Return: 280 kg per m ³ PickUp Parcel Return Bulk: customer unique
Dimensions¹ per parcel	Maximum Length to Norway, Finland: 200 cm Length to other countries: 150 cm Length + circumference: 300 cm to Pickup Locker: 60 cm x 40 cm x 40 cm Minimum 23 cm x 13 cm x 1 cm Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or under minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.	Maximum Length from Norway, Finland: 200 cm Length from Sweden, Denmark: 150 cm Length + circumference: 300 cm from Pickup Locker: 60 cm x 40 cm x 40 cm Minimum 23 cm x 13 cm x 1 cm Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or under minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.
Weight¹ per parcel	Maximum to Norway, Finland: 35 kg to other countries: 20 kg volume calculated weight: 70 kg	Maximum from Norway, Finland: 35 kg from Sweden, Denmark: 20 kg volume calculated weight: 70 kg
Transport documents	Transport label according to Bring's requirements. Customs documents for parcels/shipments to/from countries outside the EU. <i>PickUp Parcel Bulk</i> In addition to transport label, each shipment must be accompanied with routing label and CMR.	Transport label according to Bring's requirements. Customs documents for parcels/shipments to/from countries outside the EU. <i>PickUp Parcel Bulk Return</i> In addition to transport label, each shipment must be accompanied with routing label and CMR.
EDI	Required	Required
Collection	Included	No, handed in by the return sender to a Bring pickup point
Delivery	Delivery to pickup point in the Nordic Region. In other countries depending on local regulations, ie either delivery to pickup point or to the recipient's door. In the event of full capacity at the chosen pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Client originally selected or specified in the EDI.	To the recipient's door ²
Time guarantee	No	No

	Home Delivery Parcel (349)	Home Delivery Parcel Return (348)
Sender	Business	Consumer
Recipient	Consumer	Business
Destinations	to Sweden, Norway, Denmark	from Sweden, Denmark
Volume charging	Yes, charging is based on shipping freight, ie the highest value of actual weight and volume calculated weight. Volume factor Single parcel: 280 kg per m ³ Bulk parcel: customer unique	Yes, charging is based on shipping freight, ie the highest value of actual weight and volume calculated weight. Volume factor Single parcel: 280 kg per m ³ Bulk parcel: customer unique
Dimensions¹ per parcel	Maximum Length: 200 cm Length + circumference: 300 cm Minimum 23 cm x 13 cm x 1 cm Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or under minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.	Maximum Length: 200 cm Length + circumference: 300 cm Minimum 23 cm x 13 cm x 1 cm Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or under minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.
Weight¹ per parcel	Maximum 35 kg volume calculated weight: 70 kg	Maximum 35 kg volume calculated weight: 70 kg
Transport documents	Transport label according to Bring's requirements. Customs documents for parcels/shipments to/from countries outside the EU. <i>Bulk shipment</i> In addition to transport label, each shipment must be accompanied with routing label and CMR.	Transport label according to Bring's requirements. Customs documents for parcels/shipments to/from countries outside the EU. <i>Bulk shipment</i> In addition to transport label, each shipment must be accompanied with routing label and CMR.
EDI	Required	Required
Collection	Included	Included
Delivery	To the recipient's door ⁴ <i>Sweden</i> Delivery takes place as standard with Flex Delivery, ie delivery without signature. Flex Delivery is added by default in the EDI. For delivery with signature/against ID, additional service Signature Required (1280) or ID Verification (1133) must be added in the original EDI at booking. <i>Sweden, Denmark</i> The recipient can redirect the parcel to a pickup point through Bring's web interface reached through the notification sent to the recipient by SMS or email. In the event of full capacity at the chosen pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the recipient originally chosen.	To the recipient's door ²
Time guarantee	No	No

	Bring Parcel Connect (370)	Bring Parcel Connect Return (372)
Sender	Business	Consumers (primarily) Business (secondarily)
Recipient	Consumers (primarily) Business (secondarily)	Business
Destinations	within Europe (by agreement only)	from Europe (by agreement only)
Volume charging	Customer specific solution	Customer specific solution
Dimensions⁵ per parcel	<p>Maximum Length: 200 cm Width: 120 cm Height: 80 cm Diameter: 60 cm Length + circumference: 360 cm</p> <p>To Pickup Point Length: 120 cm Width: 60 cm Height: 60 cm</p> <p>To Pickup Locker 60 cm x 35 cm x 35 cm</p> <p>Minimum 23 cm x 13 cm x 1 cm</p> <p>Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum <u>From Pickup Point</u> Length: 120 cm Width: 60 cm Height: 60 cm Length + circumference: 360 cm</p> <p>Minimum 23 cm x 13 cm x 1 cm</p> <p>Special handling fee is charged for parcels that require manual handling, e.g parcels with one side/length above 120 cm, two sides above 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Weight⁵ per parcel	<p>Maximum to home/door: 31.5 kg to Pickup Point/Pickup Locker: 20 kg</p>	<p>Maximum 20 kg</p>
Transport documents	<p>Transport label according to Bring's requirements. Customs documents to/from countries outside the EU.</p> <p>All shipments abroad must, in addition to transport label, be accompanied with routing label and CMR.</p>	<p>Transport label according to Bring's requirements. Customs documents to/from countries outside the EU.</p> <p><i>Bulk Return</i> In addition to transport label, each shipment must be accompanied with routing label and CMR.</p>
EDI	Required	Required
Collection	Included	No, handed in by the return sender to a pickup point
Delivery	<p>Standard: to the recipient's door²</p> <p>To some destinations, the recipient, through the notification, can redirect the parcel to a pickup point, choose Flex Delivery, ie delivery without signature and choose or change delivery date.</p> <p>Additional services: Optional Pickup Point, PickUp Locker</p> <p>In the event of full capacity at the chosen pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Client originally selected or specified in the EDI.</p>	To the recipient's door ²
Time guarantee	No	No

- 1) If a shipment exceeds the permitted weight or maximum dimensions, Bring reserves the right to convert to and charge as another service, or return the shipment to the sender.
- 2) Delivery to the given delivery address provided that the transport route can be carried out on a passable road. Delivery to door, reception desk or goods reception. Deliveries to islands without bridge connection will normally be delivered to the harbor office or quayside.
- 3) Delivery to the given delivery address provided that the transport route can be carried out on a passable road. Delivery to door/gate, reception desk or goods reception. Deliveries to islands without bridge connection will normally be delivered to the harbor office or quayside.
- 4) Delivery to the given delivery address provided that the transport route can be carried out on a passable road. Delivery to door or in some cases to other, by sender or recipient, specified location on the delivery address. Deliveries to islands without bridge connection will normally be delivered to the harbor office or quayside.
- 5) If a shipment exceeds the permitted weight or maximum dimensions, Bring reserves the right to decline the delivery of the shipment, or return the shipment to the sender.

Other conditions

Customs clearance to / from non-EU countries

- Bulk shipments and pallets: as standard export and import declaration fee, incl. registration of 3 customs lines per invoice, are included in the price. Same conditions apply for returns, with the difference that no customs lines are included in the price.
- Single parcels: customs clearance is charged according to the latest valid standard price list for additional services and other fees. For outbound single parcels all fees related to import customs clearance, e.g. import declaration and customs duties, are paid by the recipient.

The recipient shall always pay the customs duties and VAT. If the recipient has not paid the fees before the due date, the sender may be required to pay the fees.

Delivery note for customs clearance

It is the responsibility of the sender to correctly complete the required customs documents. For shipments outside the EU, a commercial or proforma invoice is required in at least 3 copies, signed by hand.

For shipments to be eligible for fast-track clearance (simplified customs procedure), the shipments must comply with the destination country's requirement for certificate of origin, e.g. an EUR1 certificate or a declaration on the invoice and a customs declaration. The invoice must contain information about all incoming goods and the number of packages. The necessary licenses and permits must also be attached.

For Bulk shipments it is required that the sender has an agent or represented himself in the recipient country. The importer must report VAT to the authorities. For goods that are subject to customs and special duties, we recommend that the importer apply for customs credit, which ensures quick and easy customs clearance.

Labelling and addressing

Only transport labels approved by Bring is accepted. Format and design must follow Bring's standard and requirements. See further, *Transport Label Specifications* at www.developer.bring.com/edi

- The barcode shall be printed according to GS1-128 SSCC standard (within Nordic countries), or S10 standard enact by UPU (outside Nordic countries)
- The label shall be printed out via thermoprinter or laser printer on non-reflective white paper
- The label and the barcode must be clearly readable and placed clearly visible on the shipment
- The label must be attached without any folds or creases on a flat surface on the shipment
- The label must not be placed around an edge or corner of the shipment
- The label must not be covered with plastic wrap, unless it is completely smooth and tight to the label
- The label must not be completely/partially hidden by e.g. tape, ribbon, other label, reflected plastic pocket etc.

Correct delivery address and postal code must be stated, in accordance with the recipient country's standard and format. Shipments may not be addressed to P.O Box addresses or P.O Box zip codes. Shipments that do not meet Bring's labelling and addressing requirements may be delayed and charged with additional fees.

Packaging

The sender is responsible to ensure that the content is properly packed. Parcels and pallets must be able to withstand normal transport handling, which can mean loading and sorting several times during shipment. Outer and inner packaging must be suited to the content.

Liquid contents and powder should be packed so that the contents can be absorbed inside the outer packaging in the event of leakage or damage to the inner packaging. Goods and shipments loaded on pallets must be accommodated inside the pallet edge and be packed so that it stays together on the pallet during the entire transport. Special rules apply when transporting limited quantities of dangerous goods.

Proper packaging is a prerequisite for being able to receive compensation in the event of damage or loss. Compensation is based on the terms of the current version of NSAB. For possibility of compensation in addition to NSAB, Bring's transport insurance Cargo Insurance is recommended.

Flex Delivery

Delivery takes place without signature / POD. Upon delivery, the driver registers the shipment as delivered. This is considered sufficient evidence that the delivery has taken place. When Bring has delivered the shipment in accordance with the conditions, the shipment and packaging are considered to have been in visibly good condition. Bring is not liable for loss or damage that occurs after that the delivery has taken place.

In the advising, for certain services, the recipient can select and book Flex Delivery for the shipment. This changed delivery procedure is performed only after and provided that the recipient has accepted that Bring do not have the liability for the shipment, after that the delivery has taken place.

Receiver selected delivery choices

In the advising, the recipient can be offered alternative delivery options such as redirect of parcel to pickup point or change from pickup point delivery to home delivery. These delivery options are performed only after and provided that the recipient has chosen this and for certain options only after that Bring has received payment from the recipient.

Tracking

In cases where Bring offers tracking, Bring has the right to convey information and personal information regarding senders and recipients, and what is related to it, to external partners to enable tracking in current tracking tools. The Customer agrees to this procedure and is responsible in relation to Bring to obtain the required consent from the sender and the recipient of the shipment.

Returns

Shipments that cannot be delivered are returned to the sender. For such return shipping, the Customer is invoiced the same amount as for the outbound shipment.

Restricted content

Shipments may not contain:

- currency, banknotes, precious metals, gemstones, real pearls or similar high-value goods
- weapons*, weapon parts and ammunition
- alcoholic beverages**
- cigarettes, tobacco or similar
- human remains, urns or similar containing ash
- living or dead animals
- temperature sensitive content
- hazardous goods except for limited quantities of dangerous goods

The value of the content may not exceed EUR 10 000 per parcel and EUR 100 000 per pallet.

Certain goods may be subject to trade restrictions, which may change on an ongoing basis. It is the Customer's responsibility to keep up to date and comply with applicable laws and regulations. It is also the Customer's responsibility not to export or import prohibited content to the current recipient or sender country.

Limited Quantities of dangerous goods

Shipments may not contain dangerous goods with the exception for limited quantities of dangerous goods. The Customer must follow and notify Bring in accordance with Bring's current instructions. Bring handles shipments containing limited amount of dangerous goods according to current regulations (ADR / RID / IMDG-code). The Customer is responsible for complying with current regulations, which include content, packaging and labeling.

For more information and definition of limited amount of dangerous goods and the current regulations, see www.traficom.fi. The additional service Limited Quantities may not be combined with additional service Flex Delivery, additional service Express or the service Express Nordic 09.00/Bulk.

Liability

According to the current version of NSAB (Nordic Association of Freight Forwarders). No compensation is paid for damage or loss of Home Delivery Mailbox. The consignee is required to ensure that the shipment do not contain anything that violates the provisions of the Restricted content and Limited Quantities of dangerous goods section and shall compensate Bring or other injured parties for damage that arises due to that the Customer violates these provisions.

Complaints

Subject to the General Conditions of the current version of NSAB (Nordic Association of Freight Forwarders). Complaints are made in writing to Bring's Customer Service Department or via a web form at Bring's website. Any complaint must be received by Bring within six (6) months. In the case of parcels sent using the optional COD (Cash On Delivery) service, complaints must be received by Bring within two (2) Months. The above stated periods become effective on the date when the parcel or pallet are received by Bring.

All complaints regarding Bring's invoices must be submitted in writing to Bring immediately upon receiving the invoice and under no circumstances after the due date stated on the invoice. The customer forfeits the right to complain if the complaint is not received by Bring within the stipulated time period.

Special Conditions

Bring reserves the right to change its price to offset increases in operating costs, exchange rate fluctuations and other factors beyond Bring's control. Bring reserves the right to charge a fuel surcharge and, where applicable, a Sulphur surcharge, in addition to the agreed price. Bring reserves the right to change this charge without notice to the customer. Surcharges will be specified on the invoice and apply to regular transport services.

Bring reserves the right to impose a charge for an incorrect address and for missing, incomplete or delayed EDI transactions to Bring. The charge will be specified on the invoice. Bring reserves the right to make changes to the existing product, with reference to the individual customer agreement.

Force Majeure

Bring is not liable for events beyond Bring's control or events that Bring could not have foreseen, such as natural disasters, delays in air and road transport services due to severe weather conditions, epidemics and government measures due to it, fire, flooding, war, civil unrest, labor disputes etc.

Special terms

The most recent version of this document shall always take precedence and is always available on Bring's website.

General: For parcels sent as Bulk, ie when loaded onto load carrier or pallet, Bring is responsible for each individual parcel only from the first performed scan point after split of the load carrier or pallet.

* A weapon is any object that is defined/classified as such in the customs tariff. All firearms, including gun barrels and chamber lengths, crossbows, pointed weapons with a blade longer than 12 cm, flick knives, sheath knives, fighting gloves, police batons, clubs, etc.

** Prohibition of shipments containing alcoholic beverages applies for all B2C parcels with delivery in Sweden and for all B2C parcels, shipped as Bulk shipment, with delivery in Norway. Furthermore, import and export of alcoholic beverages are subject to mandatory legal restrictions in various countries.

For further information, please contact Bring's Customer Service on 0207 414 328