



Standard conditions

For parcels and pallets to the Nordic region and the rest of the world.
Valid from 01-06-2020

	Business Parcel	Business Parcel Bulk
Sender	Business	Business
Recipient	Business	Business
Destinations	Finland, Sweden, Norway, Denmark Rest of the world	Finland, Sweden, Norway, Denmark Main trading countries in Europe
Price	Price based on weight per kg. Export and import declaration fee (including three customs/product lines) is added to countries outside the EU, except for Norway where export declaration fees are included in the price and import declaration fees are paid by the recipient. Customs and VAT are always paid by the recipient.	Customer-unique solution Export and import declaration fee (including three customs/product lines) included in the price to countries outside the EU.
Volume surcharge	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.
Dimensions¹	<p>Maximum Length to Finland, Sweden, Norway, Denmark: 200 cm Length to other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 cm X 13 cm X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length to Finland, Sweden, Norway, Denmark: 200 cm Length to other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 cm X 13 cm X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel to Finland, Sweden, Norway, Denmark To most other countries 30 kg per parcel. A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.	35 kg per parcel to Finland, Sweden, Norway Denmark To most other countries 30 kg per parcel. A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>	<p>Mybring Transport label</p> <p>Own system/externt TA-system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by routing label, waybill/CMR and customs documents.</p>
EDI	Yes	Yes
Collection	Included	Included
Delivery	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

	Business Pallet	Express Nordic 09.00/Express Nordic 09.00 Bulk
Sender	Business	Business
Recipient	Business	Business
Destinations	Finland, Sweden, Norway, Denmark Main trading countries in Europe	Sweden, Norway (Bulk only)
Price	<p>Zone-based price per pallet with reduction on multi-pallet shipment to same receiver and for half / quarter pallet.</p> <p>Export and import declaration fee (including three customs/ product lines) included in price to countries outside the EU.</p>	<p>Price based on weight per kg.</p> <p>For Bulk: Customer-unique price including export and import declaration fee (including three customs/ product lines) to countries outside the EU.</p>
Volume surcharge	No	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.
Dimensions¹	<p>Maximum Length 120 cm Width 80 cm Height 180 cm (EUR pallet or the equivalent)</p> <p>½ Pallet Length 60 cm Width 80 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 all pallets exceeding maximum dimensions or maximum weight.</p>	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	<p>750 kg/pallet including packaging and the pallet's weight</p> <p>½ Pallet 400 kg/pallet including packaging and the ½-pallet's weight</p> <p>¼ Pallet 200 kg/pallet including packaging and the ¼-pallet's weight</p>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Pallets to other countries must be accompanied by customs documents and CMR/waybill.</p>	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents. Bulk shipments must be accompanied by routing label and CMR/waybill</p>
EDI	Yes	Yes
Collection	Included	Included
Delivery	To the recipient's door ³	To the recipient's door ² , Monday-Friday before 09.00 (to some areas before 16.00) in accordance with the separate timetable
Time guarantee	No	Yes (only single parcels) Bulk: No
Tracking	Yes	Yes

	Business Parcel Return	Business Parcel Return Bulk
Sender	Business	Business
Recipient	Business	Business
Destinations	from Sweden, Denmark, Norway	from Sweden, Denmark, Norway
Price	Price based on weight per kg. Export and import declaration fee (including three customs/product lines) added to price from Norway.	Customer-unique solution and price. Export and import declaration fee (including three customs/product lines) included in price from Norway.
Volume surcharge	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.
Dimensions¹	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar</p>	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.	35 kg per parcel A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guideline. Parcels to non-EU countries must be accompanied by customs documents</p>	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Bulk shipments must be accompanied by customs documents (to Norway), routing label and CMR/waybill</p>
EDI	Yes	Yes
Collection	Included	Customer-specific solution
Delivery	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

Business Pallet Return

Sender Business

Recipient Business

Destinations from Sweden, Denmark, Norway

Price Fixed price per pallet

Export and import declaration fee (including three customs/product lines) included in price from Norway.

Volume surcharge No

Dimensions¹
Maximum

Length 120 cm
Width 80 cm
Height 180 cm
(EUR pallet or equivalent)

½ Pallet

Length 60 cm
Width 80 cm
Height 150 cm

¼ Pallet

Length 60 cm
Width 40 cm
Height 120 cm

Maximum weight¹ 750 kg per pallet

½ Pallet

400 kg per pallet

¼ Pallet

200 kg per pallet

Transport-documents Transport label in compliance with Bring's label guideline. Parcels to non-EU countries must be accompanied by customs documents

EDI Yes

Collection Included

Delivery To the recipient's door²

Time guarantee No

Tracking Yes

	PickUp Parcel	PickUp Parcel Bulk
Sender	Business	Business
Recipient	Consumers	Consumers
Destinations	Finland, Sweden, Norway, Denmark Rest of the world	Finland, Sweden, Norway, Denmark Main trading countries in Europe
Price	Price based on weight per kg. Export declaration fee (including three customs/product lines) included in price to countries outside the EU. Import declaration as well as duty and VAT are paid by the recipient.	Customer-specific solution Export and import declaration fee (including three customs/product lines) included in the price to countries outside the EU.
Volume surcharge	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.
Dimensions¹	<p>Maximum Length to Finland, Norway: 200 cm Length to other countries: 150 cm Length + circumference = maximum 300 cm To PickUp Locker: maximum 60 X 40 X 40 cm</p> <p>Minimum 23 X 13 X 1 cm To Sweden: 23 X 13 X 3.5 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length to Finland, Norway: 200 cm Length to other countries: 150 cm Length + circumference = maximum 300 cm To PickUp Locker: maximum 60 X 40 X 40 cm</p> <p>Minimum 23 X 13 X 1 cm To Sweden: 23 X 13 X 3.5 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel to Finland, Norway and for parcels with Flex Delivery. 20 kg per parcel to other countries	35 kg per parcel to Finland, Norway and for parcels with Flex Delivery. 20 kg per parcel to other countries
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by routing label, waybill/CMR and customs documents.</p>
EDI	Yes	Yes
Collection	Included	Included
Delivery	<p>Delivery via pickup point in the Nordic Region. In other countries depending on the local regulations, ie either to the recipient's door² or delivery via pickup point.</p> <p>In the event of full capacity at 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>	<p>Delivery via pickup point</p> <p>In the event of full capacity at 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>
Time guarantee	No	No
Tracking	Yes	Yes

	Home Delivery Parcel	PickUp Parcel Return
Sender	Business	Consumer
Recipient	Consumers	Business
Destinations	Sweden, Norway, Denmark	From Sweden, Norway, Denmark
Price	Price based on weight per kg. For Bulk: Customer-unique price including export and import declaration fee (including three customs/product lines) to countries outside the EU.	Price based on weight per kg. Export and import declaration fee (including three customs/product lines) added to price from Norway.
Volume surcharge	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.
Dimensions¹	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 x 13 x 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length from Norway: 200 cm Length from other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm From Sweden: 23 X 13 X 3.5 cm</p> <p>From PickUp Locker Maximum 60 X 40 X 40 cm when returned from PickUp Locker.</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel	35 kg per parcel from Norway 20 kg per parcel from other countries
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by routing label, waybill/CMR and customs documents.</p>	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>
EDI	Yes	Yes
Collection	Included	Handed in by the sender to Bring's pickup points
Delivery	To the recipient's door ² In Denmark: The recipient is, through notification sent by e-mail/SMS, able to redirect the parcel to a pickup point. In the event of full capacity at the pickup point chosen by the recipient, 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 chosen one.	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

	PickUp Parcel Return Bulk	Home Delivery Parcel Return
Sender	Consumer	Consumer
Recipient	Business	Business
Destinations	from Sweden, Norway, Denmark	From Sweden and Denmark
Price	Customer-specific solution Export and import declaration fee (including three customs/product lines) included in the price from Norway.	Price based on weight per kg. For Bulk: customer-specific solution and price
Volume surcharge	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.	Yes, volume factor 280 kg / m ³ . Charging is based on shipping weight, ie the highest of actual weight and volume calculated weight.
Dimensions¹	<p>Maximum Lenght from Norway: 200 cm Length from other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm From Sweden: 23 X 13 X 3.5 cm</p> <p>From PickUp Locker Maximum 60 X 40 X 40 cm when returned from PickUp Locker.</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 x 13 x 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel from Norway 20 kg per parcel from other countries	35 kg per parcel
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>	<p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>
EDI	Yes	Yes
Collection	Handed in by the sender to Bring's pickup points	Included
Delivery	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

- 1 If a shipment exceeds the maximum permitted weight or dimensions, it is classed as a pallet and charged accordingly.
- 2 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.
- 3 Delivery to door/gate, goods reception, platform or ground level. Deliveries to islands without bridge connection will normally be delivered to the harbor office or quayside.

Other conditions

Timetable

See timetable for each service at bring.com/parcels

Customs clearance

It is the responsibility of the sender to correctly complete the required customs documents. Expenses for standard export and import declarations shall be paid by the sender. This applies to all products, except for Business Parcel (non Bulksplit) to Norway and for PickUp Parcel where expenses for standard import declarations shall be paid by the recipient. Customs duties and VAT shall always be paid by the recipient. The sender may demand payment if the recipient has not paid the amount by the due payment date.

Delivery note for customs clearance

Only transport labels are required for shipments in the EU (parcels, pallets). Bulk shipments also require routing labels and CMR/waybills. A commercial or proforma invoice (in at least triplicate and signed by hand) is required for shipments outside the EU. For shipments to be eligible for fast-track clearance (simplified customs procedure), they must comply with the destination country's requirement for a certificate of origin, for example, an EUR1 certificate or a declaration on the invoice and a customs declaration. The commercial or proforma invoice must contain information about all incoming goods and the number of packages. The necessary licenses/permits must also be attached. Senders of BulkSplit shipments are also required to have an agent or representative in the destination country who can pay the customs duties, VAT and any special charges for all the parcels and pallets in the shipment. The agent or representative must be a legal entity registered for VAT with a credit facility with customs. The fees for export and import declarations respectively shall be paid by the sender (does not apply to PickUp Parcel). A customs/pro forma invoice can be printed out from www.bring.com

Complaints

Subject to the General Conditions of the Nordic Association of Freight Forwarders (NSAB, current version). Complaints must be made in writing and sent by email to Bring's Customer Service Department or via the online complaints form available at www.bring.com. 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 pallets are delivered to 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.

Force Majeure

Bring is not liable for events beyond the control of Bring or for events that Bring could not have foreseen (such as natural disasters, epidemics, delays in air and road transport services due to severe weather conditions, fire, flooding, war, civil unrest, industrial disputes) etc.

Tracking

In those cases, Bring offers traceability, Bring has the right to convey information and personal information regarding senders and recipients, and related thereto, to external partners to enable tracking in current tracking tools. Customer agrees to this procedure and is responsible in relation to Bring to obtain necessary consent from the sender and the consignee of the consignment.

Collection

Included in the price, unless otherwise agreed

Address details

The correct delivery address must be stated. Business Parcel or Business Pallet may not be delivered to a postbox. Bring reserves the right to charge a wrong address fee if the delivery address is incorrect.

Packaging

It is the responsibility of the sender to ensure that the content is properly packed. Parcels and pallets must be able to withstand normal transport handling, which can mean that they are loaded and sorted several times during shipment. Outer and inner packaging must therefore be suited to the content. Liquid contents and powder should be packed such that spills can be absorbed inside the outer packaging, even if this means that the inner packaging will be damaged. Cargo on pallets should be wrapped so that it remains intact on the pallet while in transit from source to destination. The cargo must not overhang the edges of the pallet. Special rules apply when transporting limited quantities of dangerous goods (Limited Quantities).

The cargo must be properly packed in order to receive compensation in the event of any damage. If you would like to be guaranteed full compensation, we recommend our special transport insurance, Cargo Insurance. (Cannot be subscribed for Home Delivery Mailbox). In other cases, compensation is paid according to the terms of NSAB (current version).

Flex Delivery

Once Bring has delivered the cargo in accordance with the instructions, the goods and their packaging are considered to have been in visibly good condition. A written confirmation from the driver shall constitute sufficient evidence that this is the case. Bring is not liable for loss or damage that occurs after the goods have been delivered to the recipient in accordance

with the instructions for Flex Delivery. Shipments containing a limited amount of dangerous goods (Limited Quantities) cannot be sent as Flex Delivery.

Limited Quantities - Limited Quantities of dangerous goods

Shipments cannot contain dangerous goods with the exception for limited quantities of dangerous goods. The customer should always follow and notify Bring according to 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 includes content, packaging and labeling. For information and definition of limited amount of dangerous goods and the current regulations, see msb.se (Civil Protection and Emergency Agency). The additional service Limited Quantities is not available in combination with the services: Flex Delivery, Express and Express Nordic 09.00.

Returns

Shipments that cannot be delivered will be returned to the sender, who will be charged for the outgoing freight.

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.

Prohibited content

Shipments may not contain weapons*, ammunition, live animals, human or animal remains, cigarettes, tobacco, alcoholic beverages**, high-value items such as precious metals, gemstones, coins, banknotes, securities and hazardous goods except for limited amount of dangerous goods***. The value of the content may not exceed EUR 10,000 per parcel and EUR 100,000 per pallet. It is the responsibility of the sender to ensure that a shipment does not contain any goods that are prohibited for import into the destination country.

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 shipments/consignments do not contain anything that violates the provisions of the Prohibited Content and Limited Quantities section and shall replace Bring or other injured parties for damage caused by the customer breaching these provisions.

Tracking

In those cases where Bring offers traceability (Track-n-trace), Bring has the right to supply (mediate) information and personal information regarding senders, recipients and all that is related to external partners, this to enable tracking (track-n-trace) in current tracking system. The Customer agrees to this procedure and is liable in relation to Bring to obtain the necessary consent from the sender and the recipients of the consignment.

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 starting 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 Bulksplit shipment, with delivery in Norway. Furthermore, import and export of alcoholic beverages are subject to mandatory legal restrictions in various countries.

*** See section Limited Quantities - Limited Quantities of dangerous goods

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