

Terms and conditions Home mailbox parcel

EDI-notified parcel delivered to the mailbox

1. What can you send?

Small parcels of different weight and size can be delivered to the mailbox. For online shops this is a simple and attractive service, where the delivery of parcels goes directly to the customer's home. The shipment is ordered via EDI (Electronic Data Interchange) and delivered with or without RFID tracking to the same freight price. Mailbox parcel can only be sent to addressees in Norway, including Longyearbyen postal codes 9170/9171 on Svalbard.

The address label that must be used is integrated in the EDI solution (see point 6). The label has an EDI-barcode, and if RFID tracking is requested the label must have an RFID-chip.

- a) **Parcels without RFID tracking**
Standard address label with an EDI-barcode, without an RFID-chip. Tracking and notification with this alternative is based entirely on scan of the EDI-barcode, see point 16.
- b) **Parcels with RFID tracking**
Tracking and notification is based both on scan of the EDI-barcode, and additionally on RFID (Radio Frequency Identification) technology. RFID tracking means that the address label has a small RFID-chip as well as the EDI-barcode. The address label must be printed on an approved RFID-printer.

2. Who can send?

The service can be used by companies with approved credit.

3. Formats, dimensions and weights

Minimum dimensions:

- 9 x 14 cm
- *Roll*: Minimum length 10 cm. Length + diameter + diameter cannot be less than 17 cm

Maximum dimensions:

- Maximum length 45 cm. Length + width + thickness cannot exceed 90 cm
- *Roll*: Maximum length 45 cm. Length + diameter + diameter cannot exceed 90 cm

Maximum weight per parcel:

- Up to 5 kg

4. Prices

The price is based on two main elements; see price list at [Home mailbox parcel - bring.no/en](https://bring.no/en):

- Geographical distance between the sender and recipient, divided into eight price zones
- The actual weight of the parcel, see the weight intervals in the price list

Surcharge if the parcel cannot be delivered to the mailbox

If the recipient's mailbox is locked, there is no room for the parcel in the mailbox or for other reasons it is impossible to deliver the parcel to the mailbox, the parcel will be delivered outside the recipient's door, see point 5. For parcels delivered outside the door a surcharge per parcel will occur, that will be invoiced the sender. Parcels that cannot be delivered outside the door, see point

5.1., are sent to the recipient's nearest Post office or Post in Shop, and scanned as a parcel for collection. The recipient will receive an SMS or e-mail with information about where the parcel can be picked-up. For collected parcels a surcharge per parcel will occur, that will be invoiced the sender. The surcharge is payable even if the parcel is not collected by the recipient and it must be returned to the sender. See the price list

5. Delivery outside the door

A delivery alternative for Home mailbox parcels that cannot be delivered to the mailbox.

Home mailbox parcel is basically an item that will be delivered in the recipient's mailbox. If the parcel for various reasons cannot be delivered in the mailbox, the parcel may be delivered outside the door, to avoid it being sent to the pick-up place. Bag on door might be used when necessary to protect from weather and wind. The surcharge for this delivery option is charged to the sender. Delivery outside the door cannot be used for receivers with a Post office box address. The recipient will receive an SMS/e-mail when the parcel is delivered outside the door.

5.1 Terms of delivery (Delivery outside the door)

The following criteria must be fulfilled in order for the delivery option outside the door to be performed:

- Apartment number/floor must be defined in the address if the recipient lives in an apartment building
- The distance from the mailbox to the recipient's door cannot exceed 250 m
- The recipient's house and entrance number must be visible
- The door must be clearly marked with the recipient's name
- Posten must have access to the recipient's door even if the main entrance is locked, for instance when the recipient lives in an apartment.

In cases where the criteria are not met, the parcel will be delivered to the recipient's nearest Post office or Post in shop for delivery for an additional fee.

5.2 Registering

The delivery option "Delivery outside the door" is automatically registered by Posten Bring when the sender orders the "Home mailbox parcel" service. This delivery option is registered with the code "VAS 1081" (Simplified delivery). The shipment will then be delivered outside the door if it cannot be delivered to the mailbox, see section 5.1. If the sender wishes for the shipment not to be delivered outside the door but instead to be delivered from the recipient's nearest pickup location, the sender must register the code "VAS 1280 - Reservation against change" to override recipient-initiated "Delivery outside the door" in the recipient's interface.

It will still be possible for the sender to register the code "VAS 1081" when ordering "Home mailbox parcel" (via TA provider or Mybring). If the sender chooses to register the code "VAS 1081" and wishes to override recipient-initiated delivery to a pickup location, the sender must also register the code "VAS 1280 - Reservation against change".

Information about apartment number/floor must be included in address section 2 of the label.

5.3 Invoicing

When Posten delivers the parcel outside the door the mailman scans the barcode on the parcel. The scanning is recorded electronically and is the basis for invoicing the Delivery outside the door fee. The invoice will be sent to the sender. Hence the sender accepts that a Delivery outside the door fee that occurs due to a choice made by the recipient after the sender has sent the EDI order is charged to the sender.






If the parcel is delivered in the mailbox the additional fee will not occur.

Shipments that are pre-notified via EDI with Delivery outside the door, but which nevertheless cannot be delivered outside the door or in the mailbox, will be sent to a pickup location as a pickup shipment, and a pickup fee will apply. If the sender has not registered the code "VAS 1280 – Reservation against change" when ordering, and the recipient in the web interface or in the Posten app has chosen delivery to a pickup location as the delivery option, shipments that cannot be delivered outside the door or in the mailbox will be sent to a pickup location as a pickup shipment, and a pickup fee will apply. By this, the sender accepts that the additional cost for the recipient's choice will be charged to the sender.

6. Address label

The address label, which is standard for Home mailbox parcels, is called a harmonized label and is integrated in the software given by an EDI-supplier. If the parcel shall be RFID traceable, the address label shall have a RFID-chip in addition to an EDI-barcode. Labels with a RFID-chip must always be printed on an approved RFID printer.

The entire address label should be placed flat on one side of the parcel.

FROM	00001234567 Company Address 1 Address 2 Postal code/place	NORGE P.P. 
TO	Receiver Address 1 Address 2 Postal code Town/Place	☎ 999 99 999
  		
 *LA003755076N0*		

The address label (harmonized label) includes:

- The sender's name and return address
- The recipient's name
- Floor / apartment number when the Delivery outside the door option is chosen
- Correct postal address
- Postage indicia P.P. Norge (postage paid for)
- EDI-barcode
- RFID-chip (if RFID tracking is chosen)

7. The recipient's address

Home mailbox parcels are completely or partly sorted by sorting machines. It is therefore important to use the recipient's correct postal address to ensure that the parcel is delivered on time and to avoid delays. Note that parcels to receivers with a Post office box address cannot be delivered outside the door (point 5), and will not be scanned upon delivery (point 16). Read more about [how to address your Norwegian mail](#).

8. Return address

The sender field on the address label must contain the sender's name and a complete Norwegian return address. All parcels in a mailing/order must be from the same sender.

9. EDI-order

The shipment of parcels must be ordered via EDI, normally using a software from an EDI-supplier. The EDI-order automatically transfers information about the shipment to Posten's systems. Correct EDI-order must be sent to Bring before the parcels are collected from or delivered to Bring/Bring's partner.

In the EDI-order, each parcel must contain the correct information about the recipient's mobile number and/or e-mail address.

For import items, the VOEC solution may be used, see [VAT On E-Commerce - bring.no/en](https://bring.no/en/vat-on-e-commerce)

10. Preparing and sorting

Home mailbox parcels of different weight and size can be handed-in together in suitable mail load carriers, and must be separated from parcels that are to be sorted at a Logistics-terminal.

11. Handing-in

Home mailbox parcels can be handed-in to a Post office, Post in Shop, Posten business centres and Posten's mail terminals according to the applicable handing-in deadlines. There are no minimum number of items that must be handed-in. Shipments of more than 5,000 parcels must be handed-in at Posten's mail terminals. Collection at the sender's address can be arranged via [a collection agreement](#). Parcels to Longyearbyen postal codes 9170/9171 are handled as parcels to foreign country, and customs documents must therefore follow visibly placed on the parcels.

12. Delivery and delivery speed

Home mailbox parcel is a domestic service. Delivery speed is estimated from the registered arrival time at Posten's sorting machine in Lørenskog outside Oslo (except for local parcels in northern Norway, which are registered upon arrival at the local terminal).

Destination	Delivery speed	Delivery to the mailbox
Postal codes starting with 0-7	1-3 working days*	Monday-Saturday*
Postal codes starting with 8-9	4-5 working days	Monday-Friday

*) In the Oslo area, the following applies:
Delivery Monday – Friday within 1 working day
Delivery Saturday within 1 day

If the recipient's mailbox is locked, there is no room for the parcel in the mailbox or for other reasons it is impossible to deliver the parcel to the mailbox or outside the door, the parcel will be delivered to the recipient's nearest Post office or Post in Shop and scanned as a parcel for collection. The recipient will receive an SMS or e-mail with information about where the parcel can be picked up.

When the parcel is at the Post office / Post in Shop a reminder to collect the parcel will be sent to the recipient after 3 days. If the parcel still not have been collected after 7 days, it will be returned to the sender. The recipient can via the Posten app or via SMS free of charge request that the deadline is prolonged from 7 to 14 days.

Parcels that are not collected or for other reasons cannot be delivered to the recipient will be returned at the same delivery speed as when sent out.

13. Invoicing

The service is invoiced and cannot be purchased in cash. The invoice basis is the information received about the recipient's postal address from the EDI notification, and the actual number of parcels/actual weight per parcel upon arrival at Posten's mail terminal.

For parcels that cannot be delivered to the mailbox a surcharge per parcel will occur, which is invoiced separately, see point 4.

14. Deviations

Parcels that are not EDI notified may cause delays or be returned to the sender. This also applies if the items do not have a harmonized label or if any other way it does not satisfy the terms and conditions that always apply.

15. Contents and packaging

The content in each parcel must be in accordance with [rules and regulation concerning hazardous goods, prohibited contents and wet cargo](#), and the packaging must be adequate to support the content. It is the liability of the sender that the content is in accordance with applicable rules and regulations at all times. Special restrictions are applicable for specific goods and it is the sender's obligation to be aware of, and in compliance with, such restrictions. Posten carries no responsibility for the content of the shipment. Experience shows that parcels that contain metal or fluids can interfere with RFID tracking; therefore, bubble wrap or a similar material is recommended to create air between the RFID-chip and the content.

16. Tracking

The parcel is forwarded to the recipient together with other mail. Tracking of parcels based on the barcode (on the address label) is applicable on all parcels and occur at the following tracking events:

1. When the parcel arrives at the mail terminal
2. When the parcel is delivered in the mailbox (a parcel delivered in a Post office box does not get a tracking point upon delivery) or is delivered outside the door (see point 5)
3. When an attempt has been made to deliver the parcel in the mailbox and outside the door
- If the parcel cannot be delivered at the recipient's home, the recipient will receive a message which says that the parcel can be collected at the nearest Post office or Post in Shop.
4. When the parcel is ready for collection at the Post office or Post in Shop after attempts of delivery in the mailbox and outside the door
- This message also applies to parcels that do not have RFID-chip.

If the RFID tracking alternative is chosen, the parcel will in addition be given tracking events based on antennas. The address label's RFID-chip is read by antennas that are placed at defined points:

5. When the parcel is sorted at the mail terminal
6. When the parcel is on its way to the recipient

The parcel can be tracked on bring.no, posten.no and via Posten's tracking app. In addition to online tracking, the recipient will be notified by SMS or e-mail at tracking events 1, 2, 3, 4 and 6. Notifications 3 and 4 are only sent when the parcel does not fit in the mailbox and is sent to the nearest Post office or Post in Shop.

17. General conditions and liability for damage

Posten's general terms and conditions of delivery for postal services and Posten's general payment terms apply to the Mailbox parcel service. In relation to Posten's general terms and conditions of delivery for postal services and postal legislation, the service Mailbox parcel is an unregistered postal item. No compensation is paid for unregistered items. Stop claims (see Posten's general terms and conditions of delivery for postal services point 4.9) does not apply for the service Mailbox parcel.

Posten reserves the right to make changes both for prices and terms and conditions according to prior publication. Information about changes is published at bring.no.