



Bring E-commerce & Logistics A/S

Service Terms

Valid from 1 January 2026

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Business delivery | 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 Denmark, Sweden, Norway, Finland, Iceland, The Faroe Islands, Germany, The Netherlands, Estonia

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm to Denmark, Sweden, Norway, Finland 150 cm to other destinations
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m ³
Min. dimensions	15 x 10 x 1 cm to Denmark, Sweden, Finland 23 x 13 x 1 cm to Norway and other destinations

For parcels where the longest side (length) exceeds 120 cm, two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg to Denmark, Sweden, Norway, Finland 30 kg to other destinations
Min. weight	150 grams

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight is determined using a conversion factor of 250 kg per m³.

4. DELIVERY

4.1 Delivery procedure

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

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. Notification is sent primarily by email, and secondarily by SMS. Recipients with an account in Bring's mobile app may also receive notifications via the app. Notification applies only to shipments in Sweden, Denmark, Norway and Finland.

4.2 Recipient-selected delivery choices

4.2.1 Recipient-selected Flex Delivery

Delivery without any requirement for someone to be present to receive or sign for the shipment. Available in Denmark, Sweden and Norway. The shipment is placed outside the recipient's door, or at another specified location at the delivery address, and registered as delivered.

4.2.2 Redirect to pickup point

Change to delivery via service point or parcel locker. Available in Sweden, Denmark, and Norway. The parcel is handed out according to the terms of the service PickUp Parcel, with some minor differences. At service point in Denmark, the recipient is considered legitimate by simply presenting the parcel notification/pickup code. In Sweden, any person may collect the parcel at a service point with the notification/pickup code along with a valid ID.

4.2.3 Restriction of delivery choices

If the Customer does not want the recipient to be able to make delivery choices as described above, the shipment must be booked with an additional service that blocks this, such as signature required. Delivery choices blocked by the additional service will then no longer be available to the recipient.

4.3 Obstacles to delivery

4.3.1 Denmark, Sweden

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

4.3.2 Norway

If the shipment cannot be delivered, delivery is made to a pickup point for hand-out to the recipient. Shipments of more than four (4) parcels cannot be delivered to pickup point and will be returned to the sender.

4.3.3 Finland

If the shipment cannot be delivered, two different procedures are applied:

- According to above as for Denmark and Sweden
- Delivery to a pickup point for hand-out to the recipient (distribution via external partner)

4.4 Storage time and return

4.4.1 Terminal

After two delivery attempts have been carried out, or if booking of a new delivery attempt has not been received within 14 days from the first arrival registration at the terminal, the shipment is sent in return, at the Customer's expense.

4.4.2 Pickup point

Parcels are normally held for 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	Destinations
ID Verification	Denmark, Sweden, Norway
Individual Verification	Denmark, Sweden, Finland
Signature Required	Denmark, Sweden, Norway
Flex Delivery	Denmark, Sweden, Finland, Norway
Delivery Indoor	Denmark, Sweden
Cash On Delivery	Norway
Two Delivery Attempts	Norway
Telephone Notification	Denmark, Sweden, Norway, Finland
Delivery Not. to Sender	Denmark, Sweden, Norway, Finland
Label Free*	All destinations
Limited Quantities	Denmark, Sweden, Norway, Finland, Iceland, Aaland, Faroe Islands, Greenland
Cargo Insurance	All destinations (some exceptions)

*Label Free applies only to Business Parcel dropped off via service point, not for pickup. The maximum weight per parcel is 20 kg and the maximum length is 150 cm.

Business delivery | 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, Norway, 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 pallet	60 x 40 cm	max. height 120 cm	max. 200 kg

2.2 Restrictions

Quarter pallets are not offered to Norway, and only EUR pallets are offered to Åland Islands. For EUR pallets to Finland zones 2-5, a maximum height of 180 cm applies (see zoning in the standard price list for Business Pallet).

3. FREIGHT CALCULATION

Shipping is calculated per pallet based on actual dimensions and weight. Volumetric weight is not applied.

4. DELIVERY

4.1 Delivery procedure

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

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. Notification is sent primarily by email, and secondarily by SMS. Recipients with an account in Bring's mobile app may also receive notifications via the app. Notification applies only to shipments in Sweden, Denmark, Norway and Finland.

4.2 Recipient-selected delivery choices

4.2.1 Recipient-selected Flex Delivery

Delivery without any requirement for someone to be present to receive or sign for the shipment. Available in Denmark, Sweden and Norway. The shipment is placed outside the recipient's goods reception/port, or at another specified location at the delivery address, and registered as delivered.

4.2.2 Restriction of delivery choices

If the Customer does not want the recipient to be able to make delivery choices as described above, the shipment must be booked with an additional service that blocks this, such as signature required. Delivery choices blocked by the additional service will then no longer be available to the recipient.

4.3 Obstacles to delivery

4.3.1 Denmark, Sweden, Finland

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

4.3.2 Norway

If the shipment cannot be delivered, the shipment is taken back to the terminal. The recipient is contacted to agree on a new delivery attempt.

4.4 Storage time and return

After two delivery attempts have been carried out, or if the booking of a new delivery attempt has not been received within 14 days from the first arrival registration at the terminal, the shipment is sent in return, at the Customer's expense.

5. ADDITIONAL SERVICES

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

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 pickup point | Parcel to service point and parcel locker

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

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

1. AVAILABILITY

PickUp Parcel: worldwide

PickUp Parcel Bulk: to Denmark, Sweden, Norway, Finland, Iceland, The Faroe Islands, Germany, The Netherlands, Estonia

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

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

Max. dimensions Length + girth = 300 cm

Max. volume 0.25 m³

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

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

For parcels where the longest side (length) exceeds 120 cm (100 cm to Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight 35 kg to Norway
25 kg to Finland
20 kg to Denmark, Sweden and other destinations

Min. weight 150 grams

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

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight is determined using a conversion factor of 250 kg per m³.

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 country's standard and format.

For parcels to Denmark, Sweden, Norway and Finland, a preferred service point or parcel locker shall be specified in the EDI and selected via API call to Bring's current database of pickup points. If no pickup point is specified, one will be assigned based on the recipient's address in the EDI. For parcels to other countries, a pickup point will also 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 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.

5.1.2 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.

5.1.3 Norway

The parcel is handed over to the recipient or another person against a notified pickup code.

5.1.4 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

5.1.5 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 Denmark, 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.

5.2.2 Norway

The recipient collects the parcel self-service using Posten Norway's app. Another person may collect it using shared parcel information via the app.

5.2.3 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

Extended collection period of up to 14 days at pickup point. Available in Denmark, Sweden, Norway, and Finland.

5.3.2 Redirect to another pickup point

Change of pickup point. Available in Denmark and Sweden. In Sweden, BankID is required to collect a parcel redirected from service point to parcel locker.

5.3.3 Redirect to home delivery

Change/upgrade to home delivery. Offered in Norway and Finland. In Norway, the parcel is delivered either against signature or, if the recipient chooses, outside the door without signature. In Finland, the parcel is always delivered outside the door without 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

Optional Pickup Point
Parcel Locker
ID Verification
ID Verification Locker
Individual Verification
Cash On Delivery
Label Free*
Limited Quantities
Cargo Insurance

Destinations

Denmark, Sweden, Norway, Finland
Denmark, Sweden, Norway, Finland
Norway
Sweden
Norway, Finland
Norway
All destinations
Denmark, Sweden Norway, Finland
All destinations (some exceptions)

*Applies only to PickUp Parcel dropped off via service point, not for pickup.

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 pickup point | 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 both Sweden and Norway.

1. AVAILABILITY

To Sweden, Norway

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 to Sweden
	23 x 13 x 1 cm to Norway

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 the actual weight and the volumetric weight. 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 country's standard and format.

API integration with Bring is required. A designated parcel locker must be specified in the EDI and selected via API call to Bring's current database of parcel lockers.

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.

5.1.2 Norway

The recipient collects the parcel self-service using Posten Norway's app. Another person may collect it using 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 14 days at pickup point.

6. ADDITIONAL SERVICES

Additional services	Destinations
eID Required	Sweden
Limited Quantities	Sweden, Norway
Cargo Insurance	Sweden, Norway

7. OTHER

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.

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 of the service 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 pickup point | C2C parcel to service point and parcel locker

Bring Pack (0360)

Bring Pack enables businesses to offer private individuals traceable and reliable C2C deliveries via service point or parcel locker. The service is specifically designed for businesses in recommerce and provided only on a customer-specific basis.

1. AVAILABILITY

To Denmark, Sweden

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. dimensions	Standard	45 x 30 x 15 cm
	Large	58 x 43 x 23 cm
	Extra Large	100 x 50 x 40 cm

Min. dimensions 15 x 10 x 1 cm

Max. parcel locker 60 x 50 x 40 cm

2.2 Weight per parcel

Max. weight	Standard	3 kg
	Large	10 kg
	Extra Large	20 kg

Min. weight 150 gram

Max. parcel locker 10 kg

3. FREIGHT CALCULATION

Freight is calculated per parcel based on actual dimensions and weight. Volumetric weight is not applied. Parcels booked in a too small category are normally adjusted to the correct category and charged accordingly.

4. ORDERING

The Customer is responsible for providing a booking interface for the sender. API integration with Bring is required. For correct handling, it is essential that both the recipient's and the sender's addresses are provided accurately and completely in the EDI, in accordance with the standard and format of each country.

A preferred service point or parcel locker shall be specified in the EDI and selected via API call to Bring's current database of pickup points. Parcels in the category 'Extra Large' should only be booked to service points, as they may exceed the maximum dimensions and weight for parcel locker.

5. MARKING AND LABELLING

Label Free is included as standard and means that parcels do not need to be labelled with a shipping label prior to drop-off. Instead, a QR code or a Label Free code is used. The Customer is responsible for providing the sender with the parcel's QR code and Label Free code, and for ensuring access to a printable label for senders who wish to label the parcel in advance.

5.1 Marking with Label Free code: Denmark

For parcels dropped off in Denmark, pre-marking with a Label Free code is required both for drop-off at parcel lockers and service points.

5.2 Marking with Label Free code: Sweden

For parcels dropped off in Sweden, pre-marking with a Label Free code is required only for drop-off at parcel lockers. At service points, this is optional.

6. DROP-OFF

6.1 Service point

Drop-off is made at a Bring service point. The service point prints the shipping label for the sender based on the parcel's QR code or Label Free code. If printing is not possible, the parcel shall be marked with the Label Free code. Drop-off confirmation is sent via email or received in Bring's app.

6.2 Parcel locker

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

7. DELIVERY

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

7.1 Service point

7.1.1 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.

7.1.2 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.

7.2 Parcel locker

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.

7.3 Recipient-selected delivery choices

7.3.1 Extended collection period

Extended collection period of up to 14 days at pickup point.

7.3.2 Redirect to another pickup point

Change of pickup point. In Sweden, BankID is required to collect a parcel redirected from a service point to a parcel locker.

7.4 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.

Returns are made to a pickup point based on the sender's address in EDI. The sender must collect the parcel within 14 days. After that, it is returned to the terminal. If no claim is made on the parcel within three (3) months, Bring reserves the right to destroy or donate the parcel and its contents.

8. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification Parcel Locker	Sweden

9. OTHER

For parcels exceeding maximum dimensions or weight, Bring reserves the right to charge additional fees. In some cases, such parcels may be reclassified and charged as another service, e.g. 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.

Bring's liability for the value of goods is limited to a maximum of DKK 3,000 per shipment. The Customer must submit a claim to Bring in accordance with Bring's Standard Terms. Only proven loss will be compensated.

Home delivery | Home delivery parcel

Home Delivery Parcel (0349)

Business-to-consumer parcels with home delivery to the recipient's address. In Sweden, Norway 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 Denmark, Sweden, Norway (bulk shipments only), Finland

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m ³
Min. dimensions	15 x 10 x 1 cm to Denmark, Sweden, Finland 23 x 13 x 1 cm to Norway

For parcels where the longest side (length) exceeds 120 cm (100 cm to Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

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

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight is determined using a conversion factor of 250 kg per m³.

4. DELIVERY

4.1 Notification

The recipient is notified via SMS, email, or app. The occasions and channels for notifications may vary depending on the destination and country, see below.

4.2 Delivery procedure

4.2.1 Denmark

Delivery is carried out on non-holiday weekdays 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.

4.2.2 Sweden

Delivery is carried out on non-holiday weekdays between 08:00-22:00 using Flex Delivery, which means that the parcel is delivered outside the recipient's door without requiring presence or signature. The recipient is notified when the shipment is on its way, when it is loaded for delivery, and upon completed delivery. For evening deliveries between 17:00-22:00, the recipient may also be notified a time window at loading for delivery, as well as when the address is the next stop.

Bring reserves the right to deliver shipments weighing over 20 kg to the ground floor against signature, if the shipment's bulkiness or other complicating circumstances (e.g. absence of elevator) are deemed to require it. In such cases, presence at delivery is required. The driver will attempt to contact the recipient by phone to inform about the delivery and facilitate handover.

4.2.3 Norway

Delivery is carried out on non-holiday weekdays and Saturdays between 08:00-22:00 to the recipient's door against signature. The recipient is notified when the shipment is on its way and at loading for delivery. For evening deliveries between 17:00-22:00, the recipient may also be notified a time window at loading for delivery, as well as when the address is the next stop.

4.2.4 Finland

Delivery is offered via either Bring's or Posti's network, depending on the terminal the sender has agreed for infeed/routing.

Bring Delivery is carried out on non-holiday weekdays between 08:00-17:00 to the recipient's door against signature. Upon arrival at the terminal, the recipient is notified by phone to schedule a delivery date/time.

Posti Delivery is carried out on non-holiday weekdays between 09:00-21:00 to the recipient's door against signature. Upon arrival at the terminal, the recipient is notified to schedule a delivery date/time. Notification is primarily digital, but in some areas, it is done by phone.

4.3 Recipient-selected delivery choices

4.3.1 Recipient-selected Flex Delivery

Delivery without any requirement for someone to be present to receive or sign for the shipment. Available in Denmark, Sweden and Norway. The shipment is placed outside the recipient's door, or at another specified location at the delivery address, and registered as delivered.

4.3.2 Redirect to pickup point

Change to delivery via pickup point. Available in Denmark, Sweden, and Finland. Hand-out is made according to the terms of the service PickUp Parcel.

4.3.3 Extended collection period at pickup point

Extended collection period of up to 14 days at pickup point. Available in Denmark, Sweden, Norway, and Finland.

4.4 Obstacles to delivery

4.4.1 Denmark, Sweden, Norway

If the shipment cannot be delivered, delivery normally takes place to a pickup point for hand-out according to terms of the service PickUp Parcel.

In Denmark and Sweden, parcels over 20 kg or longer than 150 cm cannot be delivered to pickup point. The recipient will be notified and asked to book a new delivery attempt. In Sweden, a fee for new delivery attempt is added.

4.4.2 Finland

If the shipment cannot be delivered, the recipient will be notified to schedule a new delivery attempt. The recipient may also be offered the option to instead collect the parcel at a pickup point.

4.5 Storage time and return

4.5.1 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.

4.5.2 Terminal

After two delivery attempts have been carried out, or if booking of a new delivery attempt has not been received within 14 days from the first arrival registration at the terminal, the shipment is sent in return, at the Customer's expense.

5. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	Denmark, Sweden, Norway
ID Verification	Denmark, Sweden, Norway
Individual Verification	Denmark, Sweden, Norway, Finland
Flex Delivery	Denmark, Norway, Finland
Label Free*	Denmark, Sweden
Limited Quantities	Denmark, Sweden, Norway, Finland
Cargo Insurance	Denmark, Sweden, Norway, Finland

*Applies only to parcels dropped off via service point, not for pickup. The maximum weight per parcel is 20 kg and the maximum length is 150 cm.

6. OTHER

If the recipient cannot be notified digitally, notification may be sent by letter with an additional fee.

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 Denmark, Sweden, Norway, 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 or quarter pallet (except quarter pallet from Norway), 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 ³
Min. dimensions	15 x 10 x 1 cm from Denmark, Sweden, Finland 23 x 13 x 1 cm from Norway

For parcels where the longest side (length) exceeds 120 cm, two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, 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 the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight is determined using a conversion factor of 250 kg per m³.

3.2 Pallets

Shipping is calculated per pallet based on actual dimensions and weight. Volume calculated weight is not applied.

4. MARKING AND LABELING

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

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

5. BOOKING

5.1 Standard booking

EDI can be created and transmitted to Bring either in advance or when the need for return arises. The shipment shall be generated and booked via Mybring. Pickup shall be booked via Mybring or through Bring's customer service in the country from which the return will be sent.

5.2 Manual booking with additional service AdHoc Pickup

For booking with additional service AdHoc Pickup, Bring generates and transfers the EDI for the Customer and produces the shipping label. Booking shall be made via a standardized order form to Bring's customer service in the country from which the return will be sent. Normally, the driver brings the shipping label at pickup. Alternatively, upon agreement, the label can be sent

to the Customer via email, in which case the Customer is responsible for providing the return sender with the shipping label.

6. PICKUP

6.1 Pickup procedure

Pickup is carried out on non-holiday weekdays during daytime hours. Someone needs to be present at pickup for physical handover of the return shipment. Pallet returns can be picked up no earlier than one weekday after booking, provided the booking is received by Bring before 12:00 p.m.

6.1.1 Parcel pickup in Norway

For pickup of return parcels in Norway, the return sender must have a separate agreement with Posten Bring AS. If no such agreement exist, Norwegian return senders are referred to return via service point.

6.2 Unsuccessful pickup

One (1) pickup attempt is included. In case of an unsuccessful pickup due to the Customer or the return sender, the assignment is considered completed. For such unsuccessful pickups, Bring reserves the right to charge additional fees. A new booking is required for a new pickup attempt.

7. DELIVERY

Delivery is made to the Customer's return address in accordance with the delivery terms for the service Business Parcel. Delivery of bulk returns and pallets are made in accordance with the delivery terms for Business Pallet.

8. ADDITIONAL SERVICES

Additional services	From
AdHoc Pickup	Denmark, Sweden, Norway, Finland
Limited Quantities	Denmark, Sweden, Norway, Finland
Cargo Insurance	Denmark, Sweden, Norway, Finland

Return services | Return via service point and 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 Denmark, Sweden, Norway, Finland
Business-to-business: from Denmark, Sweden, Norway

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 Norway, Finland 150 cm from Denmark, Sweden
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m ³
Min. dimensions	15 x 10 x 1 cm from Denmark, Sweden, Finland 23 x 13 x 1 cm from Norway
Max. parcel locker	60 x 50 x 44 cm from Denmark, Sweden, Norway 100 x 60 x 40 cm from Finland

For parcels where the longest side (length) exceeds 120 cm (100 cm from Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg from Norway, Finland 20 kg from Denmark, Sweden
Min. weight	150 grams
Max. parcel locker	10 kg from Denmark, Sweden, Norway 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 the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight is determined using a conversion factor of 250 kg per m³.

4. MARKING AND LABELING

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

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

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

Delivery is made to the Customer's return address in accordance with the delivery terms for the service Business Parcel, or for bulk returns, in accordance with the delivery terms for Business Pallet.

7. ADDITIONAL SERVICES

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

Delivery to optional service point. Selected via connection and calls to API. This additional service allows e-commerce retailers to offer delivery to any chosen pickup point directly during the checkout process.

1.2 Pickup Locker (0011)

Delivery to optional parcel locker. Selected via connection and calls to API. This additional service allows e-commerce retailers to offer delivery to any chosen parcel locker directly during the checkout process.

1.3 ID Verification (1133)

Valid ID must be presented upon delivery. Another person other than the specified recipient may also receive the shipment and show ID. Any possibility for delivery without signature or delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

1.4 ID Verification Parcel Locker (1395)

Identification with e-ID (Swedish BankID) is required for collection via parcel locker in Sweden. The additional service is to be used only for parcels to parcel locker.

1.5 Individual Verification (1134)

Delivery is made only to the specified recipient upon presentation of valid ID. In Sweden, delivery to another person is accepted upon presentation of both their own ID and the specified recipient's ID. Any possibility for delivery without signature or delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

1.6 Signature Required (1280)

Signature is required upon delivery. A person other than the specified recipient can also receive the shipment and sign for it. Any possibility for delivery without signature or delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

1.7 Social Control (1082)

Mandatory additional service for the delivery of shipments containing alcohol to consumers in Sweden. Valid ID must be presented upon delivery. Age verification (20 years) as well as an assessment of the recipient's general condition, etc., is performed.

1.8 Flex Delivery (0041)

Delivery without signature. The shipment is placed outside the recipient's door, or at another specified location at the delivery address, without any requirement for someone to be present to receive or sign for the shipment. If an access code is required to reach the delivery location, it should be provided in the EDI.

Once the shipment has been placed, it is registered as delivered, which is considered sufficient proof of delivery. Bring may also take a photo documenting the delivery. When the shipment has been delivered in this manner, the goods and their packaging are considered to have been in visibly good condition. Bring is not liable for damage or loss occurring after delivery.

1.9 Delivery Indoors (0039)

Carry-in to a specified location according to provided instructions in the EDI. Carry-in is made to a single location, regardless of the number of parcels. The maximum weight per parcel is 35 kg. A clear and unobstructed path to the location is required. For deliveries above four (4) floors, access to an elevator is required. The recipient is responsible for protecting any fragile floors.

If the additional service is combined with the service Business Pallet, the pallet is split, and each parcel is carried to the specified location. The pallet and its packaging are removed for recycling/disposal.

If the conditions are not met, delivery is made without carry-in. Any additional delivery attempt (in case of obstacles at the first attempt) will also be made without carry-in.

1.10 Cash On Delivery (0051)

Delivery against payment. Available for PickUp Parcel Bulk to Norway. The recipient shall pay the amount specified by the sender upon delivery. The amount is transferred to the Customer's Norwegian bank account. The Customer must have a Norwegian bank account for COD transfers.

Service code 0051, bank account number, and COD amount in NOK must be shown on the shipping label. Maximum COD amount is 100,000 NOK, but the recipient's bank may set a lower limit. Maximum cash payment is 5,000 NOK.

Additional conditions according to CSFPE/European Commission decision (January 1, 2001):

- The exporter/consignor is responsible for all costs in the sender country, including freight, surcharges, and the fixed COD fee.
- The importer/recipient is responsible for all costs in the recipient country, including transaction fees, acknowledgment fees, COD amount, and fees for crediting the exporter's IBAN account.
- Cross-border COD payments shall be made electronically via BIC to the exporter's IBAN account, in accordance with international payment standards.

1.11 Two Delivery Attempts (1179)

Two delivery attempts in Norway. Up to two delivery attempts are made to businesses in Norway, instead of the standard one attempt. Charge for the additional service occurs only if a second delivery attempt is carried out.

1.12 Telephone Notification (1149)

The driver calls the recipient 30-60 minutes before delivery. One (1) notification attempt is made. Delivery is attempted even if the recipient cannot be reached. Any additional delivery attempt (in case of obstacles at the first attempt) will be made without telephone notification.

1.13 Delivery Notification to Sender (1094)

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

1.14 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.

1.14.1 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.

1.14.2 Drop-off via service point in Denmark

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

1.14.3 Drop-off via parcel locker

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

1.15 Limited Quantities (0003)

Mandatory additional service for shipments containing limited quantities of dangerous goods ("LQ") according to the ADR regulations. The Customer is responsible for ensuring that the sender complies with applicable regulations, including requirements for quantity, labelling, and packaging. The setup and UN numbers must be approved by Bring before startup, and notification shall be made according to Bring's instructions.

1.15.1 Requirements for transport of LQ 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.

1.15.2 Requirements for maritime transport of LQ

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.

1.15.3 Restrictions

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

1.16 Cargo Insurance (0068)

Additional insurance providing coverage beyond NSAB. Cargo Insurance is purchased through Bring, acting as an intermediary for the insurance. The insurance can be arranged for most types of goods (except mobile phones and alcohol) and covers most countries.

Compensation is based on the full value of the goods, including invoiced value, freight, insurance premium, any potential profit, and customs duties, and carries no deductible. Compensation cannot exceed the applicable maximum allowed goods value per parcel or pallet, as stated in Bring's Standard Terms.

Additional information and reference to the full insurance terms are available when the Customer selects and purchases the insurance.

1.17 Cargo Insurance (0068)

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Additional information and reference to the full insurance terms are available when the Customer selects and purchases the insurance.