

# Cross-border parcels and pallets

## Service Terms

Valid from 1 May 2026

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# General service terms | Cross-border parcels and pallets

## 1. SCOPE

These service terms ("the Terms") apply to services that Posten Bring AS, org.nr 984661185 ("Bring"), provides for contract customer ("the Customer"), jointly "the Parties". The Terms are valid for cross-border shipments from Norway to abroad and return shipments.

The latest version of this document shall always apply and is available at [bring.no/en/terms-and-conditions](http://bring.no/en/terms-and-conditions).

## 2. PRICES AND FEES

The Customer shall pay prices and fees as agreed. If there are no specially agreed prices, Bring's standard prices and price lists in effect at the time, shall apply. Bring has the right, in addition to the freight price, to charge fuel surcharges and sulphur surcharges, and to adjust these surcharges continuously without prior notice to the Customer. Current standard price lists and applicable fees and surcharges are available on [bring.no/en/prices](http://bring.no/en/prices). All prices are stated exclusive of VAT.

Bring reserves the right to apply seasonal surcharges during certain periods, for example in cases of increased volume or limited transport capacity. Details regarding seasonal surcharges and their rate will be published at [bring.no/en/prices](http://bring.no/en/prices) at least 30 days before the entry into force.

## 3. ORDER AND EDI

All shipments shall be notified to Bring in advance via EDI transfer. The Customer is responsible for ensuring that complete EDI information, according to Bring's applicable requirements and specifications at the time, is available to Bring before collection or drop-off, see [developer.bring.com](http://developer.bring.com).

The Customer is responsible for any third party or agent that the Customer engages to send EDI transfers to Bring.

## 4. PACKAGING

The Customer is responsible for ensuring that shipments are packed to withstand normal transport handling, including reloading and sorting. Bring does not accept unpackaged goods. Sufficient packaging is a prerequisite for compensation to be paid in the event of depreciation or damage.

The packaging must be undamaged and ensure that neither the Customer's nor other goods are damaged. Goods loaded onto pallets must fit within the pallet edge and be packed in a way that keeps them stable and together during throughout the transport. Liquid contents and powder must be packed so that any leakage remains within the outer packaging if the inner packaging is damaged.

For goods loaded onto pallets, the load carrier (the pallet) is considered part of the transport packaging. Bring does not offer pallet exchange and normally does not return pallets.

## 5. MARKING AND SHIPMENT DOCUMENTS

The Customer is responsible for ensuring that shipments have sufficient documentation and labelling for the assignment to be carried out. A transport label, legible both by machine and manually, must be attached clearly visible on each parcel and pallet. Labelling of shipments must comply with Bring's applicable requirements and specifications, see [developer.bring.com](http://developer.bring.com).

Bulk shipments and pallet shipments must be supplemented with routing label and CMR and/or Waybill. For bulk shipments consisting of multiple pallets, each pallet must be labelled and numbered, e.g., 1/3, 2/3, 3/3, and so on.

Shipments sent across a customs border must be supplemented with complete customs documents. Two copies of the commercial or proforma invoice must be included per parcel, pallet or bulk split batch. To obtain fast-track clearance (simplified customs), the country of origin for EU/EEA goods must be documented.

## 6. SHIPMENT AND CONTENTS

The Customer is responsible for ensuring that shipments and their contents do not conflict with the Terms or trade restrictions, laws and regulations at any time. Bring has no obligation to investigate the contents, documentation or packaging. The Customer must compensate Bring and other injured parties for damage that occurs due to the Customer violating the Terms.

## 6.1 Dangerous goods

Dangerous goods may not be sent with Bring, except for limited quantities of dangerous goods, which are permitted for certain services and destinations. For what is defined as dangerous goods, please refer to The Norwegian Directorate for Civil Protection, see [dsb.no](http://dsb.no).

## 6.2 Prohibited content

Shipments may not contain:

- Valuable documents and securities, including banknotes and money
- Valuables, e.g., precious metals, gemstones, real pearls, exclusive watches, antiques, or the like
- Tobacco and nicotine products, including snus, nicotine pouches, cigarettes, electronic cigarettes and refill containers, or the like
- Weapon and parts of weapons, according to applicable law and classification in the customs tariff, or ammunition
- Human remains, body parts, organs, and urns or similar containing ash
- Living or dead animals
- Temperature sensitive goods, e.g., plants, perishables, or other items that require specific temperature conditions
- Biological substances category B (UN 3373) and diagnostic samples that are not packaged and marked in accordance with the IATA instructions
- Content that is prohibited by law to handle or transport

## 6.3 Content that requires a specific written agreement with Bring

- Alcoholic beverages
- Tires for motor vehicles

## 6.4 Maximum permitted value

Shipments may not have a content with a value that exceeds NOK 100,000 per parcel and NOK 1,000,000 per pallet.

## 7. PICKUP

Pickup arrangements are made on a customer-specific basis, with details agreed upon with the Customer for the duration of the agreement.

## 8. DELIVERY

Delivery is made to the specified delivery address, provided that the transport route consists of a passable road. The Swedish Road Ferries, part of the Swedish Transport Administration, are considered a passable road. Shipments to islands without a road bridge connection are normally delivered to the harbour office or quay.

### 8.1 Unattended delivery

For certain services, delivery can be made unattended, either as standard or upon active selection by the sender or recipient. Unattended delivery means that the shipment is left at the delivery address without requiring the recipient's presence or signature.

Once the shipment has been left at the delivery location it is registered as delivered. This is considered sufficient proof that the delivery has taken place. Bring may also document the delivery with a photo. When delivery has been carried out in this way, the shipment and its packaging are considered to have been in visibly good condition. Bring is not liable for any damage or loss occurring after delivery.

## 9. RECIPIENT-SELECTED DELIVERY CHOICES

For certain services, Bring may offer the recipient alternative delivery options, allowing the recipient to adjust the delivery. Examples include redirection to another delivery location, extended holding time, unattended delivery, or delivery within a specific time window.

Recipient-selected delivery choices are carried out only after the recipient has actively made a choice or order and accepted the terms for the selected option. Some delivery choices are executed only after Bring has received payment from the recipient.

Depending on the service and delivery choice, the Customer may, by booking additional services, influence which options are offered to the recipient.

## 10. SPECIAL HANDLING

Bring reserves the right to charge fees for special handling for shipments that cannot be handled or sorted according to standard procedures. This may include parcels where the longest side (length) exceeds 120 cm or where two sides each exceed 60 cm, shipments with irregular shapes, rolls, tubes, or similar, and shipments without proper packaging.

## 11. TRACKING OF SHIPMENTS

Tracking of shipments is available through Bring's digital solutions, Bring's app, and in some cases through external partner's solutions. Tracking normally begins at the shipment's first scanning point and continues through to handover or delivery. For individually sent shipments (single parcels or pallets), the first scan is normally performed at pickup or drop-off. For parcels sent as bulk shipment, the first scan of each parcel normally takes place after split of the bulk shipment, at the sorting terminal to which the bulk shipment is routed/addressed.

## 12. LIABILITY

Liability is governed by NSAB 2015. Bring's responsibility for shipments begins when the shipment is received by Bring and ends when it has been delivered to the specified delivery address or to another location agreed with the sender or recipient. Delivery does not necessarily have to be made to the recipient personally.

For shipments delivered via a service point, Bring's responsibility ends upon handover. For shipments delivered via parcel locker, the responsibility ends when the shipment is collected from the locker.

For bulk shipments, where multiple parcels are transported together on a pallet, Bring's responsibility for the pallet begins when it is received by Bring. The responsibility for each individual parcel only begins once the pallet has been split and the parcels registered in the sorting system, enabling tracking and handling at unit/parcel level.

Cross-border parcels and pallets do not have any form of time guarantee. The Customer is responsible to obtain and pay for insurance as specified in §25 A., NSAB 2015. Bring shall in no case be liable for any indirect or other consequential loss or damage.

# Delivery to companies abroad | Business Parcel

## Business Parcel (0330) | Business Parcel Bulk (0332)

Business-to-business parcels delivered to the recipient's door.

### 1. AVAILABILITY

Business Parcel: worldwide  
Business Parcel Bulk: to Sweden, Denmark, Finland

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

Max. length	200 cm to Sweden, Denmark, Finland 150 cm to other destinations
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup>
Min. dimensions	Business Parcel: 23 x 13 x 1 cm Business Parcel Bulk: 15 x 10 x 1 cm

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

#### 2.2 Weight per parcel

Max. weight	35 kg to Sweden, Denmark, Finland 30 kg to other destinations
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Min. weight	150 grams
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For heavy parcels to Finland, an additional fee (Heavy Fee) applies. The fee applies to parcels with an actual weight between 25-35 kg.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations.

Unless otherwise agreed, the volumetric weight for the service Business Parcel is determined using a conversion factor of 200 kg per m<sup>3</sup>. For the service Business Parcel Bulk, the conversion factor is determined on a customer-specific basis.

### 4. DELIVERY

#### 4.1 Delivery procedure

Delivery is carried out on weekdays excluding holidays, between 08:00-17:00 in Sweden and Finland, and 08:00-16:00 in Denmark. Delivery is made to the recipient's door, i.e., front door, gate or goods reception, against signature. In other countries, delivery is carried out according to local conditions.

##### 4.1.1 Notification: Sweden, Denmark

If the recipient's email address or mobile number has been provided when booking the shipment, the recipient will be notified when the shipment is on its way and at loading for delivery. Recipients with an account in Bring's mobile app may also receive notifications via the app.

##### 4.1.2 Notification: Finland

The recipient's email address and mobile number shall be provided when booking the shipment. The recipient will be notified when the shipment is on its way.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Unattended delivery (Sweden, Denmark, Finland)

Unattended delivery means that the shipment is left at the delivery address and registered as delivered without requiring presence or signature. The recipient is responsible for ensuring that the location is suitable for leaving the shipment unattended. Bring may cancel the delivery if it is deemed unsuitable.

##### 4.2.2 Redirect to pickup point (Sweden, Denmark)

Redirection for delivery to service point or parcel locker, according to the recipient's choice. The shipment is handed out according to the terms for PickUp Parcel or Parcel Locker. For collection via service point in Denmark, the recipient is considered legitimate by providing the pickup code only, and in Sweden any person may collect the parcel with the pickup code along with ID. The option is offered for shipments with a maximum of one (1) parcel.

##### 4.2.3 Restriction of delivery choices

The availability of delivery choices as described above may be restricted through booking with an additional service, for example signature required. Delivery choices blocked by the additional service will then no longer be shown to the recipient.

### 4.3 Obstacles to delivery

#### 4.3.1 Sweden, Denmark

If the shipment cannot be delivered, a new delivery attempt is normally carried out the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt.

#### 4.3.2 Finland

If the shipment cannot be delivered, it will normally be left at a pickup point for hand-out to the recipient.

### 4.4 Storage time and return

#### 4.4.1 Terminal

The shipment will be returned at the Customer's expense after two (2) failed delivery attempts, or after 14 days from the first arrival scan at the distribution terminal.

#### 4.4.2 Pickup point

Parcels are normally held for 7 days (5 days in Finland). Parcels not collected within the retention period will be returned at the Customer's expense.

### 5. ADDITIONAL SERVICES

#### Additional services

ID Verification  
Individual Verification  
Signature Required  
Flex Delivery  
Delivery Indoor  
Telephone Notification  
Delivery Not. to Sender  
Limited Quantities

#### Destinations

Sweden, Denmark  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland  
Sweden, Denmark  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland  
Sweden, Denmark, Finland, Iceland, Åland Islands, Faroe Islands, Greenland

# Delivery to companies abroad | Business Pallet

## Business Pallet (0336)

Business-to-business pallets delivered to the recipient's address. This service complements the parcel services and is intended for lower quantities of EUR pallets, with a general limit of up to three pallets per delivery and recipient.

### 1. AVAILABILITY

To Sweden, Denmark, Finland, Åland Islands

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	max. height 200 cm	max. 750 kg
Half pallet	80 x 60 cm	max. height 150 cm	max. 400 kg

Quarter pallets are not offered to Finland, and only EUR pallets are offered to the Åland Islands.

### 3. FREIGHT CALCULATION

Shipping is calculated per pallet based on actual dimensions and weight according to Bring's measurements or registrations. Volumetric weight is not applied.

### 4. DELIVERY

#### 4.1 Delivery procedure

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

##### 4.1.1 Notification: Sweden, Denmark, Norway

If the recipient's email address or mobile number has been provided when booking the shipment, the recipient will be notified when the shipment is on its way and when it is being loaded for delivery. Recipients with an account in Bring's mobile app may also receive notifications via the app.

##### 4.1.2 Notification: Finland

The recipient's email address and mobile number shall be provided when booking the shipment. The recipient will be notified when the shipment is on its way.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Unattended delivery (Sweden, Denmark, Finland)

Unattended delivery means that the shipment is left at the delivery address and registered as delivered without requiring presence or signature. The recipient is responsible for ensuring that the location is suitable for leaving the shipment unattended. Bring may cancel the delivery if it is deemed unsuitable. The option for unattended delivery may be restricted by booking an additional service that requires presence at delivery.

#### 4.3 Obstacles to delivery

##### 4.3.1 Sweden, Denmark

If the shipment cannot be delivered, a new delivery attempt is normally carried out the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt.

##### 4.3.2 Finland

If the shipment cannot be delivered, the recipient will be contacted to arrange a new delivery attempt.

#### 4.4 Storage time and return

The shipment will be returned at the Customer's expense after two (2) failed delivery attempts, or after 14 days from the first arrival scan at the distribution terminal.

### 5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden, Denmark
Individual Verification	Sweden, Denmark, Finland
Signature Required	Sweden, Denmark, Finland
Flex Delivery	Sweden, Denmark, Finland
Delivery Indoor	Sweden, Denmark
Telephone Notification	Sweden, Denmark, Finland
Delivery Not. to Sender	Sweden, Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland, Åland Islands

### 6. OTHER

If the incorrect pallet type is booked, the pallet will normally be adjusted/corrected upwards to the correct pallet type based on actual dimensions and weight and charged accordingly.

For pallets exceeding the maximum dimensions or weight for an EUR pallet, a fee for exceeded service terms will apply. This will normally also result in longer lead times.

# Delivery to consumers abroad | Parcel to service point and parcel locker

## PickUp Parcel (0340) | PickUp Parcel Bulk (0342)

Business-to-consumer parcels delivered via a service point or parcel locker. Seamless API integration enables the selection of pickup points nationwide across Sweden, Denmark and Finland.

### 1. AVAILABILITY

PickUp Parcel: worldwide

PickUp Parcel Bulk: to Sweden, Denmark, Finland

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

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

Max. dimensions Length + girth = 300 cm

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

Min. dimensions PickUp Parcel: 23 x 13 x 1 cm  
PickUp Parcel Bulk: 15 x 10 x 1 cm

Max. parcel locker 60 x 50 x 44 cm to Sweden, Denmark  
100 x 60 x 40 cm to Finland

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

#### 2.2 Weight per parcel

Max. weight 25 kg to Finland  
20 kg to Sweden, Denmark and other destinations

Min. weight 150 grams

Max. parcel locker 10 kg to Sweden, Denmark  
25 kg to Finland

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations.

Unless otherwise agreed, the volumetric weight for the service PickUp Parcel is determined using a conversion factor of 200 kg per m<sup>3</sup>. For the service PickUp Parcel Bulk, the conversion factor is determined on a customer-specific basis.

### 4. SELECTION OF PICKUP POINT

For correct handling, it is essential that the recipient's address is provided accurately and completely in the EDI, in accordance with the applicable national standard and format.

To Sweden, Denmark and Finland, a preselected service point or parcel locker shall be specified in the EDI and selected via API call to Bring's current database of pickup points. When booking via Mybring, no separate API integration is required. If none is specified, one will be assigned based on the recipient's address in the EDI.

To countries outside the Nordic region, a pickup point will be assigned based on the recipient's address in the EDI.

### 5. DELIVERY

Delivery is made to the selected or assigned pickup point. The recipient is notified via SMS, email, or app when the parcel is ready to collect.

#### 5.1 Service point

##### 5.1.1 Sweden

The parcel is handed over to the recipient against a notified pickup code and ID, or QR code via Bring's app or web after identification with BankID. Another person may collect the parcel using the QR code or by presenting both their own and the recipient's ID.

##### 5.1.2 Denmark

The parcel is handed over to the recipient against a notified pickup code, or QR code via Bring's app. Another person may collect the parcel using the QR code or the recipient's notification. ID shall be presented upon request.

##### 5.1.3 Finland

The parcel is handed over to the recipient or another person against a notified pickup code and ID. Parcels notified by letter require a signed power of attorney from the recipient.

##### 5.1.4 Other destinations

In countries outside the Nordics, hand-out is made according to local procedures, either against pickup code and ID, pickup code only, or signature.

### 5.2 Parcel locker

#### 5.2.1 Sweden, Denmark

The recipient collects the parcel self-service using a notified PIN code or Bring's app. Another person may collect it using the PIN code or shared parcel information via the app.

#### 5.2.2 Finland

The recipient or another person collects the parcel self-service using a notified PIN code.

### 5.3 Recipient-selected delivery choices

#### 5.3.1 Extended collection period (Sweden, Denmark, Finland)

Extended collection period of up to a total of 14 days.

#### 5.3.2 Redirect to another pickup point (Sweden, Denmark)

Change to another service point or parcel locker, according to the recipient's choice. In Sweden, BankID is required to collect a parcel redirected from a service point to a parcel locker.

#### 5.3.3 Redirect to home delivery (Finland)

Redirection for delivery to the recipient's home instead of a pickup point. The parcel is always left outside the door without requiring presence or signature.

### 5.4 Collection period and return

Parcels are normally held for 7 days (5 days in Finland). Parcels not collected within the retention period will be returned at the Customer's expense.

### 6. ADDITIONAL SERVICES

Additional services	Destinations
Optional Pickup Point	Sweden, Denmark, Finland
Parcel Locker	Sweden, Denmark, Finland
ID Verification Locker	Sweden
Individual Verification	Finland
Limited Quantities	Sweden, Denmark, Finland

**Important:** Additional services are offered only in combination with the service PickUp Parcel Bulk.

### 7. OTHER

For parcels exceeding the maximum dimensions of weight, Bring reserves the right to charge additional fees. In Sweden and Denmark, such parcels may be reclassified and charged as the service Home Delivery Parcel.

If the selected pickup point is at full capacity, or for other reasons beyond Bring's control, delivery may be made to another service point or locker.

If the recipient cannot be notified digitally, notification may be sent by letter with and extended collection period (normally 14 days) and an additional fee.

# Delivery to consumers abroad | Parcel to parcel locker

## Parcel Locker (PickUp Parcel Box) (0344)

Business-to-consumer parcels, delivered to parcel locker where the recipient can easily collect the parcel via self-service. Seamless API integration enables the selection of parcel lockers in Sweden.

### 1. AVAILABILITY

To Sweden

The service is only available for sending parcels as bulk shipments. The parcels shall be picked up and delivered on EUR pallet to a designated terminal in the destination country.

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

Max. dimensions 60 x 50 x 44 cm  
Min. dimensions 15 x 10 x 1 cm

#### 2.2 Weight per parcel

Max. weight 10 kg  
Min. weight 150 grams

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

### 4. SELECTION OF PICKUP POINT

For correct handling, it is essential that the recipient's address is provided accurately and completely in the EDI, in accordance with the applicable national standard and format.

Booking requires API integration with Bring. A preselected parcel locker shall be specified in the EDI and selected via API call to Bring's current database of parcel lockers. When booking via Mybring, no separate API integration is required.

### 5. DELIVERY

Delivery is made to the selected parcel locker. The recipient is notified via SMS, app, or email when the parcel is ready to collect.

#### 5.1 Collection

##### 5.1.1 Sweden

The recipient collects the parcel self-service using a notified PIN code or Bring's app. Another person may collect it using the PIN code or shared parcel information via the app.

#### 5.2 Collection period and return

Parcels are normally held for 7 days. Parcels not collected within the retention period will be returned at the Customer's expense.

#### 5.3 Recipient-selected delivery choices

##### 5.3.1 Extended collection period

Extended collection period of up to a total of 14 days.

### 6. ADDITIONAL SERVICES

#### Additional services

ID Verification Parcel Locker  
Limited Quantities

#### Destinations

Sweden  
Sweden

### 7. OTHER

For parcels exceeding the maximum dimensions or weight, Bring reserves the right to charge additional fees. Such parcels will normally be delivered to a service point, for collection according to the terms for PickUp Parcel.

If the selected parcel locker is at full capacity, or for other reasons beyond Bring's control, delivery may be made to another parcel locker or to a service point.

# Delivery to consumers abroad | Home delivery parcel

## Home Delivery Parcel (0349)

Business-to-consumer parcels with home delivery to the recipient's address. In Sweden and Finland, delivery is made both during the day and in the evening, while in Denmark delivery is made only during the day.

### 1. AVAILABILITY

To Sweden, Denmark, Finland

The service is only available for sending parcels as bulk shipments. The parcels shall be picked up and delivered on EUR pallet to a designated terminal in the destination country.

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup>
Min. dimensions	15 x 10 x 1 cm

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

#### 2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

For heavy parcels to Sweden and Finland, an additional fee (Heavy Fee) applies. The fee applies to parcels with an actual weight between 20-35 kg for Sweden and 25-35 kg for Finland.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

### 4. DELIVERY

Delivery is made to the recipient's home address. Notifications are sent via SMS, email, or app and may vary depending on the destination, see below.

#### 4.1 Delivery procedure

##### 4.1.1 Sweden

Delivery is carried out on weekdays excluding holidays, within day and evening windows between 08:00-22:00. The parcel is left at the delivery address, usually at the recipient's door, and registered as delivered without requiring presence or signature. The recipient is notified when the shipment is on its way and at loading for delivery, and the estimated delivery day/time is shown in the tracking. In many cases, the shipment can also be tracked in real time from loading until delivery.

Parcels over 20 kg are only delivered to the ground floor if the building has no elevator. If the delivery address is on a higher floor and there is no elevator, presence is required for handover at the ground floor, and delivery is then made against signature. The recipient is contacted if needed to facilitate the handover.

##### 4.1.2 Denmark

Delivery is carried out on weekdays excluding holidays between 08:00-17:00 to the recipient's door against signature. The recipient is notified when the shipment is on its way and at loading for delivery, and the estimated delivery day/time is shown in the tracking.

##### 4.1.3 Finland

Delivery is carried out on weekdays excluding holidays, within day and evening windows between 09:00-21:00. Delivery is made to the recipient's door against signature. The recipient is notified when the parcel is on its way and, upon arrival at the local terminal, asked to schedule the day and time for delivery. Notifications are primarily digital but may also be made by phone.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Unattended delivery (Denmark)

Unattended delivery means that the shipment is left at the delivery address and registered as delivered without requiring presence or signature. The recipient is responsible for ensuring that the location is suitable for leaving

the shipment unattended. Bring may cancel the delivery if it is deemed unsuitable. The option for unattended delivery may be restricted by booking an additional service that requires presence at delivery.

##### 4.2.2 Redirect to pickup point (Sweden, Denmark, Finland)

Redirection for delivery to a service point or parcel locker, according to the recipient's choice. The shipment is handed out according to the terms for PickUp Parcel or Parcel Locker. The option is offered for shipments with a maximum of one (1) parcel.

##### 4.2.3 Extended collection period (Sweden, Denmark, Finland)

Extended collection period of up to a total of 14 days, at service point or parcel locker.

##### 4.2.4 Change of delivery date and/or time window (Sweden)

Change of delivery day/time among fixed options. Availability may vary, and change is only offered for shipments that require the recipient's presence at delivery. Change may affect the total lead time.

### 4.3 Obstacles to delivery

#### 4.3.1 Sweden, Denmark

If the shipment cannot be delivered, the parcel is normally left at a pickup point for hand-out according to the terms for PickUp Parcel.

In Sweden and Denmark, parcels over 20 kg or longer than 150 cm cannot be left at a pickup point, and the recipient is then notified for a new delivery attempt. In Sweden, a new delivery date/time is automatically assigned, with the option to change, and an extra fee applies. In Denmark, the recipient is asked to book a new attempt via an online form, without the option to select a specific day/time, and no extra fee applies.

#### 4.3.2 Finland

If the shipment cannot be delivered, the recipient will be notified and asked to book a new delivery attempt. The recipient may also be given the option to collect the parcel at a pickup point.

### 4.4 Storage time and return

#### 4.4.1 Pickup point

Parcels are normally held for 7 days (5 days in Finland). Parcels not collected within the retention period will be returned at the Customer's expense.

#### 4.4.2 Terminal

The shipment will be returned at the Customer's expense after two (2) failed delivery attempts, or after 14 days from the first arrival scan at the distribution terminal if no delivery attempt is scheduled.

### 5. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	Sweden, Denmark
ID Verification	Sweden, Denmark
Individual Verification	Sweden, Denmark, Finland
Flex Delivery	Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland

## Return services | Return from business address

### Business Parcel Return/Bulk (0331/0333) | Business Pallet Return (0337)

Business-to-business return of parcels and pallets to the Customer, on behalf of the Customer, with pickup arranged at a business address.

#### 1. AVAILABILITY

From Sweden, Denmark, Finland

Parcel returns are booked using the service Business Parcel Return, or Business Parcel Return Bulk for parcels that are to be collected at a terminal and returned as bulk shipment.

Pallet returns are booked using the service Business Pallet Return. The service is only offered for the return of a small quantity of EUR pallets 120 x 80 cm. It is allowed to return goods on a half pallet, but charge is always based on a full EUR pallet.

#### 2. DIMENSIONS AND WEIGHT

##### 2.1 Parcels

2.1.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup>
Min. dimensions	15 x 10 x 1 cm

For parcels where the longest side (length) exceeds 120 cm, or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.1.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

##### 2.2 Pallets

2.2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	max. height 200 cm	max. 750 kg
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From Finland zones 2-5, a maximum height of 180 cm applies. See zoning in the standard price list for Business Pallet.

#### 3. FREIGHT CALCULATION

##### 3.1 Parcels

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, the volumetric weight for the service Business Parcel Return is determined using a conversion factor of 200 kg per m<sup>3</sup>. For bulk return shipments, the conversion factor is determined on a customer-specific basis.

##### 3.2 Pallets

Shipping is calculated per pallet based on actual dimensions and weight according to Bring's measurements or registrations. Volume calculated weight is not applied.

#### 4. BOOKING AND MARKING/LABELING

The Customer creates and transmits EDI via Mybring or another system approved by Bring, either in advance or when the return need arises. Pickup is normally booked via Mybring. If standard booking is not possible, Bring's customer service in the country from which the return is being sent can assist with EDI and booking for an extra fee.

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

For returns sent across a customs border, Bring performs customs declaration based on the attached customs documents. If the Customer can prove the return and present an export invoice with date/customs ID, there is a possibility for a VAT-free return.

#### 5. PICKUP

Pickup is included in the shipping price, if it is booked via Mybring, and carried out on non-holiday weekdays during daytime hours. Someone must be present at the time of pickup for physical handover of the shipment.

##### 5.1 Unsuccessful pickup

One (1) pickup attempt is included. If the pickup fails due to the Customer or the return sender, the pickup assignment is consider completed. For such failed pickup, Bring reserves the right to charge additional fees. A new booking is required for a new pickup attempt.

#### 6. DELIVERY

##### 6.1 Business Parcel Return

Single B2B parcel returns are delivered to the specified or agreed return address to the door, i.e., front door, gate, or goods reception, against signature.

##### 6.2 Business Parcel Return Bulk, Business Pallet

Bulk returns and pallets are delivered to the specified or agreed return address at ground level to the goods reception or port, against signature.

#### 7. ADDITIONAL SERVICES

Additional services	From
AdHoc PickUp	Sweden, Denmark, Finland
Limited Quantities	Sweden, Denmark, Finland

# Return services | Return via service point or parcel locker

## PickUp Parcel Return/Bulk (0341/0343) | Business Parcel Return/Bulk (0331/0333)

Consumer-to-business and business-to-business return of parcels to the Customer, on behalf of the Customer, with drop-off at a service point or parcel locker.

### 1. AVAILABILITY

Consumer-to-business: from Sweden, Denmark, Finland  
Business-to-business: from Sweden, Denmark

Consumer returns are booked using the service PickUp Parcel Return, or PickUp Parcel Return Bulk for parcels that are to be collected at a terminal and returned as bulk shipment.

Business returns are booked using the service Business Parcel Return, or Business Parcel Return Bulk. The number of parcels per drop-off may not exceed six (6).

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Dimensions per parcel

Max. length	200 cm from Finland 150 cm from Sweden, Denmark
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m <sup>3</sup>
Min. dimensions	15 x 10 x 1 cm
Max. parcel locker	60 x 50 x 44 cm from Sweden, Denmark 100 x 60 x 40 cm from Finland

For parcels where the longest side (length) exceeds 120 cm (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

#### 2.2 Weight per parcel

Max. weight	35 kg from Finland 20 kg from Sweden, Denmark
Min. weight	150 grams
Max. parcel locker	10 kg from Sweden, Denmark 25 kg from Finland

For parcels from Finland with an actual weight between 25-35 kg, a heavy fee applies.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, the volumetric weight for the services PickUp Parcel Return and Business Parcel Return is determined using a conversion factor of 200 kg per m<sup>3</sup>. For bulk return shipments, the conversion factor is determined on a customer-specific basis.

### 4. BOOKING AND MARKING/LABELING

The Customer creates and transmits EDI via Mybring or another system approved by Bring, either in advance or when the return need arises.

Each shipment must be provided with complete shipping documentation. The Customer is responsible for providing the return sender with the shipping label. The validity period for a produced return label is 90 days. With the additional service Label Free, parcels can be dropped off without needing to be labelled with a shipping label prior to drop-off.

For returns sent across a customs border, Bring performs the customs declaration based on the attached customs documents. If the Customer can prove the return and present the export invoice with date/customs ID, there is a possibility for a VAT-free return.

### 5. DROP-OFF

#### 5.1 Service point

Drop-off is made at a Bring service point. Confirmation is sent via email or received in Bring's app.

#### 5.2 Parcel locker

Drop-off is made at a Bring parcel locker. Booking of the compartment and drop-off is made via the sender's account in Bring's app. Confirmation is received in the app.

### 6. DELIVERY

#### 6.1 PickUp Parcel Return

Single C2B parcel returns are delivered to a service point where the recipient can collect the parcel using a notified pickup code. The recipient is notified via SMS, email, or app when the parcel is ready to collect.

#### 6.2 Business Parcel Return

Single B2B parcel returns are delivered to the specified or agreed return address in accordance with the delivery terms for Business Parcel.

#### 6.3 PickUp Parcel Return Bulk, Business Parcel Return Bulk

Bulk returns are delivered to the specified or agreed return address at ground level to the goods reception or port, against signature.

### 7. ADDITIONAL SERVICES

Additional services	From
Label Free	Denmark, Sweden
Limited Quantities	Denmark, Sweden, Norway, Finland

## Additional services

Additional services to customize deliveries based on varying needs and conditions. The following outlines terms and descriptions of how each additional service enhances or modifies the standard execution of the selected main service.

### 1. ADDITIONAL SERVICES

#### 1.1 Optional Pickup Point (0010)

Selection of a service point via lookup in the Bring's database through API.

#### 1.2 Pickup Locker (0011)

Selection of a parcel locker via lookup in the Bring's database through API.

#### 1.3 Signature Required (1280)

Signature is required upon delivery. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

#### 1.4 ID Verification (1133)

ID verification is required upon delivery. A person other than the specified recipient may also present ID. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

#### 1.5 Individual Verification (1134)

Delivery is made only to the specified recipient against ID. In Sweden, delivery to another person is accepted if both the collector's ID and the specified recipient's ID are presented. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

#### 1.6 ID Verification Parcel Locker (1395)

BankID verification is required for collection via parcel locker in Sweden.

#### 1.7 Flex Delivery (0041)

Unattended delivery. The shipment is left at the delivery address, for example at the door, property boundary, or another location, without requiring presence or signature. When the shipment has been delivered in this manner, the shipment and its packaging are considered to have been in visibly good condition. Bring is not liable for damage or loss occurring after delivery.

#### 1.8 Delivery Indoors (0039)

Carry-in to a specified location according to the instructions in the EDI. Delivery is made to one single location, regardless of the number of parcels. The maximum weight per parcel is 35 kg.

The recipient must ensure clear access for delivery and is responsible for protecting any sensitive flooring. For deliveries from the 4<sup>th</sup> floor or higher, an elevator is required. If the conditions are not met, delivery will be made without carrying the shipment in. Any additional delivery attempt will also be made without carry-in.

For Business Pallet, the additional service means that the pallet is split, and each parcel is carried indoors to the specified location. The pallet and its packaging are removed for recycling or disposal.

#### 1.9 Telephone Notification (1149)

The recipient is contacted by phone prior to delivery. In Sweden and Denmark, contact is made approximately 30-60 minutes before the estimated time of arrival at the delivery address. In Finland, the recipient is contacted either before the start of the delivery route or at least one (1) hour prior to the estimated time of arrival.

Delivery will be attempted even if the recipient cannot be reached. Any additional delivery attempt will be made without telephone notification.

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

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

#### 1.11 Label Free (1288)

Drop-off of parcel at a service point or parcel locker without the parcel needing to be labelled with a shipping label prior to drop-off. Instead, a QR code or a Label Free code is used.

##### 1.11.1 Drop-off via service point in Sweden

The sender shall present a QR code for printing the shipping label at the service point. If the service point cannot print the label, the sender is asked to write a Label Free code on the parcel.

##### 1.11.2 Drop-off via service point in Denmark

The sender shall write a Label Free code on the parcel prior to drop-off and present a QR code for printing the shipping label at the service point.

##### 1.11.3 Drop-off via parcel locker

The sender shall write a Label Free code on the parcel prior to drop-off.

#### 1.12 Limited Quantities (0003)

Additional service for shipments containing limited quantities of dangerous goods ("LQ") in accordance with ADR. The Customer is responsible for ensuring compliance with applicable regulations, including rules regarding quantity, labelling, and packaging. The setup and UN numbers must be approved by Bring prior to startup. Notification shall be made according to Bring's instructions.

##### 1.12.1 Requirements for transport by road

- Each parcel or pallet must be labelled with the LQ symbol.
- The additional service code 0003 must be stated in both the EDI and on the shipping label.
- If the inner packaging contains liquid, the outer packaging shall be marked with directional arrows.
- If parcels are placed on a load carrier or pallet, it must be labelled with the text "OVERPACK" unless the labelling on all parcels is visible through the pallet's packaging.

##### 1.12.2 Requirements for maritime transport

Shipments transported by boat, e.g., to or from Finland, are subject to the IMDG Code (IMO's regulations for transport of packaged dangerous goods by sea). In addition to the road transport requirements, the following apply:

- The amount (gross weight) of dangerous goods per parcel or pallet must be stated on the shipping label with the text "0003 - LIMITED QUANTITIES X.X KG GROSS".
- Each shipment must be accompanied by a dangerous goods declaration, such as a completed MMDG form, specifying, among other things, the UN number, product type, and quantity.

##### 1.12.3 Restrictions

- LQ cannot be sent to or from locations without mainland connections, except for Gotland (SE).
- LQ cannot be shipped by air.