



# Bring E-commerce & Logistics Oy Service Terms

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# Business-to-business delivery | Business Parcel

## Business Parcel | Business Parcel Bulk

Business-to-business parcels with delivery to the recipient's door.

### 1. DESTINATIONS

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

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm to Sweden, Denmark, Norway, Finland  
150 cm to other destinations  
Max. dim. Length + girth = 300 cm  
Max. volume 0.25 m<sup>3</sup> per parcel  
Min. dim. 15 cm x 10 cm x 1 cm to Sweden, Denmark, Finland  
23 cm x 13 cm x 1 cm to Norway and other destinations  
Max. weight 35 kg per parcel to Sweden, Denmark, Norway, Finland  
30 kg per parcel to other destinations

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 4. DELIVERY

#### 4.1 Delivery procedure

Delivery is carried out non-holiday weekdays between 08:00-17:00 in Sweden and Finland, and between 08:00-16:00 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.

##### 4.1.1 Notification

Email or SMS notification can be added with the additional service E-Advising. The recipient is notified when the Customer has booked the shipment (EDI received), and when the shipment has been loaded for delivery. Shipments with E-Advising, also offer the recipient to select alternative delivery choices. If the Customer prefers not to allow such delivery choices to the recipient, this feature must be blocked with a supplementary additional service.

#### 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. When collecting the parcel at a service point in Denmark, the recipient is considered legitimate by simply presenting the parcel's pickup code. In Sweden, any person may collect the parcel by presenting the pickup code and valid ID, as business parcels are rarely addressed to a specific 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 (only Business Parcel Bulk)
Delivery Indoor	Sweden, Denmark
Two Delivery Attempts	Norway
E-Advising	Sweden, Denmark, Norway, Finland
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 with delivery to the recipient's address. This service is a complement to the parcel services and is intended for lower quantities of EUR pallets, with a general limit of up to three pallets per delivery occasion and recipient.

### 1. DESTINATIONS

Sweden, Denmark, Norway (not quarter pallet), Finland  
Rest of Europe (only EUR pallet 120 cm x 80 cm)

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Pallet

Max. dim. 120 cm x 80 cm x 200 cm (L x W x H)  
Max. weight 750 kg per pallet

For Finland zone 2-5, a maximum height of 180 cm applies. See zoning in the standard price list for Business Pallet.

#### 2.2 Half pallet

Max. dim. 80 cm x 60 cm x 150 cm (L x W x H)  
Max. weight 400 kg per pallet

#### 2.3 Quarter pallet

Max. dim. 60 cm x 40 cm x 120 cm (L x W x H)  
Max. weight 200 kg per pallet

If incorrect pallet type is booked, it will normally be reclassified and charged as the correct pallet type based on dimensions and weight. For pallets exceeding the maximum dimensions or weight, a fee for exceeded service terms will be applied, which may also result in longer lead times.

### 3. FREIGHT CALCULATION

Shipping is calculated per pallet. Volume calculated weight is not applied.

### 4. DELIVERY

#### 4.1 Delivery procedure

Delivery is carried out non-holiday weekdays between 08:00-17:00 in Sweden and Finland, and between 08:00-16:00 in Denmark and Norway. The shipment is delivered at ground level to the recipient's goods reception or port, against signature, against signature. In other countries, delivery is carried out according to local conditions.

##### 4.1.1 Notification

Email or SMS notification can be added with the additional service E-Advising. The recipient is notified when the Customer has booked the shipment (EDI received), and when the shipment has been loaded for delivery. Shipments with E-Advising, also offer the recipient to select alternative delivery choices. If the Customer prefers not to allow such delivery choices to the recipient, this feature must be blocked with a supplementary additional service.

#### 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.

#### 4.3 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  
E-Advising  
Telephone Notification  
Delivery Not. to Sender  
Limited Quantities

Cargo Insurance

#### Destinations

Sweden, Denmark, Norway  
Sweden, Denmark, Finland  
Sweden, Denmark, Norway  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland, Iceland, Aaland, Faroe Islands, Greenland  
All destinations (some exceptions)

# Business-to-consumer delivery | Parcel to pickup point

## PickUp Parcel | PickUp Parcel Bulk

Business-to-consumer parcels with delivery 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  
Europe and rest of the world (PickUp Parcel Bulk only to DE, EE, NL, IS, FO)

### 2. DIMENSIONS AND WEIGHT

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

Max. dim. Length + girth = 300 cm

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

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

Max. weight 35 kg per parcel to Norway  
20 kg per parcel to Sweden, Denmark and other destinations

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 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 made during daytime, non-holiday weekdays, to the selected or assigned pickup point. Delivery via parcel locker is available for parcels up to 58 x 49 x 43 cm in Sweden, Denmark and Norway. 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, while in Norway, both daytime and evening deliveries are 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

Max. length 200 cm  
Max. dim. Length + girth = 300 cm  
Max. volume 0.25 m<sup>3</sup> per parcel  
Min. dim. 15 cm x 10 cm x 1 cm to Sweden, Denmark  
23 cm x 13 cm x 1 cm to Norway and other destinations  
Max. weight 35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 4. DELIVERY

#### 4.1 Notification

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

#### 4.2 Delivery procedure

##### 4.2.1 Sweden

Delivery is carried out non-holiday weekdays between 08:00-17:00. 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 non-holiday weekdays between 08:00-17:00. 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 non-holiday weekdays and Saturdays, between 08:00-22:00. 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 17:00-22:00, 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 parcel with delivery to the recipient's mailbox. This service, offered in collaboration with PostNord, is intended for delivery of small parcels with low product value to consumers in Sweden.

### 1. DESTINATIONS

Sweden

### 2. DIMENSIONS AND WEIGHT

Max. length 60 cm  
Max. dim. Length + width + height = 90 cm  
Min. dim. 14 cm x 9 cm x 1,5 cm  
Max. weight 3 kg per parcel

For parcels with one or several sides over 34 cm x 24 cm x 7 cm, a large parcel fee is added.

### 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 08:00-17:00, 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

Possibility for businesses to return parcels and pallets to the Customer, on behalf of the Customer, with pickup arranged at a business address.

### 1. AVAILABILITY

#### 1.1 Return of parcels

Return of parcels is offered from Sweden, Denmark, Norway, and Finland, with the service Business Parcel Return (0331), or Business Parcel Return Bulk (0333) for parcels that are to be collected at a terminal and returned as bulk shipment.

**Important:** For return pickup in Norway, the return sender must have a separate agreement for pickup with Posten Bring in Norway. If no such agreement is in place, the return sender is referred to return via service point.

#### 1.2 Return of pallets

Return of pallets is offered from Sweden, Denmark, Norway, and Finland, with the service Business Pallet Return (0337). The solution is only available for a low quantity of EUR pallets 120 x 80 cm. Half pallets and quarter pallets are permitted (except quarter pallets from Norway), but charge is always done as EUR pallet 120 x 80 cm.

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Parcel

Max. length	200 cm
Max. dim.	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup> per parcel
Min. dim.	15 cm x 10 cm x 1 cm from Sweden, Denmark, Finland 23 cm x 13 cm x 1 cm from Norway
Max. weight	35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

#### 2.2 Pallet

Max. dim.	120 cm x 80 cm x 200 cm (L x B x H)
Max. weight	750 kg per pallet

From Finland zones 2-5, the maximum height is 180 cm. See zone table in regular price list for Business Pallet.

### 3. FREIGHT CALCULATION

#### 3.1 Parcel

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

#### 3.2 Pallet

Freight is calculated per pallet. Volumetric 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 non-holiday weekdays during daytime. 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

Possibility for consumers and businesses to return parcels to the Customer, on behalf of the Customer, with drop-off at a service point or parcel locker.

### 1. AVAILABILITY

#### 1.1 Return from consumers

Consumers can return parcels via service point or locker in Sweden, Denmark, and Norway, with the service PickUp Parcel Return (0341), or PickUp Parcel Return Bulk (0343) for parcels that are to be collected at a terminal and returned as bulk shipment.

#### 1.2 Return from businesses

Businesses can return parcels via service point or parcel locker in Sweden, Denmark, and Norway, with the service Business Parcel Return (0331), or Business Parcel Return Bulk (0333) for parcels that are to be collected at a terminal and returned as bulk shipment.

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm from Norway  
150 cm from Sweden, Denmark

Max. dim. Length + girth = 300 cm

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

Min. dim. 15 cm x 10 cm x 1 cm from Sweden, Denmark  
23 cm x 13 cm x 1 cm from Norway

Max. weight 35 kg per parcel from Norway  
20 kg per parcel from Sweden, Denmark

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 4. MARKING AND LABELING

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

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

Drop-off via a parcel locker for Bring is available for parcels up to 58 x 49 x 43 cm. 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

Possibility for consumers to return 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

Return from home address is available from Sweden and Denmark, with the service Home Delivery Parcel Return (0348). The service is intended for parcels exceeding 150 cm in length and/or weighing over 20 kg. It is available only for bulk returns, where parcels are collected at the terminal in the country of dispatch and returned collectively on a EUR pallet.

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm  
Max. dim. Length + circumference = 300 cm  
Max. volume 0,25 m<sup>3</sup> per parcel  
Min. dim. 15 cm x 10 cm x 1 cm  
Max. weight 35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel, based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. 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

In Sweden EDI should be created and transmitted only when the need for return arises, not in advance during the booking of outgoing shipment. No separate booking for pickup should be made. A pickup assignment is automatically created when Bring receives EDI.

#### 5.2 Denmark

EDI can be created and transmitted to Bring either in advance or when the need for return arises. Pickup shall be booked through Bring's customer service in Denmark, and the desired pickup date should also be specified. If no specific date is provided, the recipient will receive a proposal and be asked to choose a pickup date.

### 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 non-holiday weekdays and Saturdays, between 08:00-22:00, on the selected date and within the selected time window, according to Bring's applicable route matrix.

##### 6.2.2 Denmark

Pickup is made non-holiday weekdays between 08:00-17:00, 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 according to 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 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)

The shipment is delivered outside the recipient's door or at another specified location on the delivery address, without anyone needing to be present to receive or sign for the shipment. Any entry code or intercom information, 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 delivery instructions in the EDI. Indoor delivery service is provided to the same specified location, regardless of the number of parcels to be delivered.

When the additional service is combined with the service Business Pallet, the pallet is split, and each parcel is carried to the specified location. Each parcel on the pallet is allowed a maximum weight of 35 kg. The packaging and the pallet are returned to Bring's terminal and recycled.

- To perform indoor delivery, the path to the specified location must be clear and free from obstacles, and for deliveries more than four (4) floors up, an elevator must be available.
- The recipient is responsible for protecting any fragile floors.
- If the conditions are not met, the shipment will be delivered without delivery indoors.
- Any additional delivery attempts (in case of delivery obstacles at the first delivery attempt) will be made without delivery indoors.

#### 1.8 Cash On Delivery (0051)

Delivery against payment. Upon delivery, the recipient is required to pay the COD amount specified by the sender. Additional information on applicable terms and rules regarding labelling, documentation, and amount limits, are available upon request.

#### 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 E-Advising (0091)

Notification to business recipients via email or SMS. Notifications are sent on two occasions: when the shipment is ordered (EDI delivered to Bring) and when the shipment is loaded for delivery.

#### 1.11 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 delivery obstacles at the first delivery attempt) will be made without telephone notification.

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

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

#### 1.13 Label Free (1288)

Drop-off of parcel to 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, 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.

#### 1.14 Limited Quantities (0003)

Mandatory additional service for shipments containing limited quantities of dangerous goods according to applicable regulations.

- Limited quantities of dangerous goods are not allowed to non-bridged islands, except for shipments to Gotland (SE).
- The sender is responsible for ensuring that the goods are shipped as limited quantities of dangerous goods and in the intended quantity, as well as for proper packaging and markings.
- Transport of limited quantities of dangerous goods where part of the transport occurs by boat (e.g., delivery to/from Finland, Faroe Islands, Greenland, Iceland) is subject to regulations for maritime transport of dangerous goods according to the IMDG Code. Special labelling and additional declarations for dangerous goods are required.

#### 1.15 Cargo Insurance (0068)

Additional insurance for the possibility of compensation beyond the provisions of NSAB (Nordic Association of Freight Forwarders' General Conditions). The insurance is arranged through Bring, which acts as the intermediary of the insurance. The insurer is First Marine AS.

As standard, the insurance is arranged per shipment. Upon request, Cargo Insurance can also be arranged as an annual insurance to cover all transports for a specific Customer or customer number throughout the year.

Compensation is based on the full actual value of the goods and does not involve any deductible. The value of the goods should include the invoiced value, freight, insurance policy, and any profit and customs. Maximum compensation is 100,000 SEK per parcel or 1,000,000 SEK per pallet.

Cargo Insurance can be arranged for most permissible types of goods, except for mobile phones and alcohol, to most countries, with some exceptions such as Iran, Iraq, and Afghanistan. For more information, refer to Bring's website, where there is also a link to the insurance company's website ([first.dk](http://first.dk)) for complete details on insurance terms and conditions.