



# Transport Guide

Business parcel express, Business parcel,  
Pick-up parcel, Home delivery parcel plus  
and Business groupage and Business partloads.

**Valid from December 1, 2025**



# We find new ways for you and your customers

This Transport Guide describes our parcel and groupage services for the private and business markets, including terms and conditions and price lists.

Zone tables are to be found at [bring.no/en/terms-and-conditions](https://bring.no/en/terms-and-conditions).

We hope our Transport Guide will be of use to you!

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# Bring and the environment

As a Bring customer, you are already making a good environmental choice today. We also have a structured and targeted plan to become even better in the future.

### Posten Bring has set industry-leading climate goals

As a major Nordic transport and logistics player, we know that we are part of the challenge and therefore a part of the solution. We want to take leadership in our industry and have set ambitious climate goals.

Posten Bring has already reduced CO2 emissions by 62% from 2012 to 2024, and now we have increased our ambition. By 2030, all our vehicles will be electric or powered by biogas.

### Our goals in 2030

Posten Bring will be a driving force in the transition to a low-emission society. This means that we will have ambitious goals and a realistic plan to achieve them.

In 2021, Posten Bring was the first logistics player in Norway to set science-based targets in line with the Paris Agreement. Already in 2023, we revised these goals and now have industry-leading climate goals approved by the Science Based Targets initiative:

- Reduce absolute emissions from our own vehicles and buildings by 85% compared to 2022
- Reduce absolute emissions from all goods and services by 30% compared to 2022
- Reduce 90-95% of emissions from the entire business to achieve net zero by 2040

### Our Action Plan to reach them

Posten Bring has been electrifying our vans for many years and has over 2000 electric vehicles. By combining these, over 50% of Norway’s population is served by electric vans. Going forward, we aim to electrify van distribution in the 60 most populous municipalities. This means we will reach 70% of Norway’s population with electric vans. Our goal is to electrify all owned and leased vans by the end of 2027.

We have started the electrification journey for heavier vehicles and have around 200 electric trucks and biogas trucks in operation, with more on order. We have also established a national charging network for heavy vehicles, with over 200 fast chargers from Narvik in the north to Kristiansand in the south. In some places, our

charging network is also offered to our partners. Our goal is to establish corridors between the largest cities with vehicles using fossil-free energy sources by the end of 2026. All our trucks will be electric or use biogas by 2030.

The most important measure to reduce emissions from our operations is to avoid distances driven. Therefore, Posten Bring continuously works to optimize our routes, increase consolidation and load factor, and modernize terminal structures with co-location. We use trains where possible and convert heavy vehicles connected to trains to offer intermodal solutions with only fossil-free energy sources.

Increased electrification requires more energy. Therefore, we are installing solar panels at our terminals, and this has been established at 18 of our terminals in the Nordics. Our goal is to install solar panels at half of our terminals by the end of 2026.

Posten Bring was the first logistics player to issue green bonds. These are favourable loans that must be used for emission-reducing measures.

From 2021 to 2024, Posten Bring has issued 4.5 billion. Detailed information about Posten Bring’s emissions and our emission-reducing measures can be read in our annual report.



# Part 1 Parcels

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## 1.1 Our services

Our customers have many different needs. This is why we offer a range of services to meet every need for logistics services – from A to Z.

### 1.1.1 E-services

Transport with Bring entails access to a number of e-services. In addition to integration directly with our IT-system, we offer our customers Mybring, an online selfservice solution that gives you full control of your deliveries with Bring, wherever you are located. With a single sign-on, you can easily generate customised reports and order parcel, freight and courier shipments. Now also with GPS coordinates for all services.

Mybring is available 24 hours a day, and is free of charge for Bring customers. Our IT-solutions comply with all the standards and requirements set out in the common system for the identification of freight of 1 July 2000 issued by the Norstella Foundation and EAN Norway. The solution communicates with most EDI-system suppliers. Consignments that do not fulfil the requirements may be rejected, delayed or subject to an additional charge.

Error messages or errors in EDI-messages are corrected by Bring. Invoicing for errors will be charged to the freight payer in accordance with the applicable prices.

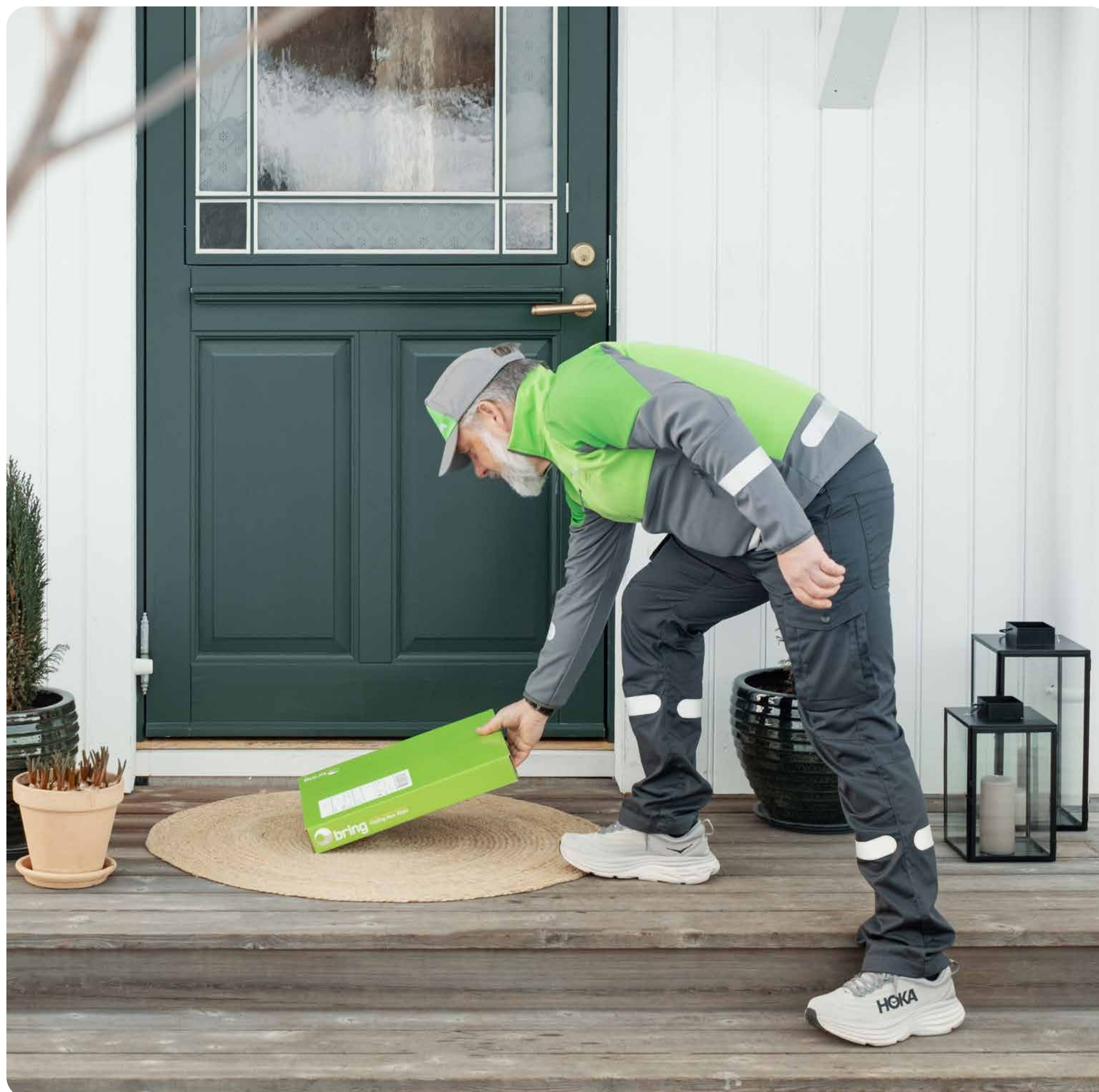
### 1.1.2 Business parcel

Parcels up to 35 kg actual weight from business to business requires a staffed business place to receive the parcel. Delivery is between 08:00-16:00. Parcels can be dropped off at Post in Shop or parcel locker, for pricing, see section 3.4.4. For collection, you as a customer can create a fixed collection agreement or order an ad-hoc pick-up, see section 3.4.5.

By default, your recipients will have several options; the parcel can be left at the delivery address if the recipient is not at the office when the driver arrives, or the parcel can be redirected. The receiver is in such case offered to redirect the parcel to a local pickup point or a parcel locker. The recipient can then pick up the parcel when it suits within the pickup deadline. These additional services are particularly suitable for small and medium-sized businesses that may not have staffed reception when the package arrives. Both additional services are free.

Note! You as the sender can reserve the right for the recipient to not have this option.





### 1.1.3 Business parcel express

Our offer when express delivery of parcels of up to 35 kg actual weight is important. For more information, see section 1.4.2.

### 1.1.4 Pick-up parcel

Consignments with weight up to 35 kg actual weight (up to 10 kg for parcel boxes, with dimensions up to 60 x 50 x 44 cm) act as an agreement based service for businesses/ online stores targeting private customers. Bring is committed to reducing greenhouse gas emissions from transport operations, utilising rail and electric transportation by road in a more significant manner. The recipient can collect the consignment at their preferred pickup point.

### 1.1.5 Parcels delivered home

Parcels of up to 35 kg actual weight as an agreement-based service for business customers with private customers as their target group. The parcel is delivered to the recipient's home during daytime hours between 08:00-17:00, or evening hours between 17:00-21:00, based on street address and postcode. Your customer will receive notification that the parcel is on its way, with the expected delivery date.

For parcels delivered in the evening, the customer can track the parcel and a smaller delivery window will be notified. The recipient can change the delivery date, or authorise Posten and Bring to leave the parcel at the recipient's risk if no one is

present upon the time of delivery. We deliver with GPS coordinates for tracking on Mybring.

## 1.2 Additional Parcel Services

Bring offers additional services that add value for customers. Some of these services are presented below. Other additional services are shown in the price lists and at [bring.no](http://bring.no).

### 1.2.1 Optional pick-up point

The recipient can choose from which pick-up point to collect the parcel. This additional service can be used for the Pick-up parcel and Business parcel express services. The service is well suited for online shopping.

### 1.2.2 Cash on delivery (Pick-up parcel)

The additional service guarantees that the parcel is only delivered if the amount has been paid. Suitable when you have agreed that the customer will pay for the item you are sending.

If you wish to change or delete the COD-amount while the parcel is underway, you can place the order in Mybring and pay a surcharge. The service can also be used for Business Parcel Bulk, and single parcels for the Faroe Islands and Greenland. See section 3.4.2 Surcharges.



### 1.2.3 Simplified delivery

This is a service whereby the sender can ask Bring to leave the goods at the recipient's premises or, by ordering e-notification, the recipient can order simplified delivery without the recipient being present to accept the delivery. The service must be ordered via EDI-message. As agreed with the sender or recipient, the driver leaves the goods at street level and the driver registers that the goods have been delivered, thereby ensuring the traceability of the consignment. This service entails that the customer accepts the associated risk with regard to liability and waives the right to compensation in the event of damage and loss.

Simplified delivery is not recommended in large cities or for apartment blocks unless Bring can deliver the goods in an enclosed entrance or similar. It must be possible to leave the parcel so as not to infringe the applicable fire regulations. The value of the goods should also be taken into consideration.

This service is not appropriate for readily marketable goods that can easily be removed.

### 1.2.4 Proof of identity services

If you want the recipient to present proof of identity on delivery, you can order this via EDI. Your recipient will receive a notification that your business wants them to present proof of identity. This additional service can be used for all parcel services.

### Delivery against ID:

Proof of identity is checked on delivery. A person other than the recipient may collect the parcel, but must provide proof of identity for the parcel to be issued to them. Can be used for all parcel services. For prices, see section 3.4.1 Additional services

### Personal delivery:

Only the specified recipient may collect the parcel - by presenting proof of identity. A power of attorney cannot be used. Can be used for Business parcel express, Home delivery parcel plus and Pick-up parcel.

### 1.2.5 Projects

We offer transport and logistics solutions adapted to a project that is limited in time or volume. Priced according to agreement.

### 1.2.6 Deployment of expertise

In cooperation with our customers, we analyse possible areas in which we can improve the customer's logistics efficiency through extended cooperation.

Bring currently offers dedicated personnel with training and experience in the logistics area who, together with our customers, can analyse and identify measures to improve the customer's logistics efficiency. Examples of the areas covered are delivery follow-up and handling, transport planning and execution, coordination with the customer's warehouse, procurement

and sales department, and coordination and arrangement of all forms of incoming and outgoing transport, regardless of form of transport and destination.

### 1.2.7 Insurance

It is possible to take out goods insurance for parcels. For parcels, this takes place via EDI-message. For more details, see bring.no

### 1.2.8 Notification

Ordered via EDI. The service entails that we agree the time of delivery with the recipient. Priced separately.

## 1.3 Additional Information Services

### 1.3.1 Additional Flex service

#### Flex or Redirect

Replacement offers our customers the flexibility of sending consignments to companies, by providing the recipient the option of having the parcel delivered, even if no one is present at the destination when the driver arrives. Documentation of handover is available via the Mybring portal or a link & code sent by e-mail. Rerouting means that the shipment is delivered to the local Post-i store or parcel box, and can be picked up by the recipient there.

#### Ordering Flex or Rerouting

No additional integrations are required. The service can be ordered in the Posten app in Norway (the Bring app in SE/DK), on the tracking page and in the recipient portal in Mybring. The sender can book the flex service 0041 through their regular booking, e.g. Mybring or through another TM - provider. When booking transport an e-notification is included, and the recipient is given two options:

**Reinstatement:** The consignment is left outside the target destination even if the recipient is not available to receive the consignment.

Or **Redirection:** The package is redirected to the local pick up point in store or parcel locker. These services are free of charge, reduces the environmental impact of Co2 emissions and also cost reductions.

#### Conditions for reinstatement

- The supplier is free from liability for any damage to the consignment or any loss related to this after the consignment has been delivered.
- Authorisation to leave the package at the target destination has to comply with the applicable fire regulations.
- After handing over the shipment, the recipient is responsible for the consignment.
- A receipt will be sent by SMS upon delivery.
- This service is available for Business Parcel,



Groupage, Business Parcel, Business Parcel Bulk, Business pallet, delivered between 08:00 and 21:00, that usually requires a signature from the recipient upon delivery.

- This service is not recommended in larger cities or apartment buildings without secured gates.
- Not suitable for consignments that require identification, payment, or are temperature-sensitive (e.g., pharmaceuticals).
- The sender can block the ability to choose Flex.
- Please note that the responsibility of informing the recipient about terms and conditions of the services solely relies on the customer (sender).

### 1.3.2 Collection deadline

The collection deadline for parcels from a post office in Norway is 7 days. Parcels that are not collected within the deadline are returned. A reminder is sent to the recipient after 3 days. Using text message, push- or email notifications, a reminder is sent on day 3 and day 6 after arrival at Post in Shops, parcel box or post office.

Parcels that arrive at post offices or Post in Shops between 1 and 17 July will not be returned before 1 August. During the period from 23 to 31 December parcels will not be returned. The first day of return is the third business day after New Year.

### 1.3.3 Consignments that are returned

Consignments that are unable to be delivered

to the recipient will be returned at the customer's expense.

### 1.3.4 Delivery precision and calculation of delivery time

We have an indicative delivery time for our services, unless otherwise stated as a condition for the individual service. The delivery time runs from the registration of the consignment's arrival at our sender terminal until it is delivered to/made available to the recipient. The promised delivery time for Business parcel express can be found at Mybring.no in the booking screen.

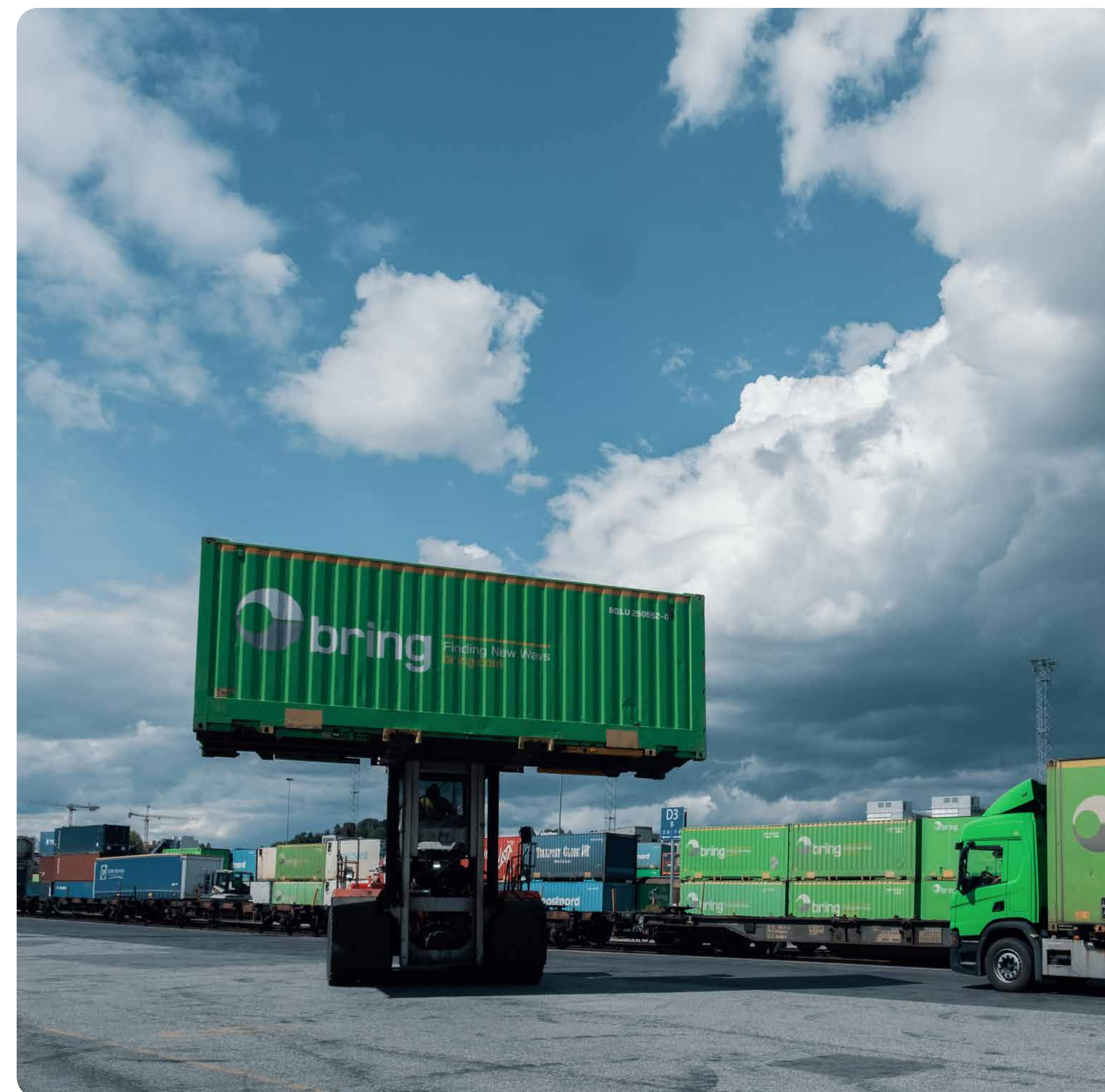
For other services, the delivery time is solely measured as the number of days. Bring currently offers a time guarantee for Business parcel express.

#### Assumptions:

- Correct labelling and packaging of the goods, and correct EDI-messages received and accepted by Bring before we receive the consignment.
- The consignment must be registered at the delivery terminal within the delivery deadline for the relevant service and terminal. Delivery can take place from Monday to Friday, normally between 08:00-16:00.

#### Exceptions:

- Weekends and public holidays, as well as holiday periods, and in the event of force





majeure situations, such as floods, landslides, snowfalls or other reduced accessibility of roads or railways.

#### **1.3.5 Goods not carried by Bring**

Unless otherwise agreed, parcels may not contain precious metals, valuables, weapons, ammunition, live animals, larvae, insects or similar, remnants, removal goods, unpackaged goods, customs passport consignments or cigarettes/ tobacco products.

### **1.4 Posting, collection and delivery**

Bring can collect all consignments from the sender and deliver them to the recipient. Shipments are considered as collected when they are scanned as handed in at Post in Shops or terminals. Parcels can be posted/collected at Post in Shops/post offices. There are various options, service levels and deadlines for our services, and these are priced according to the applicable service specifications and price lists. If you order collection of freight for more than NOK 450 on the same day and from the same address, collection will be included in the freight price. This requires the use of a customer number and collection on the same date. For collection of freight below this amount, a surcharge for small collection will be added to the freight charge. See section 3.4.6 Surcharges.

#### **1.4.1 Business parcel**

Parcels can be dropped off at a Post in Shop (for an additional fee) or a parcel locker.

Parcels are primarily collected and delivered at one location within the business, such as reception or a ramp. Consignments will not be carried in by the driver. Delivered to the recipient from Monday to Friday before 16:00. Two delivery attempts are made at the recipient's address. If two delivery attempts are made, a surcharge will apply; see the price list. It is possible to order delivery via Post in Shops or a post office if the recipient is not present when delivery to the door is attempted. This must be ordered at the same time as the EDI-message. This service can be performed after the first or second delivery attempt. The service is priced separately and only applies when the parcels have been delivered via a post office.

See the price list for Business parcels. Parcels with an actual weight exceeding 35 kg, or consignments with more than 4 package, cannot be delivered via Post in Shops or a post office and will be returned to the sender if we are unable to deliver the parcels. If the parcel cannot be delivered to the door and delivery via a pick-up point (Post in Shops or a post office) has been ordered, the recipient will be notified via a collection notice in the form of a letter or text message.



#### **1.4.2 Business parcel express**

Business parcel express parcels can be included on collection of other parcel services when parcel collection has been agreed. A separate collection agreement may also be entered into regarding Business parcel express parcels.

If Business parcel express parcels are collected together with other parcel services, they must be clearly separated from other parcels, for prioritised manufacturing. This is to ensure correct handling and faster delivery. Business parcel express parcels can also be posted from Post in Shops or post offices. Please note that separate posting deadlines may apply to this service.

Dry ice may not be sent as Business parcel express. Business parcel express can be delivered as Business parcels to one location at the recipient's premises. The services do not include internal distribution at the recipient's premises, with delivery to several locations in the building.

Ordinary Business parcel express delivery is from Monday to Friday before 09:00, 11:30 or 16:00, depending on the distance and the postcode. For parcels with a delivery deadline before 09:00, a second delivery attempt is made before the parcels are made available at a pick-up point. Parcels with delivery deadlines of 11:30 or 16:00 are made available at a pick-up point after the first delivery attempt.

#### **1.4.3 Pick-up parcel**

For customers without a pick-up agreement, parcels can be posted at a post office or Post in Shops. Parcels are delivered via post offices, Post in Shops or rural postmen/postwomen. See also the section on pick-up deadlines.

#### **1.4.4 Consignments to Svalbard and Spitsbergen**

Parcels (less than 35 kg, max. size 120x60x60 cm) are sent by air. For all transport by air, separate rules apply to dangerous goods, see section 1.7.1 Safety regulations. Parcels that cannot be consigned by air are shipped. Parcels with a net value exceeding NOK 5,000 require customs clearance. Parcels to Svalbard must have a standard transport label, and a commercial invoice (possibly a proforma invoice) must accompany the consignment. There are fixed surcharges for freight to Svalbard. See section 3.4.5 Additional services.

#### **1.4.5 Parcels delivered home**

The parcels can be posted at Post in Shops or post offices for an additional charge per package. The parcel will be delivered to the recipient's home from Monday to Friday in the evening between 17:00-21:00 in towns and built-up areas, and between 08:00 and 17:00 elsewhere. See the updated table at [bring.no](http://bring.no).

We also pilot weekends in selected areas. Your customer will be notified of the expected delivery date well in advance, with a tracking link, via text

message or email. A delivery attempt is made at the recipient's address, and if the recipient is not present or leaving the parcel has not been ordered, the parcel will be delivered to the customer's nearest pick-up point. Two delivery attempts can be ordered; see the price list. This must be ordered at the same time as the EDI-messages.

#### 1.4.6 Limitations and impediments concerning transport

Some postcodes may have limited options for collection and delivery, even within the same postcode.

##### Examples might be:

- Local barriers
- Cabin areas
- Islands with limited ferry services
- Other geographical areas where Bring does not have normal driving routes, e.g. mountain areas or other areas subject to seasonal restrictions.

Senders and recipients with addresses in such areas must expect deviations in delivery times. Areas where accessibility is reduced, senders can deliver parcels in post office or Post in Shops and recipients will have their parcels delivered to pick up point.

## 1.5 Terms and conditions for Parcels

To ensure correct handling, it is important that the conditions for using the individual service are fulfilled. Our terms and conditions can be regarded as part of the agreement for the individual transport.

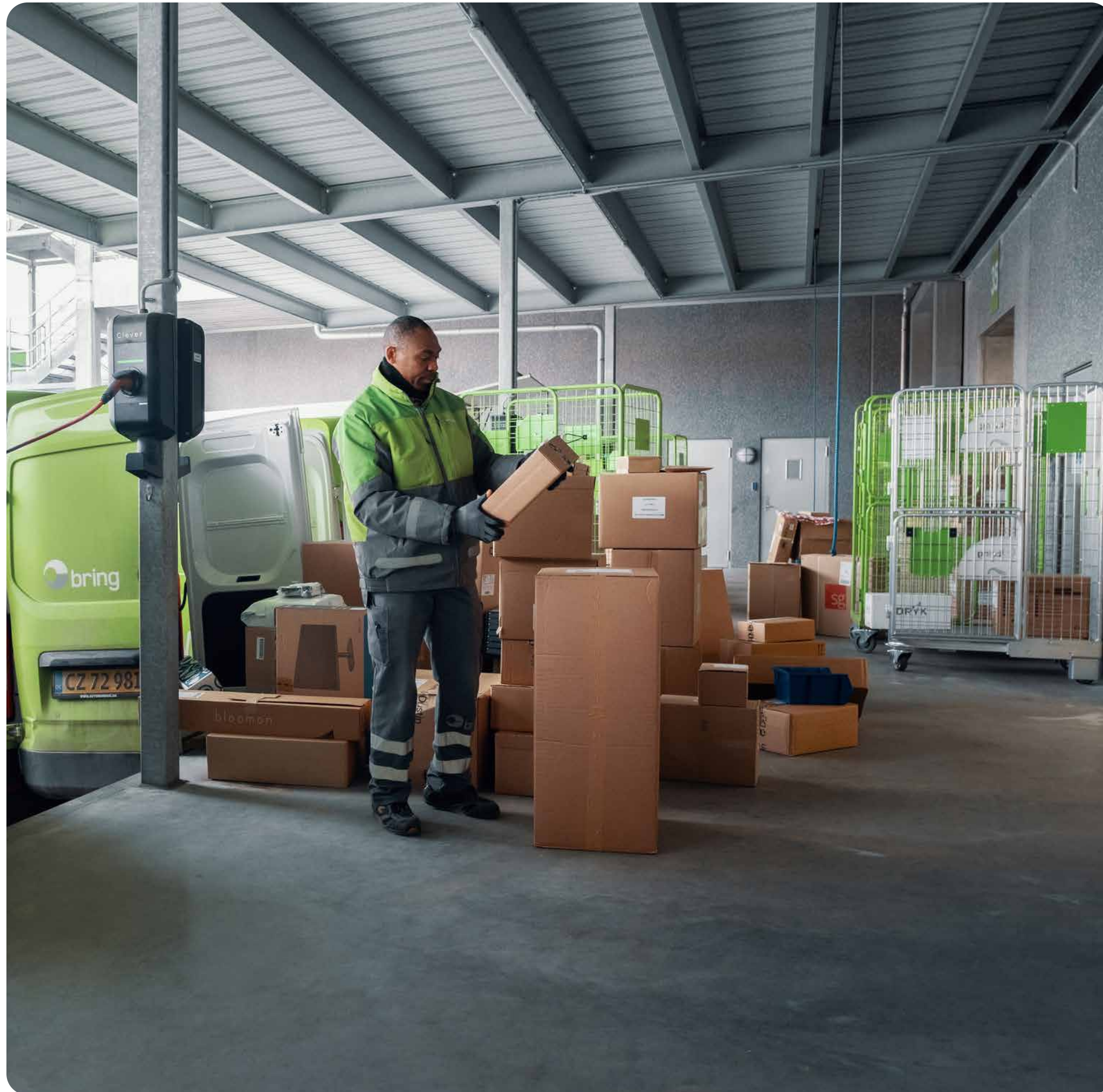
### Validity

Posten Bring AS distributes goods under the Bring brand name. Transport is undertaken in accordance with the tariff rates, freight calculation regulations and transport terms and conditions applicable to Bring.

Bring's transport terms and conditions are governed by the general provisions of the Nordic Forwarders Association (NSAB), the Norwegian Road Carriage Contracts Act (Act concerning road freight agreements), the Norwegian Maritime Code and our Transport Guide for parcels, groupage and partloads on a national basis.

Bring waives all liability for the customer's further use of data supplied by Bring, either directly or via third parties. Approved information about each consignment and package that is assumed to be scanned in accordance with agreed standards or transferred electronically comprises the agreement/transport contract for the individual consignment. The parcels will be loaded together





with other consignments. Requirements of the nature of the consignment, e.g. packaging and labelling. There are also requirements concerning EDI-messages. This is described in this document, and the terms and conditions are in accordance with the applicable framework conditions at any time.

#### **1.5.1 Additional costs**

Bring reserves the right to charge the customer for any extraordinary costs beyond Bring's control, as from the date on which the costs are incurred.

Examples of such costs might be (but are not limited to) rerouting as a consequence of roadworks, ferry disruptions, train disruptions, force majeure or similar circumstances requiring changes to our normal production. Force majeure events that make alternative carriage impossible are exempt, and the additional costs will therefore have an impact when events require alternative carriage solutions that are feasible without extraordinary measures, and beyond the date of the incident.

#### **1.5.2 Surcharges**

If Posten and Bring's terms and conditions are not fulfilled, the customer will be charged for the additional work/additional costs this entails for Posten and Bring. See section 3.4.6 Surcharges and bring.no.

#### **1.5.3 Parcel handling surcharges**

There may be parcel handling surcharges if one or more of the following criteria arise:

- Consignments that exceed the following dimensions 120 x 60 x 60 cm.  
This also applies to Business parcel express
- The parcel is below the minimum dimensions (23 x 13 x 1 cm)
- The parcel is in rolled form
- Consignments that have inadequate packaging
- Cannot be produced by machine for other reasons

See section 3.4.6 Surcharges.

#### **1.5.4 Errors or missing EDI**

To be able to undertake transport in accordance with applicable timetables Bring depends on all consignments being notified in advance. We require advance notification via EDI, which must include full and correct information.

Examples are the pick-up and delivery addresses and details of the actual consignment. There will be a surcharge for consignments for which no EDI-information has been received as agreed, or if the information provided is incorrect. See section 3.4.6 Surcharges.

#### **1.5.5. Delayed EDI-message**

There will be a surcharge for consignments for which no EDI-information has been received as

agreed. See section 3.4.6 Surcharges.

#### **1.5.6 Storage of consignments without EDI received**

If no EDI-message has been received as agreed and the consignments have to be stored pending EDI, a storage lease charge will be incurred. See section 3.4.6 Surcharges.

#### **1.5.7 Inadequate packaging**

Consignments that, due to faulty or incorrect packaging, are repaired or need to be repackaged, will be subject to a surcharge per consignment. See section 3.4.6 Surcharges.

#### **1.5.8 Work according to agreement**

Work performed for the customer according to agreement. Price per hour and 15 minute-period or part thereof.

Consignments heavier than the permitted weight or with an invalid transport label.

Packages which exceed the permitted weight and consignments that are marked with other carriers' labels entail additional work for Bring. Bring contacts the sender to agree on whether the consignment is to be returned or converted and forwarded. Price per package/consignment. See section 3.4.6 Surcharges.

#### **1.5.9 Manual invoice**

Preparation of manual invoices. Price per item See section 3.4.6 Surcharges.

#### **1.5.10 Consignment number**

Use of an incorrect consignment number, or reuse of a consignment number, is subject to a surcharge per consignment with an incorrect consignment number. Bring creates a new consignment number. See section 3.4.6 Surcharges.

#### **1.5.11 Customer number**

Use of an incorrect customer number where the customer is to be credited is subject to a surcharge. See section 3.4.6 Surcharges.

## **1.6 Liability and insurance**

#### **1.6.1 The customer's liability**

The customer must accept its part of the liability defined in Bring's terms and conditions. If the customer fails to fulfil a significant part of its obligations, or it is apparent from the customer's actions or other serious failure in creditworthiness that the customer will not fulfil a significant part of its obligations, Bring may suspend its fulfilment and withhold performance of its services, provided that the customer is notified of this without undue delay. If a party is in material breach of its obligations under the agreement and does not remedy the obligation after prior written



notice from the other party, the agreement may be terminated by the party that is not in breach.

### 1.6.2 Bring's indemnification liability

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code. The carrier's compensation liability is limited to the maximum:

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross weight/SDR\* 667 per package. **Cross-border vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Fund (IMF) and used in international law.*

### 1.6.3 Compensation Business parcel express

In the event of delays due to Posten and Bring the freight amount will be refunded. Time guarantee does not apply to shipments to and from postal code 9170-9179.

A freight reimbursement claim must be submitted no later than two weeks after delivery. Business parcel express is insured against loss and damage for up to NOK 50.000,- and consequential damage for an added up to NOK 50.000,-.

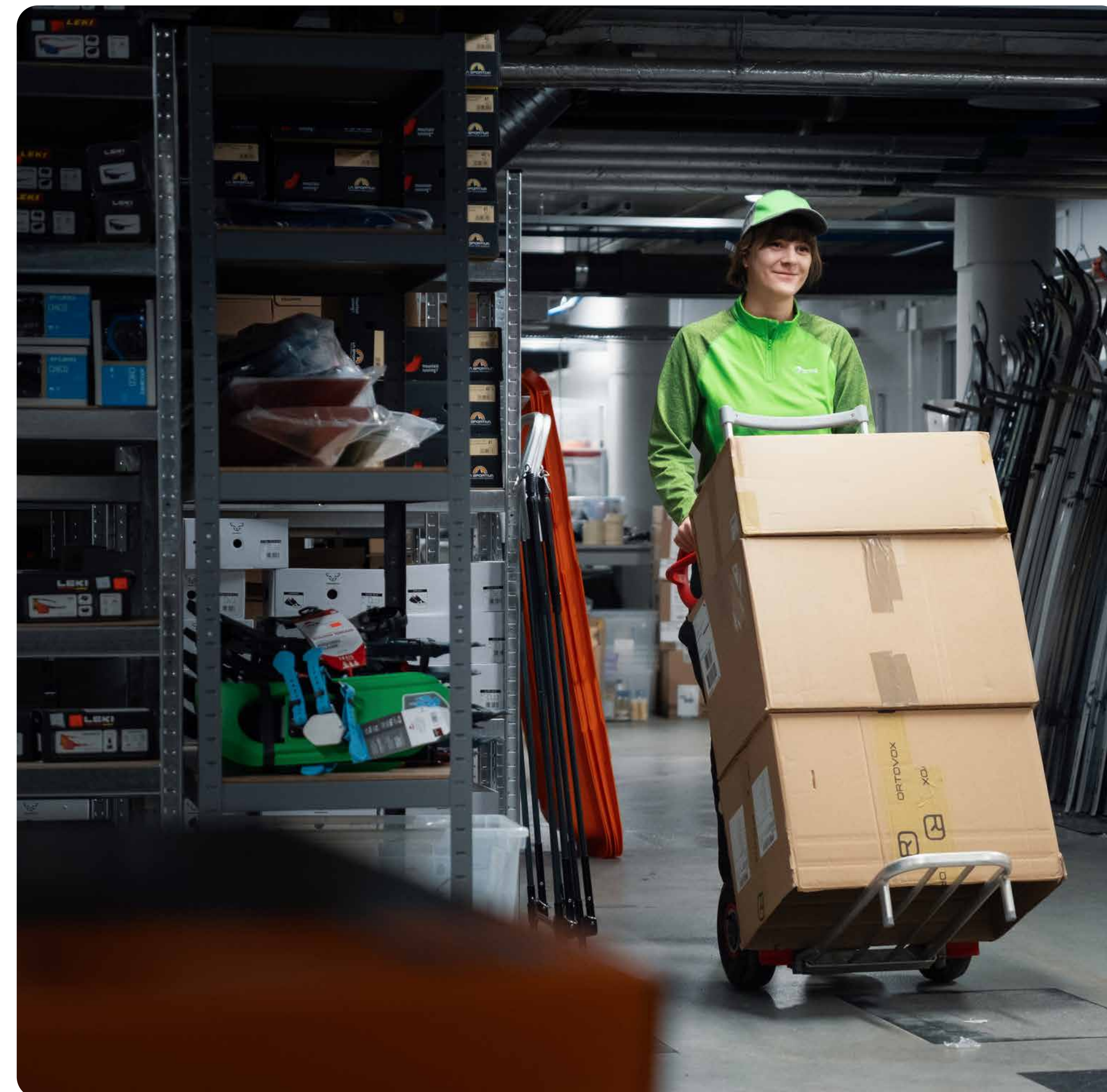
In the event of loss, it is the sender who must file a claim for compensation and document the value of the shipment, while in the case of damage, it is the recipient who must file a claim for compensation and document the value of the shipment.

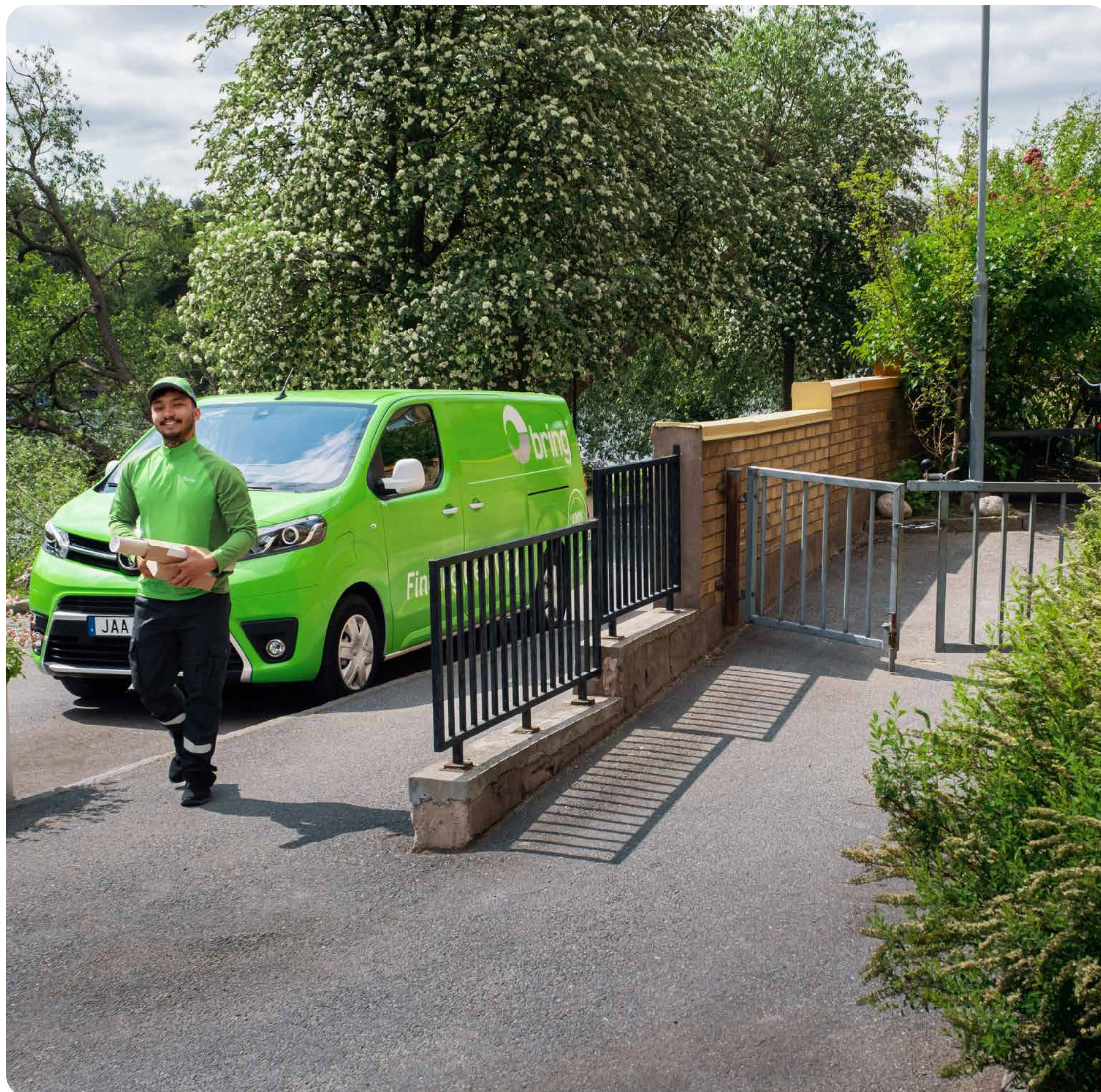
If the shipment is not properly packaged and this could contribute to loss or damaged content, the claim for compensation may be rejected.

Relevant documentation could include a copy of the receipt from the purchase of the item/content in the package, a photo of the package packaging, or a description of any markings/logo that can help identify the package.

In the case of damage: a photo of the damaged item/content and the inner/outer packaging. Compensation will not be paid out if the documentation is incomplete or incorrect. The content/packaging must be preserved until the case is resolved.

If there are circumstances that give reason to suspect that an alleged loss is not genuine,





the claim for compensation may be denied. Such circumstances could include the sender previously making repeated claims to an extent and of a nature that deviates from what is otherwise normal, or presenting forged documentation. Attempts at fraud or other fraudulent activities may be reported to the police.

#### **1.6.4 Posten Bring's load cages**

If the customer uses wire cages belonging to Posten Bring AS for the loading and delivery of parcels, the customer may be charged NOK 5,000 if these cages are damaged or lost while they are in the customer's custody.

#### **1.6.5 Insurance**

Purchase of transport does not include insurance unless specifically agreed for the individual consignment. Concerning the purchase of insurance, see section 1.2.7 Insurance.

#### **1.6.6 Delivery times**

Our delivery schedules state indicative delivery times. The delivery times can be found in Mybring. Services with a time guarantee are Business parcel express.

## **1.7 Other transport terms**

### **1.7.1 Safety provisions**

Carriage of parcels is subject to public safety provisions. The sender is obliged to ensure that the contents of the consignment are properly packed and labelled, and that forwarding is permitted in accordance with the applicable safety requirements for the transport in question. Parcels for consignment as air freight for parts of the route must be subject to safety inspection. This may entail that the consignment has to be opened by the safety inspector, for further investigation. The safety inspection is performed by an authorised third party, as instructed by the aviation authorities. Posten and Bring are obliged to comply with the applicable transport and safety regulations at any time, and are not liable for delays or for consequential damage due to the nature of the consignment or to circumstances beyond Posten and Bring's control.

Where the aforementioned conditions include Business parcel express parcels, the consignment may be returned to the sender, stopped pending collection by the sender, or moved from air transport to land transport (vehicle/rail), if this is an appropriate method of carriage. Bring reserves the right to make these assessments, particularly for consignments to be transported by air – where these are inspected by an external safety operator approved by the Norwegian Civil Aviation Authority.

For more information about air freight, see bring.no. Posten and Bring are obliged to comply with the applicable transport and safety regulations at any time, and are not liable for delays or for consequential damage due to circumstances related to the nature of the consignment or to circumstances beyond Norway Post's and Bring's control.

#### **1.7.2 Parcels may not contain**

Parcels sent with Bring may only contain limited quantities of dangerous goods, in accordance with ADR. For Business parcel express, the parcels may not even contain limited quantities. For more details, see [www.bring.no](http://www.bring.no)

The customer is responsible for ensuring that the goods can be legally transported in accordance with international conventions or the legislation in the country to, from and within which the goods are carried. Bring does not carry goods that are not permitted to be sold or distributed in Norway. For other regulations concerning dangerous goods, see section 2. Groupage and partloads, section 2.2.2 Dangerous goods.

#### **1.7.3 Calculation of weight and volume**

The consignment's total dimensions and weight, including packaging, are the basis for price calculation. Bring reserves the right to make correction to the right weight and dimensions as the basis for calculating the price of the services. Freight calculation is determined by the

freight calculation weight, which is the higher of the weight by volume and the actual weight. The maximum length, breadth and height of the consignment determine the volume. A fixed factor for conversion of volume to weight is defined for our parcel services.

By using this conversion you will find the weight by volume:  $L(\text{dm}) \times B(\text{dm}) \times H(\text{dm}) / \text{conversion factor}$ . The freight is always calculated according to the calculation method that gives the highest calculation weight. A fixed factor of 1:5 ( $1 \text{ m}^3 = 200 \text{ kg}$ ) applies to our parcel services.

#### **1.7.4 Freight calculation**

The freight charge is calculated separately for each package. A consignment refers to the packages stated by a consignment number or consignment note for carriage from a sender to a recipient. A consignment may consist of one or more packages. All packages in a consignment must be delivered to Bring on the same day.

As a general rule, all costs must be paid by the sender, who must have an approved credit and customer number.

#### **1.7.5 EDI and labelling**

Correct labelling and the correct EDI-message will ensure that all consignments are handled correctly. In addition to clear and correct labelling, cf. Bring's applicable specifications, the labelling must be in accordance with the



EDI-message. Only labels approved by Bring are accepted, preferably the Norwegian EDIPRO standard. Depending on the content, the bar code must be symbology GS1-128 in accordance with the EAN/UCC standard, Code 128 in accordance with EN 799, X-module minimum 0.375 mm, height minimum 27 mm.

Readability must be satisfactory according to CEN standard EN1635. Quality minimum ANSI B.

For the labels to be legible at all stages of the logistics chain, it is important to be aware of the following:

- An EDI-message must be sent to Bring before the relevant consignments are picked up or delivered to Bring/Bring's partner
- Labels must be clearly visible on all packages
- Labels may not be folded around a corner
- Labels should not be coated with plastic foil, unless the foil is smooth against the label
- There must be no straps across barcodes on labels
- To ensure legibility, the label must be smooth
- Some of our services require special labelling
- Labels must be placed on the natural upside of the package, if the weight is below 35 kg
- Barcode character A-B

Our IT solutions fulfil all the norms and requirements set out in the common system for the identification of goods of 1 July 2000 issued

by the Norstella Foundation and EAN Norway. The solution communicates with most EDI-system suppliers.

Consignments that do not fulfil the requirements may be rejected, delayed or subject to an additional charge. Error messages or errors in EDI-messages are corrected by Bring. Invoicing for errors will be charged to the freight payer in accordance with the applicable prices. See part 3, section 3.4.6 Surcharges.

#### 1.7.6 Packaging

The sender is responsible to ensure that the content of a consignment is packaged or/and packed responsibly. The packaging must be adapted to the goods and in such a way that the goods can be safely transported.

Fragile goods must be wrapped in impactabsorbing material to absorb pressure and impact while protecting the content. The nature of the packaging must be in such a way that the items can be loaded safely together with other consignments.

#### Please note that:

- The goods original packaging is not valid for transportation
- Bring is not liable to compensate for occurring damages due to either high or low temperatures. If the consignment contains goods that cannot handle frost it is required





- book the service Business groupage with the added service Frost-free.
- Goods such as engines must be emptied of liquid content before shipping.
  - Consignments on pallets must be wrapped, strapped or packaged in such a way to ensure the best possible protection from damage and so that the goods remain intact on the pallet during the entire transportation.

Inadequate packaging and correction will be invoiced and charged to the freight payer in accordance with the applicable prices.

#### **1.7.7 Payment terms**

For customers without an invoice/credit agreement, the freight must be paid in advance. All submitted assignments can be invoiced. It is possible to order transport of both parcels and goods at [www.mybring.no](http://www.mybring.no) and to pay by card.

#### **1.7.8 Credit**

By further agreement, up to 10 days' credit and an agreed credit limit are normally granted. Credit and the credit limit will lapse on any form of payment default. In the event of late payment, late payment interest will accrue in accordance with the Norwegian Act relating to Interest on Overdue Payments. Posten and Bring calculate reminder fees for reminders and debt collection notifications in accordance with standard legislative provisions, at 1/10 of the applicable legal fees.

All new customers will be credit assessed by Posten and Bring, and a copy letter stating that this has taken place will be sent to the customer.

#### **1.7.9 Invoice**

All assignments for which credit has been granted must be paid according to invoice and must be received by Bring by the due date. Any objections to an invoice must have been raised in writing to Bring within 8 days of receipt of the invoice. In the event of payment default, invoices not yet due are also considered to have fallen due and can be recovered together with overdue claims.

Posten and Bring are entitled to set off their outstanding amounts against claims held by the customer against Posten and Bring. The customer may not set off or withhold any money that has fallen due even if freight, damage or loss is claimed.

If the agreed credit limit has been exceeded, or in the event of payment default or downgrading of creditworthiness, Posten and Bring may stop the customer's consignments by taking a lien on the customer's goods. In cases where creditworthiness is downgraded, the customer may be offered a new credit agreement against security. Posten and Bring will determine the security amount. Copies of invoices with specifications are available to our customers in Mybring.

Copies of consignment notes or other underlying documents can be obtained upon request or by agreement.

#### 1.7.10 Reminder fees

Bring is entitled to set off/retain money that has fallen due even if freight, damage or loss has been claimed. The reminder fee adheres to the Norwegian Debt Collection Act and the applicable rates at any time. The standard procedure for reminders/collection is used for unpaid invoices. The reminder fee is stipulated by law and is always 1/10 of the applicable collection rate.

The collection rate is subject to annual adjustment by the Norwegian Ministry of Justice. Priced per invoice.

#### 1.7.11 Fuel surcharge

As a variable price element, we add a fuel surcharge for parcels. The surcharge is updated on a monthly basis and the applicable surcharge can be found at [bring.no](http://bring.no).

#### 1.7.12 Toll charges

Consignments will be subject to a variable surcharge to cover the toll costs. Information about this can be found at [bring.no](http://bring.no)

#### 1.7.13 Surcharge for incorrectly addressed parcels

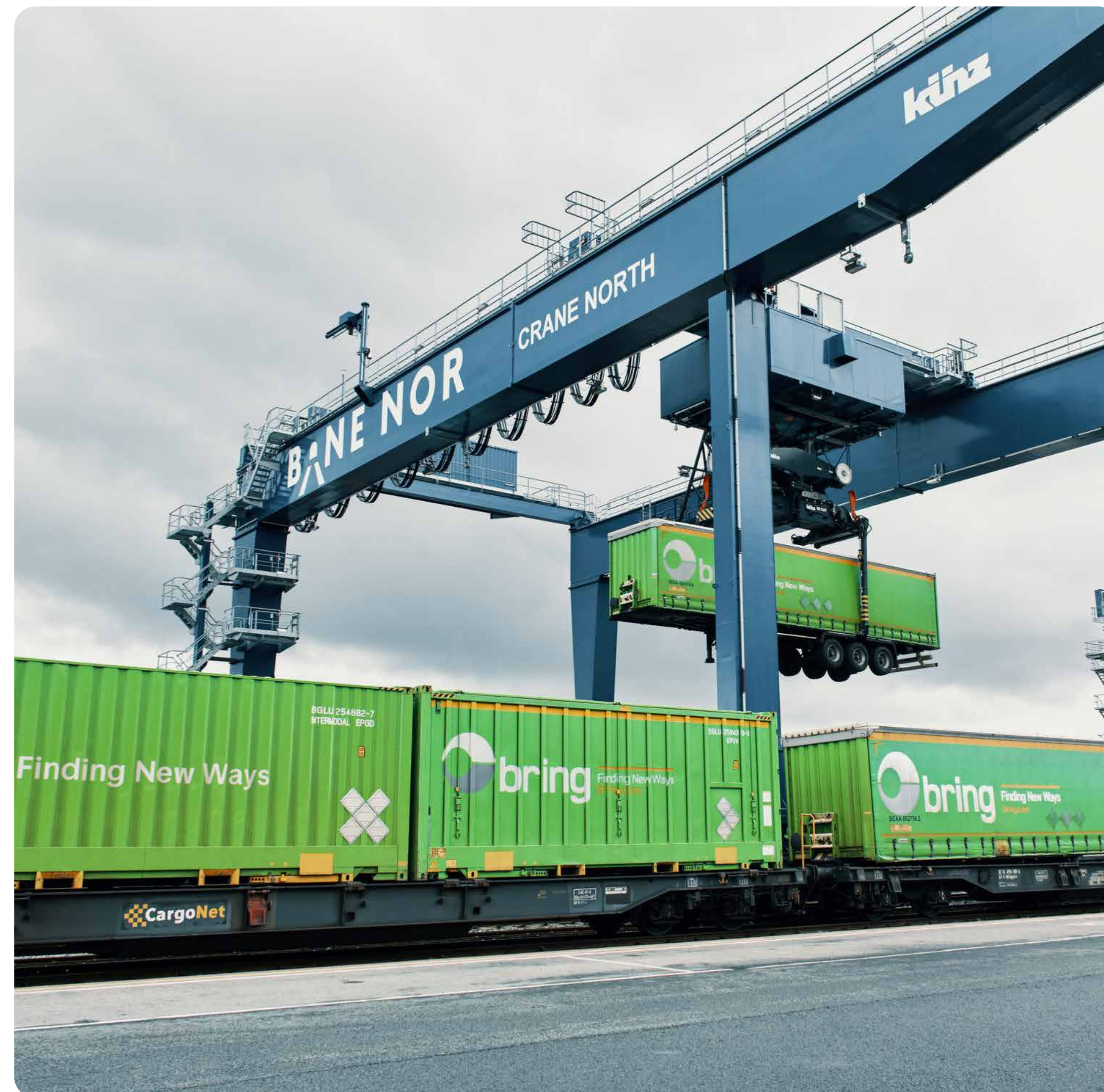
Incorrect delivery address means the use of postcodes for postboxes or invalid postcodes. See part 3, section 3.4.6 Surcharges.

#### 1.7.14 Goods in transit

The customs authorities require information about the freight's contents (goods type) to be stated at the border crossing (transit). Bring complies with the requirements imposed by the customs authorities, and requires the customer/sender to provide information about this in the EDI-message. Examples of approved goods types may be: office supplies, groceries or industrial goods, or more specific goods types such as clothing, paper, etc. Without exception, field 35 of the EDI-message must contain the aforementioned. It is the customer's responsibility to provide Bring with the necessary information. Bring is exempt from any liability in the event of delays due to lack of information.

## 1.8 Claims and Compensation

Bring's indemnification liability is limited to the applicable NSAB, the Norwegian Road Carriage Contracts Act, the Norwegian Civil Aviation Act and the Norwegian Maritime Code in force at any given time. Damage/losses/deficiencies on delivery must be noted on the consignment note



on delivery to both the driver and the recipient. In the case of consignments without a consignment note, the corresponding information must be noted on and registered in the driver's handheld terminal. If the damage is not externally visible, the recipient must notify Bring's Customer Service (Claims Department) in writing without undue delay.

Please note that it is the recipient's responsibility to check the goods before they are signed off as received. If a receipt has been given on the transport document, or the customer has noted the name on the display in the handheld terminal without any comments, it must be assumed that at the time of delivery the goods were in the condition specified on the transport document.

An invoice may not be issued to Posten Bring AS or Bring in claims cases, but a written claim must be submitted via Mybring. The following documentation is required:

**Information:** Consignment number and a brief description of the course of events.

**Documentation:** A copy of the commercial invoice, documentation of the goods' impairment, actual weight of the damaged goods and pictures showing what has been damaged and the relevant items/object(s)/goods. Clear pictures of the damaged goods and their packaging must be attached. In the event of major extensive damage,

the goods must be stored safely so that they can be inspected by the appraiser/insurance company for assessment. The goods must be protected from further damage/loss.

Goods and packaging for which claims have been made must be stored until the matter has been fully processed. Claims must be submitted by the freight payer (the party that paid the freight to Bring). For services with time guarantees, special conditions are specified in the service specification. The period of limitation is one year from delivery of the goods

The carrier's compensation liability is limited to the maximum:

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code.'

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross weight/SDR\* 667 per package. **Cross-border vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

Liability is otherwise regulated in accordance with the legislation in force at any given time. For forwarding assignments, liability is regulated in accordance with NSAB 2015 (Nordic Forwarder Federation's General Provisions, except Section 27c, storage), the CMR Convention, the Hague-Visby Convention and the Warsaw Convention.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Fund (IMF) and used in international law.*



## Part 2 Before 7, Business groupage and Business partloads

### OUR SERVICE

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### CONDITIONS FOR TRANSPORT

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- 2.9 Claims and compensation p. 36
- 2.10 Special provisions p. 37



## 2.1 Services

Do you need customised collection or extra early delivery? Bring offers a range of services that meet our customers' logistics needs.

### 2.1.1 Business groupage

- Consignments weighing 1-9999 kg between businesses door-to-door
- We use our nationwide network with modern terminals
- Collected and delivered between: 08:00 and 16:00

### 2.1.2 Business pallet

A groupage service for customers sending goods packed and plastic-wrapped on standard EUR pallets.

- Collected and delivered between: 08:00 and 16:00
- The goods must be plastered on a standard pallet 80 x 120 cm, and maximum height is 2.20 m
- Max weight 800 kg per pallet
- Up to 12 pallets per shipment
- Exceeds the dimensions or weight of the properties for the service is calculated an additional +50% of the pallet price of the pallet(s) in question large (oversized pallet)

- We use our nationwide network with modern terminals

### 2.1.3 Business partload

- Consignments with freight-calculated weight from 3,500 kg per consignment
- Door-to-door direct transport
- Dialogue with carrier via pre-booking

### 2.1.4 Before 7 for businesses

- Overnight consignments delivered to the recipient before 07:00
- Requires a separate agreement
- Applies to delivery from/to defined addresses
- Delivery in accordance with delivery instructions
- Maximum weight per package 400 kg
- Maximum weight per consignment 2,500 kg
- Maximum length 2.4 metres
- Packages below 35 kg may measure up to 6 metres

Before 7 is delivered at night without the recipient's signature, which entails the following rules concerning any claims: If there is damage to a before 7 consignment that is not visible to the driver, the recipient must notify this as soon as possible and at the latest within four hours.



calculated from the recipient's opening hours. The damage must be documented with a picture, etc. and reported to the sender, who in turn will report this to Bring without undue delay. There is no time guarantee for the Before 7 service.

### 2.1.5 Return of Business groupage

Only applies if the original consignment was sent with Bring, and all or part of the delivery is to be returned. Pick-up from the original recipient's address. Small consignments are picked up at an outer door and larger consignments are picked up at a ramp/ground level. A simple scheme whereby your business pays the return freight charge. The service is ordered as a separate consignment, and if you wish, Bring can label the goods for you. We then use the label from the sender. Pick-up the next day at the earliest. This service cannot be used for special goods.

### 2.1.6 E-services

Transport with Bring entails access to a number of e-services. In addition to integration directly with our IT system, we offer our customers Mybring, an online self-service solution that gives you full control of your deliveries with Bring, wherever you are located. With a single sign-on, you can easily generate customised reports and order parcel, freight and courier shipments. Now also with GPS coordinates for all services. Mybring is available 24 hours a day, and is free of charge for Bring customers.

Our IT solutions comply with all the standards and requirements set out in the common system for the identification of freight of 1 July 2000 issued by the Norstella Foundation and EAN Norway. The solution communicates with most EDI-system suppliers.

Consignments that do not fulfil the requirements may be rejected, delayed or subject to an additional charge. Error messages or errors in EDI-messages are corrected by Bring. Invoicing for errors will be charged to the freight payer in accordance with the applicable prices.

## 2.2 Additional Services Groupage and Partloads

Bring offers additional services that add value for customers. Some of these services are listed below. Other additional services are shown in the price lists at [bring.no](http://bring.no).

### 2.2.1 Special goods

#### Consignments:

- Where one of the packages weighs more than 1,200 kg or has a long side measuring 2.4 m or more
- Has two sides each measuring 2 m or more
- No fixed delivery time
- Requires a separate agreement



- Surcharge, see section 3.5.5 Surcharges
- Valid for Business groupage, Business pallets and Business partload

### 2.2.2 Dangerous goods (ADR):

- Consignments that are defined as ADR loads. See section 2.10
- Separate regulations and responsibility for the sender (customer) and carrier must be adhered to. See further terms in 2.10
- Own documents and own labelling
- Surcharge, see section 3.4.5
- Valid for Business groupage and Business partload

### 2.2.3 Frost-free:

- Customers can order a frost-free service for an additional fee. The service does not come with a temperature guarantee. Yet, we strive to ensure that the carrier keeps the shipment frost-free at a temperature above 0 degrees Celsius.
- This service is available during the winter season from October to March.
- To ensure correct equipment, the operational arrangement is somewhat limited and a longer delivery time must be expected.
- Requires separate booking and labelling of all packages.
- Surcharge, see section 3.4.5
- Valid for Business groupage, Business pallets and Business partload.

### 2.2.4 Simplified delivery

A service whereby the sender permits Bring to leave the goods at the recipient's location without the recipient being present to receive the delivery. The service must be ordered via EDI-message. According to the agreement with the sender, the driver leaves the goods at street level, and the driver registers that the goods have been delivered, thereby ensuring the traceability of the consignment. Bring sends a text message on delivery. This service entails that the customer accepts the associated risk with regard to liability and surrenders the right to compensation in the event of damage and loss. Not all addresses in Norway are suitable for leaving goods in this way, which the sender must take into consideration.

Simplified delivery is not recommended in large cities or for apartment blocks unless Bring is able to deliver the goods in an enclosed entrance or similar. The value of the goods should also be taken into consideration.

This service is not appropriate for readily marketable goods that can easily be removed.

### 2.2.5 Project

We offer transport and logistics solutions adapted to a project that is limited in time or volume. Priced according to agreement.

### 2.2.6 Deployment of expertise

In cooperation with our customers, we analyse





possible areas in which we can improve the customer's logistics efficiency through extended cooperation.

Bring currently offers dedicated personnel with training and experience in the logistics area who, together with our customers, can analyse and identify measures to improve the customer's logistics efficiency. Priced per hour.

#### **2.2.7 Agreed Delivery Notification**

The service has to be ordered via EDI. The service is to be invoiced to the freight payer in accordance with the applicable prices.

Bring will contact the recipient when the goods are arrived at the last mile terminal to make an agreement on the delivery. The agreement is made between the last mile terminal and the recipient. The agreement can deviate from standard delivery time and is not included in the standard KPIs for deliveries. In addition the driver will contact the recipient approximately 30-60 minutes before the delivery is to be delivered. The service requires that the EDI contains the correct recipient information. When booking the service a mobile number for the recipient is required. Storage fee will be invoiced the freight payer as of the 3rd business day if the delivery time is agreed in the future. (Beyond the city center perimeter the storage fee will be invoiced as of the 5th business day.)

Bring will attempt to contact the recipient 3 times to make a delivery agreement. If Bring is unsuccessful to make contact with the recipient after 7 days the goods will be sent in return to the sender.

Agreed delivery notification with recipient can also be performed and will be invoiced the freight payer if the following applies:- Unattended address, e.g. sole proprietorship,

construction site, farm or similar places without permanent staff or a staffed reception between the working hours 08:00-16:00

- Consignments where Bring is required to achieve contact for further agreement with the recipient or the recipient contacts Bring to avoid attempted deliveries or missing deliveries.

#### **2.2.8 Warehouse rental**

If contact with the recipient is not achieved, it must be sought to contact the recipient again on day 2 after the goods have arrived at the distribution terminal. If the consignment has not been picked up or delivered within two business days of the notification being given, warehouse rental will accrue as from and including day 3. See section 3.4.6 Surcharges.

#### **2.2.9 Exchange of EUR pallets**

Is not offered.

## 2.3 Additional information services

### 2.3.1 Returned consignments

Consignments that we cannot deliver to the recipient will be returned for the customer's account.

### 2.3.2 Delivery precision and calculation of delivery time

We have an indicative delivery time for our services, unless otherwise stated as terms and conditions for the individual service. The delivery time applies from the registration of the consignment's arrival at our sender terminal until it is delivered to/made available to the recipient, and the delivery time is measured as full days. This is subject to the condition that correct data has been received by Bring in accordance with the terms and conditions for the relevant service and that all packages are properly packaged and labelled. Delivery takes place Monday-Friday, normally between 08:00-16:00.

#### Exceptions:

- Weekends and public holidays, as well as Christmas, Easter and summer holiday periods
- Groupage deliveries to private individuals or to businesses when the consignment must be notified
- Force majeure such as floods, landslides,

snowfalls or other reduced accessibility of road or rail services

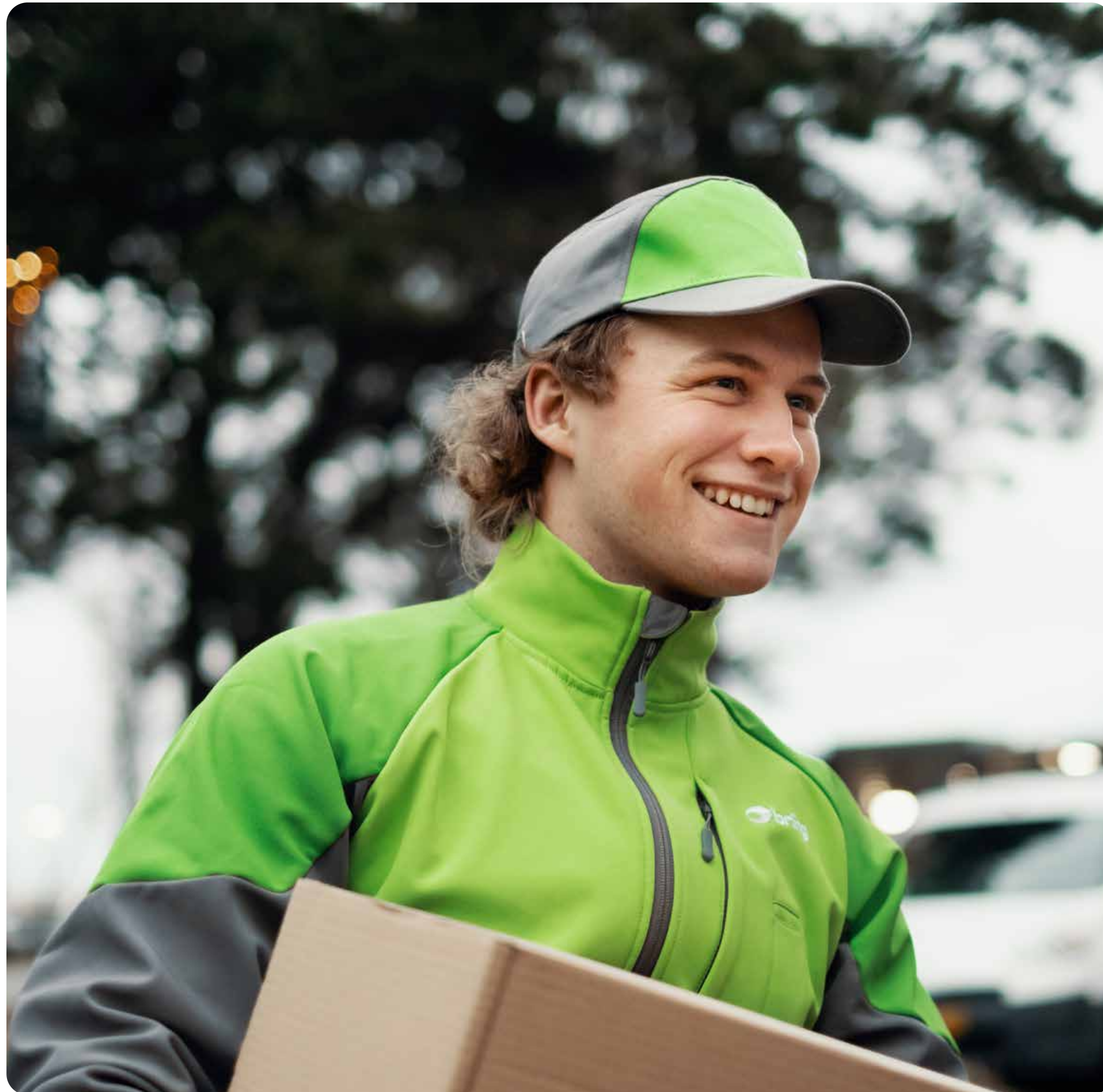
### 2.3.3 Consignments to Svalbard and Spitsbergen

Goods are consigned by ship. Bring uses M/S "Norbjørn" for transport of groupage and partloads. M/S "Norbjørn" has a high ice classification, a 70-tonne lifting crane, large hatches and good hold and deck capacity. In addition, the boat has freezer capacity, and heating and cooling in containers. Large partloads can be coordinated or shipped directly from other ports in Norway.

Groupage and partloads must always be subject to customs clearance. Goods for Svalbard are relabelled at Bring in Tromsø, and a commercial invoice (possibly a pro forma invoice) must accompany the consignment. The Norwegian Maritime Code applies to sea transport. This entails separate rules for insurance of freight consignments to Svalbard.

We have a long tradition and experience from handling consignments to and from Svalbard, and have gathered our expertise in Tromsø. Svalbard is regarded as a third country in customs terms, so that advance notification and customs clearance are required. Inadequate documentation might result in delays and additional costs. For consignments to Svalbard and Spitsbergen there is a surcharge for all services. Our branch in





Tromsø can answer any questions about transport to Svalbard. For further information and prices, please contact us at [tromso.support@bring.com](mailto:tromso.support@bring.com).

## 2.4 Collection and Delivery

### 2.4.1 Collection and delivery of Business groupage, Business pallet, Before7 for business, Return of business groupage

If the freight amount exceeds NOK 450 per service on the same day and from the same address, collection is included in the freight price. This requires the use of a customer number and collection on the same date. For collection of freight below this amount, a surcharge for small collection will be added to the freight charge. See section 3.5.5 Surcharges.

#### The following is offered:

- Collection on fixed days at fixed times with agreed volume
- Collection after pre-booking

A consignment may consist of one or more packages. All packages in a consignment must be delivered to Bring at the same time.

Shipments are considered as collected when they are scanned as handed in at the customer or terminals.

The booking deadline for collection of groupage on the same day is normally before 11:30 from locations close to our terminals. Separate local collection deadlines apply to the Before7 and return services. If you have a collection address outside the local area, you must expect collection on the next working day, or possibly further into the future.

### Delivery according to a transport schedule/delivery times.

Delivery to addresses outside the normal route may entail a longer delivery time and/or extra costs.

### 2.4.2 Goods are collected and delivered at street or ramp level.

It is assumed that the conditions provide for collection and delivery to take place using ordinary distribution equipment. Up to 18-pallet vehicle with tail lift.

Delivery and collection at special times, to and from businesses with addresses in shopping malls, and indoors in shops, restaurants, newsagents, etc. take place at the agreed time and place. Delivery normally takes place Monday to Friday before 16:00.

### 2.4.3 Business partload

It must be possible for partloads to be carried directly from the sender to the recipient without reloading. The minimum weight for partloads is



3,500 kg freight-chargeable weight (10.5 m<sup>3</sup>). Partloads must be prebooked with and confirmed by the carrier in order for the assignment to be accepted by Bring. Detailed consignment information must normally be transmitted electronically via EDI.

Consignments exceeding 3,500 kg that are not prebooked and confirmed by the carrier will be priced and carried in accordance with the ordinary terms and conditions for groupage.

If it is not possible to carry out the transport using Bring's setup equipment, extra costs will be charged to the paying customer. This might be conditions at the sender's or recipient's location, or the need for a tail lift, crane, open roof or any other equipment that was not assumed when the assignment was accepted.

The booking deadline for partloads is 14:30 on the day before the consignment is to be loaded, unless otherwise agreed. Delivery of partloads normally takes place between 08:00 and 16:00 on business days. Unless otherwise agreed, extra delivery time may be calculated compared to the current delivery plan for groupage.

#### 2.4.4 Empty pick-up and several delivery attempts

In cases where the recipient refuses to receive the goods, or there is an impediment to delivery, Bring obtains a conditional order from the

customer. If no conditional order has been received within 7 days of the date of issue, the consignment is automatically returned for the account and risk of the customer. Two delivery attempts are made. If two delivery attempts are made, a surcharge will apply.

#### 2.4.5 Limitations and impediments concerning transport

Some postcodes may have limited options for collection and delivery, even within the same postcode. Examples might be:

- Local barriers
- Summer cabin areas
- Islands with limited ferry services
- Other geographical areas where Bring does not have normal driving routes, e.g. mountain areas or other areas subject to seasonal restrictions

Bring reserves the right to charge the freight payer for freight surcharges in such cases. Where additional costs may accrue, as far as possible this will be notified before the actual pick-up or delivery takes place. Any additional costs will be invoiced to the customer. Senders and recipients with addresses in such areas must expect deviations in delivery times. Where accessibility is greatly reduced, or requires special equipment, the pickup or delivery address may differ from the actual address. Examples could be delivery at the ferry quay on the land side.

For consignments of special goods, the use of extraordinary equipment (e.g. mobile cranes) might affect the extent of the aforementioned. For dangerous goods consignments, deviations may occur due to requirements for the carriage of dangerous goods.

For frost-free consignments, we will normally have a separate scheme for this in the winter season (October-March).

Bring reserves the right to invoice the customer for unreasonable amounts of time spent and/or waiting time during loading or unloading.

## 2.5 Conditions for Groupage and Partload Transport

To ensure correct handling, it is important that the conditions for using the individual service are fulfilled. Our terms and conditions can be regarded as part of the agreement for the individual transport.

### Validity

Posten Bring AS distributes goods under the Bring brand name. Transport is undertaken in accordance with the tariff rates, freight calculation regulations and transport terms and conditions applicable to Bring.

Bring's transport terms and conditions are governed by the general provisions of the Nordic Forwarders Association (NSAB), the Norwegian Road Carriage Contracts Act (Act concerning road freight agreements), the Norwegian Maritime Code and our Transport Guide for parcels, groupage and partloads on a national basis. Reservation is made for changes in the framework conditions.

Bring reserves the right to make changes and modifications to these service terms and conditions with one month's notice. Subject to printing errors. Bring disclaims all liability for the customer's further use of data provided by Bring, either directly or via third parties.

### 2.5.1 Conditions

Approved information about each consignment whereby all packages are assumed to be scanned in accordance with agreed standards or transmitted electronically, is the agreement/transport contract for the individual consignment. Consignments will be loaded with other consignments. This imposes packaging and labelling requirements.

### 2.5.2 Infrastructure surcharge

Bring reserves the right to charge the customer for any extraordinary costs beyond Bring's control, as from the date on which the costs are incurred.





Examples of such costs might be (but are not limited to) rerouting as a consequence of roadworks, ferry disruptions, train disruptions or similar requiring changes to our normal production.

The exception is force majeure events that make alternative carriage impossible, and the additional costs will therefore be triggered when events require alternative carriage solutions that can be implemented without taking extraordinary measures, and beyond the day of the accident.

### 2.5.3 Surcharges

If Posten and Bring's terms and conditions are not fulfilled, the customer will be invoiced for the additional work/additional costs this entails for Posten and Bring. For more information, see price lists and bring.no.

### 2.5.4 Goods that we do not consign

Unless otherwise agreed, the goods may not include valuables, weapons, ammunition, live animals, larvae, insects or similar, remnants, removal goods, unpackaged goods, customs passport consignments or cigarettes/tobacco products.

### 2.5.5 Toll charges

Groupage and partload consignments will be subject to a variable surcharge to cover the toll costs. Information about this can be found at bring.no.

### 2.5.6 Fuel surcharge

As a variable price element, we add fuel surcharges for groupage and partloads. The surcharge is updated on a monthly basis and the applicable surcharge can always be found at bring.no.

### 2.5.7 EDI & Labelling

Correct labelling and correct EDI-messages ensure that all consignments are handled correctly. In addition to clear and correct labelling, cf. Bring's applicable specification, the labelling must always be in accordance with the EDI-message. Only labels approved by Bring are accepted, preferably the Norwegian EDIPRO standard.

**For the labels to be legible at all stages of the logistics chain, it is important to be aware of the following**

- An EDI-message must be sent to Bring before the relevant consignments are picked up or delivered to Bring/Bring's partner
- Labels must be clearly visible on all packages
- Labels may not be folded around a corner
- Labels should not be coated with plastic foil, unless the foil is smooth against the label
- There must be no straps across barcodes on labels
- To ensure legibility, the label must be smooth
- Some of our services require special labelling

### 2.5.8 Packaging

The sender is responsible to ensure that the content of a consignment is packaged or/and packed responsibly. The packaging must be adapted to the goods and in such a way that the goods can be safely transported.

Fragile goods must be wrapped in impact-absorbing material to absorb pressure and impact while protecting the content. The nature of the packaging must be in such a way that the items can be loaded safely together with other consignments. Consignments that can roll, have large dimensions, and a high specific weight must always be placed lying down and secured to a pallet.

Alternatively, they can be transported in another suitable load carrier. Additionally, all parcels with a nature that allows them to move must be separately secured.

**Please note that:**

- The goods original packaging is not valid for transportation.
- Bring is not liable to compensate for occurring damages due to either high or low temperatures. If the content is temperature sensitive, make sure to add the service for Temperature-controlled goods.
- Goods such as engines must be emptied of liquid content before shipping.
- Consignments paced on pallet must be

wrapped, strapped or packaged in such a way to ensure the best possible protection from damage and so that the goods remain intact on the pallet during the entire transportation. The pallet must be packaged in such a way that a new pallet/other goods can be safely stacked on top of it.

Inadequate packaging and correction will be invoiced and charged to the freight payer in accordance with the applicable prices.

### 2.5.9 Delayed EDI Message

A surcharge will be applied to consignments where the EDI information has not been received in accordance with terms and conditions listed under section 2.5.7. See section 3.5.5 for surcharges.

## 2.6 Calculation of weight and volume

### 2.6.1 Freight calculation

Freight charges are calculated separately for each consignment. A consignment refers to the packages stated by a consignment number or consignment note for carriage from a sender to a recipient. A consignment may consist of one or more packages.



All packages in a consignment must be delivered to Bring at the same time. The consignment's total weight/volume is the basis for calculating the price of the individual consignment.

The sender is responsible for the correct statement of weight and dimensions for individual consignments. Bring reserves the right to check and, in the event of errors, to correct to the accurate weight and dimensions as the basis for calculating the price of the services. Changes may result in freight price changes, as well as a surcharge.

Freight calculation is determined by the freight calculation weight, which is the higher of the weight by volume and the actual weight. The maximum length, breadth and height of the consignment determine the volume. A fixed factor for conversion of volume to weight is defined for different services. The fixed factor for converting volume to weight is 1:3.5 ( $1 \text{ m}^3 = 286 \text{ kg}$ ) for general cargo, and 1:3 ( $1 \text{ m}^3 = 333 \text{ kg}$ ) for part loads. For all consignments weighing more than 1,000 kg, the weight is rounded up to the nearest 100 kg.

The freight is always calculated according to the calculation method that gives the highest calculation weight.

**2.6.2 Package surcharge for Business groupage**  
Four packages included in standard delivery. If a

groupage consignment has 5 or more packages, a surcharge of 3% of the net customer freight up to and including 8 packages, and 3.5% for 9 or more packages, will be added.

### 2.6.3 Special calculation rules

**Load metre:** For consignments that, due to their shape or the nature of the packaging, are difficult to stow and load together with other consignments, the freight is calculated on the basis of the load space required for the goods (2,000 kg per load metre).

A load metre is 1 metre multiplied by the breadth and height of the vehicle.

**Pallet space:** For consignments that are loaded on pallets and that cannot be loaded together with other consignments the freight is calculated according to the number of pallet spaces that the goods take up. A pallet space is calculated according to 0.4 load metres i.e.: 800 kg. Goods strapped on europallets that can be loaded together are calculated according to a minimum of 150 kg per pallet (fixed weights).

## 2.7 Liability and Insurance

### 2.7.1 The customer's liability

The customer must accept its share of the liability





defined in Bring's terms and conditions. If the customer fails to fulfil a significant part of its obligations, or it is apparent from the customer's actions or other serious failure in creditworthiness that the customer will not fulfil a significant part of its obligations,

Bring may suspend its fulfilment and withhold performance of its services, provided that the customer is notified of this without undue delay. If a party is in material breach of its obligations under the agreement and does not remedy the obligation after prior written notice from the other party, the party in breach may not terminate the Agreement.

#### 2.7.2 Bring's compensation liability

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code.

The carrier's compensation liability is limited to the maximum:

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross weight/SDR\* 667 per package. **Cross-border vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Found (IMF) and used in international law.*

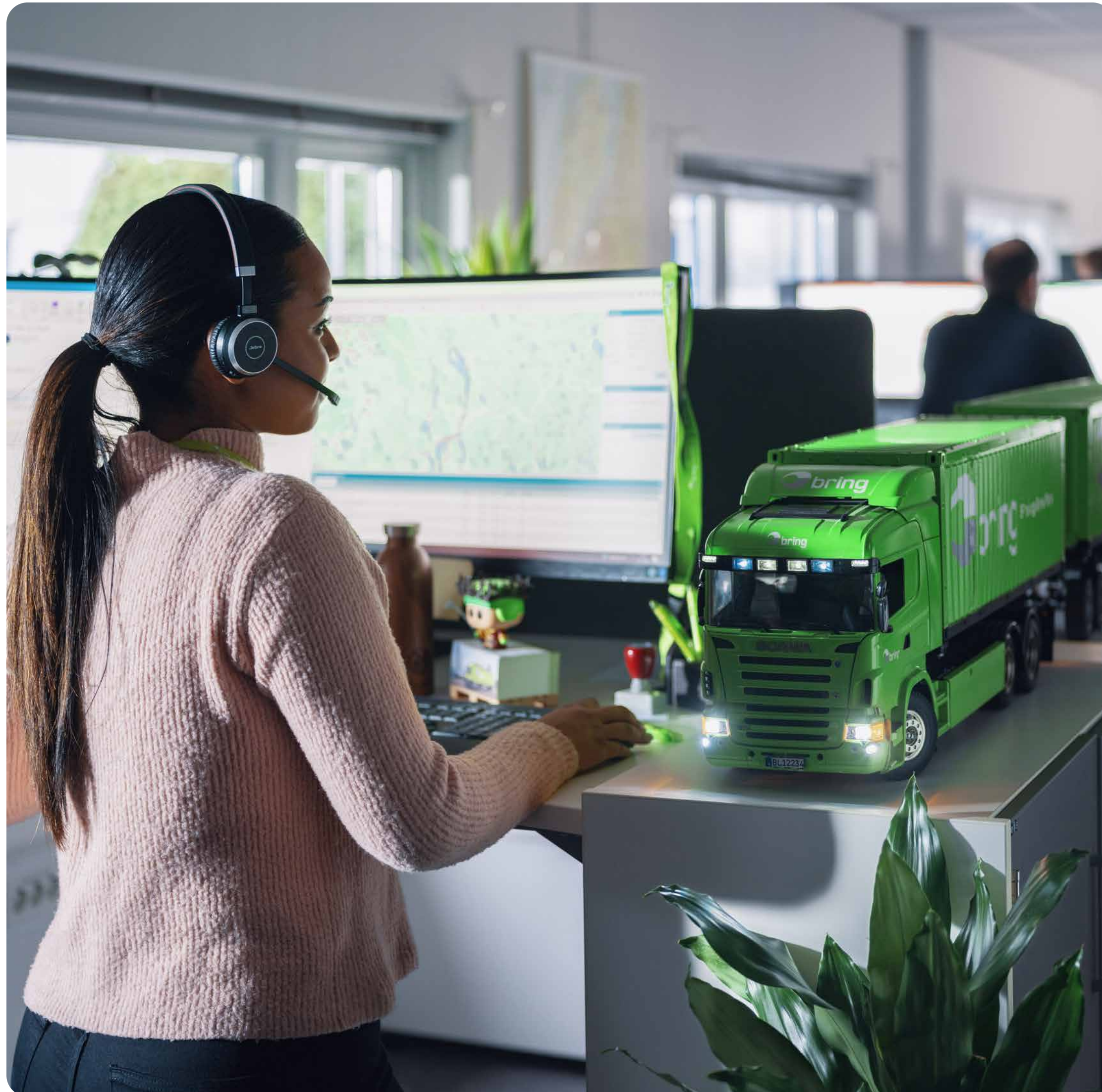
#### 2.7.3 Insurance of the value of the goods is not covered by Bring's indemnification liability.

Purchase of transport does not include insurance of the value of the goods unless specifically agreed for the individual consignment.

#### 2.7.4 Goods in transit

The customs authorities require information about the goods' contents (goods type) to be stated at the border crossing (transit). Bring complies with the requirements imposed by the customs authorities, and requires the customer/sender to provide information about this in the EDI-message. Examples of approved goods types may be: office supplies, groceries or industrial goods, or more specific goods types such as clothing, paper, etc. Without exception, field 35 of the EDI-message must contain the aforementioned. It is the customer's responsibility to provide Bring with the necessary information.

Bring is exempt from any liability in the event of delays due to lack of information.



## 2.8 Terms of payment

### 2.8.1 Terms of payment

For customers without an invoice/credit agreement, the freight must be paid in advance. All submitted assignments can be invoiced. It is possible to order the transport of both parcels and goods at Mybring and to pay by card.

### 2.8.2 Credit

By further agreement, up to 10 days' credit and an agreed credit limit are usually granted. Credit and the credit limit will lapse on any form of payment default. Late payment is subject to late payment interest. The costs of providing credit are not included in the freight between sender and recipient. Priced per invoice. See surcharge. All new customers will be credit assessed by Posten and Bring, and a copy letter stating that this has taken place will be sent to the customer.

### 2.8.3 Invoicing

All assignments for which credit has been granted will be paid by invoice and payment must be received by Bring by the due date. Any objections to an invoice must have been raised in writing to Bring within 10 days of receipt of the invoice.

### 2.8.4 Default

In the event of payment default, invoices not yet due are also considered to have fallen due and may be recovered together with overdue

claims Posten and Bring are entitled to set off their outstanding accounts against claims that the customer has against Posten and Bring. The customer may not set off or withhold any money that has fallen due even if freight, damage or loss is claimed.

If the agreed credit limit is exceeded due to payment default or a downgrading of creditworthiness, Posten and Bring may stop the customer's consignments/take out a lien on the customer's goods. In cases where creditworthiness is downgraded, the customer may be offered a new credit agreement against security.

Posten and Bring will determine the security amount. Copies of invoices with specifications are available to our customers in Mybring. Copies of consignment notes or other underlying documents can be obtained upon request or by agreement.

### 2.8.5 Reminder fees

All assignments for which credit has been granted are paid by invoice and payment must be received by Bring by the due date. Any objections to an invoice must have been raised in writing to Bring within 8 days of receipt of the invoice. In the event of payment default, invoices not yet due are also considered to have fallen due and may be recovered together with overdue claims.

Bring is entitled to set off/retain amounts that have fallen due even if claims have been raised concerning freight, damage or loss.

The reminder fee adheres to the Norwegian Debt Collection Act and the applicable rates at any time. The standard routine for reminders/ debt collection is used for unpaid invoices. In accordance with the Norwegian Act relating to Interest on Overdue Payments. Posten and Bring calculate reminder fees for reminders and debt collection notifications in accordance with standard legislative provisions, at 1/10 of the applicable legal fees.

#### **2.8.6 Freight paid by the recipient**

As a general rule, the freight must be paid by the sender. If the freight is to be paid by the recipient, this must be agreed separately, and a surcharge per consignment is calculated. Requires a customer number in Posten Bring AS or Bring.

#### **2.8.7 Third party payer**

If the freight is to be paid by a party that is neither the sender nor the recipient, we designate this as a third party. If a third party is accepted as the freight payer, this must be agreed in advance and a freight surcharge will be calculated. We reserve the right to recourse from freight and outlays if the third party does not pay the invoice.

## **2.9 Claims and indemnification**

Bring's indemnification liability is limited to the applicable NSAB, the Norwegian Road Carriage Contracts Act, the Norwegian Civil Aviation Act and the Norwegian Maritime Code in force at any given time. Damage/losses/deficiencies on delivery must be noted on the consignment note on delivery to both the driver and the recipient. In the case of consignments without a consignment note, the corresponding information must be noted on and registered in the driver's handheld terminal. If the damage is not externally visible, the recipient must notify Bring's Customer Service (Claims Department) in writing without undue delay.

Please note that it is the recipient's responsibility to check the goods before they are signed off as received. If a receipt has been given on the transport document, or the customer has noted the name on the display in the handheld terminal without any comments, it must be assumed that at the time of delivery the goods were in the condition specified on the transport document.

An invoice may not be issued to Posten Bring AS or Bring in claims cases, but a written claim must be submitted via Mybring. The following documentation is required: Information: Consignment number and a brief description of the course of events.



Documentation: A copy of the commercial invoice, documentation of the goods' impairment, actual weight of the damaged goods and pictures showing what has been damaged and the relevant items/object(s)/goods. Clear pictures of the damaged goods and their packaging must be attached. In the event of major extensive damage, the goods must be stored safely so that they can be inspected by the appraiser/insurance company for assessment. The goods must be protected from further damage/loss.

Goods and packaging for which claims have been made must be stored until the matter has been fully processed. Claims must be submitted by the freight payer (the party that paid the freight to Bring). For services with time guarantees, special conditions are specified in the service specification. The period of limitation is one year from delivery of the goods

The carrier's compensation liability is limited to the maximum:

Bring has a limited indemnification liability in accordance with applicable NSAB, The Norwegian Road Carriage Contracts Act, The Norwegian Civil Aviation Act, The Norwegian Maritime Code.'

**Domestic vehicle/Rail transport:** SDR\* 17) per kg gross weight. **Domestic sea:** 17 SDR\*) or **cross-border sea transport:** SDR\* 2) per kg gross weight/SDR\* 667 per package. **Cross-border**

**vehicle/Rail transport:** SDR\* 8.33) per kg gross weight. **Air freight:** SDR\* 26) per kg gross weight.

The carrier's liability in the event of delay is limited to the maximum freight amount.

Liability is otherwise regulated in accordance with the legislation in force at any given time. For forwarding assignments, liability is regulated in accordance with NSAB 2015 (Nordic Forwarder Federation's General Provisions, except Section 27c, storage), the CMR Convention, the Hague-Visby Convention and the Warsaw Convention.

*\*SDR are supplementary foreign exchange reserve assets defined and maintained by the International Monetary Found (IMF) and used in international law.*

## 2.10 Special provisions

Dangerous goods are only received for transportation with specific conditions and and subject to compliance with the applicable regulations. In cases where it has been agreed that the assignment includes dangerous goods, both parties must fulfill their obligations accordance to the applicable regulations such as IMDG/IATA and/or ADR. Consignments within hazard class 1 (explosives), hazard class 7 (radio active substances) and damaged or defect lithium





batteries in hazard class 9 will not be accepted. The only exceptions are within hazard class 1.4S which can be received if there is an approved agreement with the customer. This also applies to certain UN numbers in the hazard class 7 where it is accepted to transport these substances: UN 2908, UN 2909, UN 2910 and UN 2911.

Bring can only accept transportation of dangerous goods by a separate approved agreement.

**Dangerous goods, the sender is responsible to ensure that:**

- Dangerous goods are reported to Bring in conjunction with booking
- Only goods that is permitted to transport can be handed over to Bring
- The goods are to be packaged, classified and labeled in accordance with the regulations
- Used packaging/labeling is removed
- Transport documents must contain the required information at all times for the applicable regulations as an attached physical document on the consignment. In addition UN numbers and quantity has to be included and specified on the EDI
- The customer is liable to the freight carrier to compensate for any loss and/or damage as a consequence of the obligations not being fulfilled
- Any extra cost, as well as waiting and returns

as a consequence of the obligations not being fulfilled will be charged and invoiced to the customer. Bring is liable to the public authorities or third parties due to circumstances that can be attributed to the customer. Bring may claim recourse from the customer

**Bring has a duty to reject the goods if:**

- It is evident that dangerous goods have not been packed in accordance with ADR regulations
- The packaging has visible damage that could affect safety during transport
- The goods are not labelled in accordance with the regulations
- The necessary documents for performance of transport are missing
- If the consignment includes dangerous goods, and Bring has been made aware of this, the driver can unload the goods without incurring any liability. The driver may destroy or neutralise the goods for the account and risk of the customer when there is reason to believe that the risk cannot be prevented by less invasive measures
- Other conditions where safety (life and health) are considered to be at risk

Dangerous goods are priced with a surcharge of 25% in addition to ordinary freight. Read more about dangerous goods at [bring.no](http://bring.no). There are specific requirements in relation to the disclosure of information, labelling and the transport of



dangerous goods, and these must be complied with. Breach of the liability of the sender/customer will be charged to the freight payer.

#### Limited quantities

For each UN number, it is stated in the ADR regulations whether the hazardous substance may be transported in limited quantities, or not (ADR chapter 3.2, Table A, column 7a). If this is not permitted, this is denoted as 0. Dangerous goods that may be transported in limited quantities can be sent as goods or parcels – but not by air. There are clear labelling and packaging requirements. The packaging must be interrelated, i.e. inner and outer packaging. Intermediate packaging may be used if the contents might be exposed to crushing or puncture in normal transport conditions (e.g. glass, porcelain, stoneware, or certain types of plastic). The maximum gross weight of a package packed according to the regulations concerning limited quantities is 30 kg. The limited quantity packed on a panel with stretch film has a maximum gross weight of 20 kg. No transport document is required for the transport of limited quantities, unless the transport is also to take place by international ship/ferry.

#### 2.10.1 Goods – safety regulations

The carriage of goods is subject to public safety regulations. The sender is obliged to ensure that the contents of the consignment are properly packed and labelled, and that

forwarding is permitted in accordance with the applicable safety requirements for the transport in question.

#### 2.10.2 Special freight

Special freight is offered for both Business groupage and Business partloads. The form, dimensions/weight or content of the consignment may entail that stowage/co-loading in ordinary operations cannot take place. Our services are subject to specifications and requirements from which any deviation may result in the consignment requiring special handling and being changed to another service (e.g. special freight). Bring reserves the right to assess the aforementioned.

**A consignment or package is defined as special freight if one or more of these criteria occur**

- Weight exceeding 1,200 kg per package
- Has a long side measuring 2.4 m or more.
- Has two sides each measuring 2 m or more.

**When a consignment has a freight calculation weight exceeding 3.5 tonnes, this is normally a partload**

- A consignment with a real consignment weight of less than 20 kg, and dimensions corresponding to special freight, will not be converted to special goods.

The entire consignment is defined as special freight if this is indicated by the dimensions and weight of at least one package. Consignments

are booked and collected by further agreement. Consignments larger than: length 6.0 metres, height 2.4 metres or breadth 2.4 metres require special arrangements.

Contact Customer Service for booking and handling of such consignments.

**Labeling and packaging of special freight**

There are special requirements for labelling and packaging of special freight when it is being handled outdoors. The transport labels must be weatherproof in the sense that they can withstand handling and storage outdoors. On the label it must be stated that the consignment is of the special freight sort. The recipient information must be included and specified on the EDI. Ordering a mobile crane if needed, must be done when ordering pick-up or by agreement in the case of Agreed delivery Notification. No exchange of EUR pallets is offered for special freight.



## Part 3 Price lists

### PRICE LISTS FOR PARCELS

- 3.1 Price lists pp. 42-45
- 3.1.5 Additional prices p. 46
- 3.1.6 Surcharges p. 46

### PRICE LISTS FOR GROUPAGE AND PARTLOADS

- 3.2.1 Price list for Business partloads p. 47
- 3.2.2 Price list for Business groupage pp. 48-50
- 3.2.3 Price list for Business pallets p. 51
- 3.2.4 Additional prices p. 52
- 3.2.5 Surcharges p. 52



### 3.1.1 Pick-up parcel

Weight in kg (up to)	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1	142	155	171	187	199	215	227	245
2	145	160	174	191	204	220	232	248
3	147	165	181	194	207	224	239	252
5	157	175	192	205	221	234	249	264
7	176	199	215	227	245	257	271	287
10	190	215	227	245	257	271	287	300
15	249	276	294	308	319	335	354	366
20	319	351	375	406	429	458	484	513
25	367	408	442	481	521	561	598	636
30	411	458	509	559	609	660	706	755
35	444	506	565	622	684	744	801	862
40	478	547	614	678	747	816	883	949
50	543	624	709	793	876	958	1042	1126
60	607	705	804	904	1003	1105	1205	1306
70	669	787	901	1015	1134	1250	1365	1481
80	734	867	998	1132	1262	1395	1525	1658
90	799	946	1095	1240	1392	1537	1683	1837
100	863	1029	1191	1357	1519	1681	1847	2010



Maximum actual weight: 35 kg Maximum length: 240 cm Maximum length plus circumference: 360 cm

#### Surcharge Pick-up parcel

For pick-up parcels posted at post offices/business centres/Post in Shops and for Return services delivered to post offices/business centres/Post in Shops the price is NOK 26 higher.

Letter notification NOK 25. Elective pick-up point NOK 0.

See also bring.no.

3.1.2 Home delivery parcel plus/Return Pick up parcel

Weight in kg (up to)	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1	183	210	233	253	265	293	317	333
2	190	217	238	259	273	301	328	341
3	193	224	253	271	282	315	341	347
5	211	236	269	289	301	336	364	377
7	230	259	288	305	325	353	381	394
10	268	295	325	343	361	390	415	432
15	303	336	366	390	405	435	463	503
20	343	379	411	438	459	492	526	575
25	373	415	456	487	510	554	588	640
30	407	456	498	538	569	616	658	712
35	438	491	547	592	630	680	729	792
40	471	532	597	644	690	747	801	855
50	527	604	677	744	795	866	931	1040
60	590	680	770	847	914	997	1072	1195
70	655	761	865	954	1032	1127	1213	1331
80	715	838	954	1058	1149	1251	1348	1466
90	778	912	1040	1158	1261	1378	1485	1596
100	839	986	1131	1259	1374	1500	1618	1724



Maximum actual weight: 35 kg Maximum length: 240 cm Maximum length plus circumference: 360 cm.  
 Minimum price per parcel: NOK 112.

**Surcharge Home delivery parcel plus**

For home delivery parcel plus posted at post offices/ business centres/Post in shops and for Return services delivered to post offices/business centres/Post in shops the price is 26 higher.

Second delivery attempt NOK 67 per package.

**3.1.3 Business parcel express/Return Express**

Freight-chargeable weight up to and including (kg)	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Freight-chargeable weight up to and including (kg)	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1	474	502	538	573	745	1035	1259	1259	19	870	975	1012	1187	1738	2359	3392	3392
2	491	526	562	608	799	1102	1368	1368	20	895	1003	1039	1217	1796	2433	3519	3519
3	511	553	585	644	849	1172	1477	1477	21	915	1029	1062	1253	1857	2509	3648	3648
4	533	577	613	673	899	1244	1587	1587	22	940	1057	1090	1286	1914	2586	3773	3773
5	556	603	636	710	948	1315	1700	1700	23	964	1081	1119	1320	1977	2662	3903	3903
6	572	630	662	743	998	1385	1810	1810	24	987	1110	1146	1355	2036	2737	4028	4028
7	593	653	690	777	1052	1456	1920	1920	25	1013	1135	1173	1385	2093	2816	4152	4152
8	616	680	713	807	1102	1530	2028	2028	26	1038	1164	1201	1421	2153	2891	4280	4280
9	635	707	739	845	1153	1601	2139	2139	27	1059	1191	1224	1453	2212	2969	4409	4409
10	654	730	767	877	1208	1673	2252	2252	28	1081	1217	1254	1488	2272	3042	4537	4537
11	675	757	795	913	1264	1749	2377	2377	29	1108	1244	1282	1523	2329	3121	4663	4663
12	702	784	822	947	1325	1822	2503	2503	30	1130	1270	1306	1558	2391	3197	4791	4791
13	726	807	848	983	1382	1902	2628	2628	31	1151	1298	1336	1589	2450	3272	4917	4917
14	751	839	874	1016	1440	1979	2757	2757	32	1177	1328	1362	1625	2508	3349	5046	5046
15	775	868	903	1049	1502	2053	2884	2884	33	1201	1355	1391	1658	2567	3425	5169	5169
16	799	895	929	1081	1561	2131	3011	3011	34	1222	1381	1418	1695	2626	3499	5298	5298
17	823	918	955	1118	1621	2205	3140	3140	35	1248	1408	1445	1727	2687	3576	5426	5426
18	845	947	984	1150	1678	2280	3268	3268	<b>Unit after 35 kg</b>	<b>24</b>	<b>26</b>	<b>28</b>	<b>36</b>	<b>55</b>	<b>76</b>	<b>113</b>	<b>113</b>

The price excludes toll charges and fuel surcharges. Maximum actual weight: 35 kg. Maximum length: 240 cm. Maximum length plus circumference: 360 cm.

**Surcharge Business parcel express:**

Delivery on Saturday is NOK 295 per package to a recipient in the central area and NOK 788 to a recipient in the non-central area.

Optional pick-up point NOK 49.

**3.1.4 Business parcel/Return Business parcel**

Weight in kg (up to)	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Weight in kg (up to)	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1	215	245	268	287	308	329	347	366	110	1004	1177	1346	1502	1648	1792	1926	2034
2	225	250	272	295	321	340	363	375	120	1067	1257	1438	1605	1768	1921	2064	2173
3	230	257	283	308	331	354	375	383	130	1132	1336	1529	1713	1888	2054	2205	2305
5	248	274	303	329	353	377	401	416	140	1195	1412	1620	1813	2001	2176	2342	2438
7	270	296	324	349	375	393	420	431	150	1257	1485	1705	1913	2111	2297	2475	2562
10	308	336	365	386	416	435	458	477	160	1315	1560	1794	2015	2221	2419	2604	2692
15	350	381	413	437	463	485	510	553	170	1377	1634	1877	2113	2330	2542	2736	2815
20	392	429	461	491	522	548	577	633	180	1433	1702	1963	2206	2438	2655	2858	2932
25	427	471	510	545	580	616	647	704	190	1487	1775	2045	2300	2543	2772	2984	3053
30	463	514	558	600	645	687	722	785	200	1546	1843	2126	2393	2641	2881	3102	3168
35	495	553	609	661	711	756	802	869	225	1693	2026	2339	2636	2910	3176	3425	3680
40	530	597	661	719	777	828	882	941	250	1849	2214	2558	2887	3193	3482	3754	4008
50	593	675	753	827	896	961	1024	1144	275	2001	2396	2774	3129	3467	3781	4080	4320
60	666	761	854	942	1025	1104	1178	1314	300	2147	2576	2986	3373	3733	4077	4394	4624
70	734	849	960	1059	1153	1248	1333	1461	350	2415	2904	3370	3807	4220	4608	4970	5194
80	805	934	1057	1174	1283	1385	1485	1610	400	2710	3184	3702	4184	4639	5067	5468	5747
90	870	1014	1152	1285	1407	1523	1634	1754	500	3295	3752	4368	4934	5474	5982	6457	6854
100	938	1099	1249	1393	1529	1658	1782	1895	<b>Unit per 100 kg</b>	<b>590</b>	<b>614</b>	<b>668</b>	<b>753</b>	<b>839</b>	<b>918</b>	<b>993</b>	<b>1217</b>

The price excludes toll charges and fuel surcharges. Maximum actual weight: 35 kg. Maximum length: 240 cm. Maximum length plus circumference: 360 cm.

**Surcharge for Business parcel:**

The second delivery attempt is NOK 60 per package. Delivery to post office/Post in Shops NOK 59 per package.

The price for Business parcels posted at a post office/Post in Shops is NOK 26 higher.

See also bring.no.

## 3.1.5 Additional services for parcels

Surcharges	Business parcel	Business parcel express	Pick-up parcel	Home delivery parcel plus
Pick-up, simple assignment	428	428	428	428
Cash on Delivery			89	
Stop claim/delete cash on delivery	227	227	227	227
Proof of identity required	18	18	18	18
Personal delivery		25	25	25
Svalbard surcharge*	338	338	338	338
Work by agreement	1219	1219	1219	1219
Driver calls	32	32	32	32

\* Since Svalbard and Spitsbergen are considered to be a third country in customs duty terms, correct documentation is required as commercial or pro forma invoices. For parcels with a net goods value exceeding NOK 5,000, customs duty of NOK 240 and NOK 30 per product line will be applied.

## 3.1.6 Surcharge for parcels

Surcharges	Business parcel	Business parcel express	Pick-up parcel	Home delivery parcel plus
Delayed EDI	66	66	66	66
Produce EDI	164	164	164	164
Handling surcharge	164	164	164	164
Manual invoice	344	344	344	344
Wrong customer number	1055	1055	1055	1055
Transport label/ barcode error	66	66	66	66
Incorrect address	81	81	81	81
Small pick-up *	-	-	-	-

\* Applies only if the total turnover value for Pick up parcel, Home delivery parcel plus, and Business parcel is below NOK 450/day. Does not apply to Home mailbox parcel.



3.2.1 Partloads – freight in NOK per 1,000 kg

Zone	Price per tonne						
	Minimum price	3500-4999	5000-6999	7000-8999	9000-11999	12000-14999	15000-99999
1	6047	1658	1519	1471	1441	1412	1412
2	7561	2071	1687	1636	1601	1567	1567
3	9267	2537	2122	2061	2016	1979	1979
4	11687	3205	2957	2866	2807	2752	2752
5	12599	3451	3177	3081	3022	2957	2957
6	13514	3700	3399	3298	3230	3161	3161
7	14716	4029	3700	3594	3519	3445	3445
8	16635	4561	4171	4045	3967	3876	3876
9	17949	4918	4527	4395	4304	4215	4215
10	19357	5305	4835	4689	4593	4498	4498
11	20360	5579	5106	4953	4851	4751	4751
12	22064	6046	5548	5386	5274	5162	5162
13	23791	6517	5964	5785	5665	5546	5546
14	25599	7015	6433	6242	6114	5983	5983
15	27126	7431	6821	6618	6482	6341	6341
16	28921	7924	7262	7040	6902	6755	6755
17	30635	8395	7735	7503	7348	7193	7193
18	32454	8892	8145	7903	7740	7574	7574
19	34268	9389	8616	8353	8183	8010	8010
20	35982	9858	9027	8762	8578	8398	8398



## 3.2.2 Price list for Business groupage

Minimum price NOK 561

Vekt kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	Zone 15	Zone 16	Zone 17	Zone 18	Zone 19	Zone 20
1	561	561	561	561	561	561	561	561	561	564	587	614	636	661	740	818	898	979	1054	1134
2	561	561	561	561	561	561	561	561	562	587	616	641	665	690	770	849	928	1005	1084	1166
3	561	561	561	561	561	561	561	561	587	614	641	666	695	722	802	881	958	1036	1117	1190
5	561	561	561	561	561	561	573	601	630	658	686	717	747	773	849	922	991	1067	1137	1212
7	561	561	561	561	561	584	616	644	676	704	735	759	792	819	893	959	1032	1101	1172	1239
10	561	561	561	576	603	630	662	690	720	747	774	807	836	863	933	1009	1082	1156	1226	1297
15	562	580	600	623	649	680	709	740	769	801	827	861	891	921	990	1066	1136	1211	1283	1354
20	576	605	636	666	703	735	766	801	832	864	897	929	962	996	1071	1143	1221	1294	1370	1445
25	588	640	686	738	773	815	854	893	929	967	1007	1045	1084	1126	1212	1299	1387	1476	1564	1652
30	603	664	722	785	826	870	915	959	1005	1048	1091	1135	1182	1224	1329	1436	1542	1646	1754	1859
35	623	696	773	855	905	958	1009	1064	1116	1164	1217	1267	1320	1370	1487	1602	1715	1832	1947	2063
40	632	721	814	899	958	1017	1074	1131	1188	1243	1299	1357	1415	1472	1606	1739	1871	2005	2139	2272
50	648	747	845	945	1009	1074	1136	1204	1267	1326	1395	1458	1522	1587	1738	1887	2038	2185	2339	2487
60	662	770	881	986	1062	1131	1204	1273	1346	1413	1485	1556	1629	1701	1867	2033	2204	2370	2535	2705
70	678	798	914	1035	1112	1188	1267	1345	1419	1498	1576	1652	1729	1808	1986	2165	2344	2522	2701	2880
80	695	819	949	1080	1164	1245	1329	1413	1498	1579	1662	1748	1829	1913	2107	2293	2484	2677	2865	3056
90	722	835	976	1118	1205	1303	1413	1483	1573	1691	1770	1887	1949	2023	2219	2423	2625	2828	3028	3233
100	753	843	989	1148	1246	1357	1493	1614	1685	1812	1893	2064	2123	2240	2354	2565	2775	2987	3198	3407
120	797	912	1078	1272	1403	1508	1683	1811	1942	2092	2242	2375	2522	2677	2827	3043	3194	3407	3624	3917
140	864	991	1209	1445	1593	1749	1899	2071	2242	2394	2566	2720	2891	3065	3257	3496	3690	3906	4161	4348
160	972	1141	1381	1640	1811	1982	2179	2351	2522	2720	2915	3083	3277	3496	3690	3972	4186	4445	4724	4918
180	1036	1248	1532	1832	2005	2220	2439	2677	2891	3107	3344	3542	3775	4015	4271	4496	4803	4973	5327	5595
200	1080	1341	1619	1921	2138	2351	2589	2827	3065	3303	3542	3775	3987	4252	4530	4875	5135	5355	5660	5951
225	1125	1381	1683	2028	2204	2439	2693	2955	3169	3430	3690	3926	4186	4465	4682	5094	5352	5737	6104	6349
250	1185	1424	1749	2115	2309	2548	2801	3065	3322	3580	3844	4097	4335	4617	4897	5282	5588	5954	6363	6712

Vekt kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	Zone 15	Zone 16	Zone 17	Zone 18	Zone 19	Zone 20
275	1294	1553	1879	2266	2456	2740	3043	3303	3580	3844	4144	4424	4682	4982	5282	5737	6018	6426	6861	7246
300	1381	1661	2005	2439	2630	2955	3235	3542	3844	4144	4445	4724	5026	5371	5695	6125	6453	6905	7334	7766
350	1508	1811	2242	2677	2955	3257	3580	3906	4229	4571	4918	5243	5564	5934	6280	6798	7185	7659	8131	8653
400	1683	2028	2439	2955	3194	3561	3926	4294	4638	5026	5371	5763	6125	6538	6905	7465	7874	8415	8954	9535
500	1766	2138	2589	3130	3389	3798	4186	4552	4960	5328	5737	6104	6491	6905	7334	7898	8326	8910	9471	10121
600	1942	2351	2847	3430	3753	4161	4571	5007	5435	5870	6280	6691	7139	7593	8045	8696	9193	9770	10443	11111
700	2179	2611	3194	3844	4186	4638	5111	5588	6063	6554	6992	7465	7960	8502	8977	9686	10225	10938	11650	12404
800	2394	2866	3472	4186	4552	5070	5588	6104	6624	7139	7659	8157	8696	9278	9796	10593	11173	11950	12728	13570
900	2503	3065	3735	4465	4855	5394	5934	6491	7034	7573	8131	8653	9230	9796	10396	11197	11842	12643	13461	14306
1001	2574	3158	3904	4549	4967	5614	6277	6680	7344	7990	8412	8852	9716	10140	10804	11671	12314	13178	13823	14908
1100	2688	3274	4074	4748	5190	5859	6553	6972	7667	8339	8780	9245	10147	10585	11280	12183	12856	13760	14429	15564
1200	2934	3437	4446	5178	5662	6396	7147	7607	8362	9097	9580	10081	11067	11550	12303	13289	14026	15009	15742	16981
1300	3177	3724	4816	5612	6132	6924	7743	8242	9061	9854	10381	10923	11989	12511	13331	14396	15190	16258	17053	18395
1400	3424	4011	5188	6041	6602	7460	8342	8879	9759	10613	11172	11761	12914	13473	14358	15505	16363	17510	18366	19812
1500	3568	4182	5410	6299	6884	7620	8379	8965	9873	10639	11349	12122	13162	13906	14812	16013	16904	17942	18993	20499
1600	3713	4352	5633	6559	7168	7780	8417	9052	9985	10593	11523	12481	13410	14338	15268	16520	17445	18373	19619	21187
1700	3947	4624	5979	6969	7617	8264	8942	9621	10608	11258	12241	13260	14248	15235	16221	17550	18534	19523	20848	22511
1800	4182	4898	6335	7381	8065	8752	9471	10187	11231	11919	12963	14041	15085	16131	17176	18580	19629	20670	22071	23840
1900	4411	5170	6686	7786	8517	9237	9994	10754	11859	12580	13683	14821	15922	17026	18130	19612	20716	21818	23300	25163
2000	4644	5439	6827	8200	8621	9360	10123	11066	12045	12842	14005	15166	16364	17523	18687	19883	21042	22205	24162	25685
2100	4875	5717	6933	8610	8990	9828	10629	11621	12646	13486	14706	15922	17182	18398	19618	20875	22096	23311	25372	26972
2200	5108	5985	7265	9021	9421	10294	11135	12171	13252	14131	15404	16682	18003	19274	20556	21869	23146	24425	26581	28256
2300	5340	6258	7593	9429	9848	10760	11642	12726	13853	14771	16107	17441	18816	20154	21489	22864	24201	25533	27785	29541
2400	5574	6534	7921	9664	10009	11056	11971	13282	14452	15410	16805	18196	19635	21030	22425	23859	25251	26644	28996	30826
2500	5636	6693	8251	9843	10247	11202	12155	13604	14604	15601	17052	18505	19952	21452	22857	24356	26303	27259	29207	31156
2600	5831	6917	9006	10747	11183	12225	13270	14877	15968	17053	18623	20230	21800	23449	24974	26629	28759	29806	31890	34022

Vekt kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	Zone 15	Zone 16	Zone 17	Zone 18	Zone 19	Zone 20
2700	6056	7183	9352	11158	11610	12695	13779	15450	16582	17712	19333	21007	22635	24352	25933	27650	29864	30947	33115	35328
2800	6277	7447	9701	11573	12042	13169	14291	16023	17194	18366	20054	21786	23477	25253	26891	28676	30971	32095	34342	36640
2900	6502	7715	10043	11986	12471	13636	14805	16595	17809	19022	20768	22567	24312	26153	27853	29702	32078	33241	35569	37949
3000	6594	7822	10182	12153	12643	13823	15005	16824	18057	19286	21057	22873	24649	26516	28240	30107	32519	33695	36060	38469
3100	6813	8083	10522	12555	13064	14283	15505	17385	18656	19929	21758	23637	25469	27403	29179	31111	33603	34823	37262	39754
3200	7032	8345	10863	12962	13489	14748	16004	17947	19258	20570	22459	24397	26291	28286	30123	32114	34691	35947	38466	41036
3300	7253	8604	11204	13367	13910	15207	16507	18508	19862	21214	23162	25164	27112	29169	31062	33118	35774	37069	39667	42317
3400	7472	8864	11540	13773	14328	15667	17005	19070	20461	21858	23863	25925	27936	30051	32004	34126	36853	38192	40866	43599
3500	7691	9126	11880	14176	14752	16128	17503	19632	21064	22497	24566	26692	28756	30936	32946	35125	37938	39319	42073	44884
3600	7908	9387	12221	14580	15175	16587	18006	20188	21664	23140	25267	27453	29579	31819	33884	36130	39024	40438	43274	46166
3700	8130	9648	12560	14986	15594	17051	18506	20750	22268	23784	25968	28215	30399	32704	34826	37132	40105	41563	44475	47451
3800	8352	9907	12899	15390	16017	17510	19007	21313	22870	24427	26669	28977	31216	33588	35770	38135	41192	42684	45675	48733
3900	8571	10169	13237	15797	16432	17972	19507	21870	23470	25069	27372	29738	32039	34473	36710	39143	42272	43809	46878	50014
4000	8790	10430	13580	16203	16854	18429	20005	22432	24074	25712	28075	30503	32861	35355	37650	40146	43360	44934	48080	51296
4100	9009	10691	13916	16608	17282	18894	20507	22993	24674	26356	28778	31263	33686	36240	38591	41148	44441	46056	49282	52576
4200	9229	10949	14257	17010	17703	19355	21005	23558	25275	26998	29480	32027	34503	37122	39533	42150	45525	47179	50487	53860
4300	9447	11210	14597	17417	18120	19816	21505	24117	25881	27643	30180	32789	35326	38009	40475	43157	46609	48299	51688	55142
4400	9668	11471	14938	17824	18545	20277	22006	24675	26482	28286	30883	33554	36146	38890	41416	44158	47694	49425	52889	56422
4500	9886	11734	15272	18226	18964	20736	22507	25237	27081	28926	31583	34315	36971	39774	42359	45162	48776	50550	54092	57705
4600	10111	11994	15613	18633	19383	21196	23006	25795	27683	29572	32287	35077	37791	40658	43300	46166	49863	51671	55292	58989
4700	10330	12253	15952	19039	19811	21660	23507	26359	28287	30213	32988	35840	38617	41543	44242	47167	50946	52794	56494	60271
4800	10548	12514	16293	19442	20229	22117	24010	26919	28886	30855	33689	36601	39437	42425	45181	48174	52030	53917	57697	61553
4900	10767	12777	16633	19847	20649	22579	24510	27481	29487	31496	34392	37363	40256	43310	46122	49178	53115	55042	58900	62837
5000	10987	13033	16975	20251	21073	23043	25007	28042	30094	32140	35091	38126	41079	44197	47061	50181	54199	56168	60104	64120
Unit interval after 5000	236	281	365	436	455	495	536	603	645	690	756	819	884	949	1010	1080	1167	1209	1292	1379

**3.2.3 Business pallet**

Zone	1 pallet	2 pallet	3 pallet	4 pallet	5 pallet	6 pallet	7 pallet	8 pallet	9 pallet	10 pallet	11 pallet	12 pallet
1	1141	814	753	716	690	680	660	641	636	632	629	626
2	1378	976	881	841	814	799	770	749	745	742	740	736
3	1655	1179	1140	1083	997	964	937	907	903	899	896	893
4	2007	1422	1329	1264	1238	1178	1141	1108	1103	1098	1089	1084
5	2169	1546	1451	1380	1292	1220	1184	1147	1140	1135	1130	1127
6	2419	1721	1640	1498	1412	1346	1307	1269	1263	1258	1248	1242
7	2664	1899	1834	1620	1526	1458	1415	1371	1365	1361	1351	1345
8	2916	2073	1951	1744	1669	1616	1567	1522	1514	1505	1499	1493
9	3153	2248	2146	1922	1818	1760	1708	1655	1646	1638	1627	1623
10	3411	2424	2335	2039	1941	1876	1820	1766	1759	1749	1739	1732
11	3647	2602	2455	2218	2115	2047	1982	1926	1915	1903	1892	1888
12	3912	2768	2587	2402	2290	2216	2149	2085	2071	2060	2047	2043
13	4160	2952	2840	2581	2471	2393	2320	2250	2238	2225	2213	2207
14	4439	3149	2875	2706	2644	2561	2481	2408	2395	2380	2367	2361
15	4686	3325	3065	2880	2821	2731	2647	2567	2556	2540	2528	2518
16	5069	3595	3310	3113	3002	2903	2815	2734	2719	2706	2690	2681
17	5348	3794	3492	3291	3175	3075	2981	2891	2875	2861	2845	2834
18	5715	4057	3737	3466	3353	3241	3147	3051	3037	3021	3005	2990
19	6080	4321	3920	3702	3647	3531	3424	3322	3305	3287	3271	3254
20	6475	4605	4229	3999	3876	3752	3641	3531	3511	3492	3473	3460

Minimum price per pallet 503

### 3.2.4 Additional services for goods

	Price
Notification	337
Rental of equipment (mobile crane, etc.)	Per hour
Driver calls	32
Labelling	156
Freight paid by recipient	374
Freight paid by third party	340
Manual EDI	164
Returned pallet and packaging	By agreement
Special delivery terms (Desktop Delivery)	By agreement
Special goods	25% addition of net customer freight
Dangerous goods	25% addition of net customer freight
Temperature-controlled goods	25% addition of net customer freight

### 3.2.5 Surcharge for goods

	Price
Notification	337
Second delivery	762
Incorrect address	81
Small collection	485
Credit fee	216
Error/missing EDI	164
Warehousing costs (warehouse rental in excess of 2 business days per day or part thereof)	NOK 75 per 100 kg, min. NOK 150
Incorrect weight/dimensions	57
Wrong customer number	1055 per hour
Delayed EDI	180

### Incomplete packaging

Volume in dm3:	0-30	31-200	201-500	501-999999
Price	150	300	452	601



**Terminals**

Place	Street address	Postcode	Place	Telephone
Alta	Betongveien 4	9509	Alta	04045
Bergen (parcels)	Kanalvegen 52 B	5068	Bergen	04045
Bergen (goods)	Nøstegaten 28	5010	Bergen	04045
Drammen	Terminalen 4	3414	Lier	04045
Fauske	Terminalveien 1	8208	Fauske	04045
Fredrikstad	Evjebekkveien 3	1661	Rolvsøy	04045
Førde	Moøyane 8	6819	Førde	04045
Hamar	Smiuhagan 10	2323	Ingeberg	04045
Harstad (distribution pt)	Stangnesterterminalen 6	9409	Harstad	04045
Haugesund	Stølsmyr 10	5542	Karmsund	04045
Kongsvinger (distribution pt)	Industriveien 15	2212	Kongsvinger	04045
Kristiansand	Snelldalen 3	4770	Høvåg	04045
Leknes (distribution pt)	Lufthavnveien 8	8370	Leknes	04045

Place	Street address	Postcode	Place	Telephone
Mo i Rana	Nordregate 13-17	8622	Mo i Rana	04045
Molde	Gammelseterlia 22	6422	Molde	04045
Narvik	Medbymoene 3	8530	Bjerkvik	04045
Oslo	Alfasetveien 24	0668	Oslo	04045
Otta (before 7 service)	Skansen 33	2670	Otta	04045
Sortland (distribution pt)	Verkstedveien 7	8402	Sortland	04045
Stavanger	Næringsveien 2	4323	Sandnes	04045
Stokke	Borgeskogen 57 G	3160	Stokke	04045
Tana	Grenveien 5	9845	Tana	04045
Tromsø	Stakkevollvegen 317	9019	Tromsø	04045
Trondheim	Torgardstrøa 18	7093	Tiller	04045
Ålesund	Digerneset Næringspark	6260	Skodje	04045



**Contact us**

[bring.no/en/customer-service/contact-us](https://bring.no/en/customer-service/contact-us)

**Opening hours:**

Monday – Friday: 08:00-16:00



Posten Bring AS, Postboks 1500 Sentrum, NO-0001 Oslo.

Telephone: (+47) 23 14 90 00, [bring.no](https://bring.no)

Org. no. 984661185

MM-675-10-2025

Subject to reservation for any printing errors and price changes