



Bring E-commerce & Logistics A/S

Service Terms

Valid from 1 October 2025

Business delivery

Business parcel	2
Pallet	3

Delivery to pickup point

Parcel to service point and parcel locker	4
Parcel to parcel locker	5
C2C parcel to service point and parcel locker	6

Home delivery

Home delivery parcel	7
Home delivery parcel with time booking	8

Mailbox parcel	9
Large goods	10

Return services

Return from business address	11
Return via service point and parcel locker	12
Return from home address	13

Additional services

Additional services: parcels and pallets	14-15
Additional services: home delivery of large goods	15

Business delivery | Business Parcel

Business Parcel | Business Parcel Bulk

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

1. DESTINATIONS

Denmark, Sweden Norway, Finland

Rest of the world (Business Parcel Bulk: only DE, EE, NL, IS, FO)

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. The shipment is delivered to the recipient's door, i.e., front door, gate or goods reception, against signature. In other countries, delivery is carried out according to local conditions.

If the recipient's email address and/or mobile number has been provided at booking of the shipment, the recipient will be notified when the shipment is on its way and when loaded for delivery. Notification is primarily sent via email. If no email is available, SMS is used as a secondary channel. Notification may also be sent via Bring's mobile app, provided the recipient has a user account in the app. Notification applies only to shipments to Sweden, Denmark, Norway and Finland.

4.2 Recipient-selected delivery choices

4.2.1 Recipient-selected Flex Delivery

Delivery without the need for someone to be present to receive or sign for the shipment is available in Denmark, Sweden, and Norway. The shipment is placed at the door or another designated location at the delivery address and registered as delivered.

4.2.2 Redirect to pickup point

Change to delivery via service point or parcel locker is available in Sweden, Denmark, and Norway. The parcel is handed out according to the terms of the service PickUp Parcel, with some minor differences. 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 wish to allow the recipient access to delivery choices as described above, the Customer must book the shipment with an additional service that blocks this, such as signature requirement. Delivery choices that are prevented by the selected 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

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. DESTINATIONS

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

For an overview of geographical availability to Europe, see the standard price list for Business Pallet.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	height 200 cm	Max. 750 kg
Half pallet	80 x 60 cm	height 150 cm	Max. 400 kg
Quarter pallet	60 x 40 cm	height 120 cm	Max. 200 kg

To Finland zones 2-5, a maximum height of 180 cm applies for EUR pallets. See zoning in the standard price list for Business Pallet.

3. FREIGHT CALCULATION

Shipping is calculated per pallet based on actual dimensions and weight. Volume calculated 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. The shipment is delivered 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 and/or mobile number has been provided at booking of the shipment, the recipient will be notified when the shipment is on its way and when loaded for delivery. Notification is primarily sent via email. If no email is available, SMS is used as a secondary channel. Notification may also be sent via Bring's mobile app, provided the recipient has a user account in the app. Notification applies only to shipments to Sweden, Denmark, Norway and Finland.

4.2 Recipient-selected delivery choices

4.2.1 Recipient-selected Flex Delivery

Delivery without the need for someone to be present to receive or sign for the shipment is available in Denmark, Sweden, and Norway. The shipment is placed at the goods reception/port or another designated location at the delivery address and registered as delivered.

4.2.2 Restriction of delivery choices

If the Customer does not wish to allow the recipient access to delivery choices as described above, the Customer must book the shipment with an additional service that blocks this, such as signature requirement. Delivery choices that are prevented by the selected 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 by phone to agree on a new delivery attempt.

4.4 Storage time and return

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

5. ADDITIONAL SERVICES

Additional services

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

Cargo Insurance

Destinations

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

6. OTHER

If the incorrect pallet type is selected at booking, the pallet will normally be adjusted/corrected upwards to the correct pallet type based on actual dimensions and weight.

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 | PickUp Parcel Bulk

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

1. DESTINATIONS

Denmark, Sweden, Norway, Finland

Rest of the world (PickUp Parcel Bulk: only DE, EE, NL, IS, FO)

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 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
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 the service to be performed correctly and with high quality, it is crucial that the recipient's full address is provided accurately in the EDI, according to the recipient country's standard and format.

For parcels to 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. No separate API integration is required for parcels booked via Mybring. If no pickup point is provided, one will be assigned based on the recipient's address in the EDI. For parcels destined to other destinations, a pickup point will also be assigned based on the recipient's address in the EDI.

5. DELIVERY

Delivery is carried out on non-holiday weekdays during daytime hours 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 out to the recipient against notification/pickup code, or against a QR code accessible through the recipient's user account in Bring's app. The parcel can also be collected by another person, either with the QR code or by showing the recipient's notification. ID shall be shown upon request.

5.1.2 Sweden

The parcel is handed out to the recipient against notification/pickup code and ID, or only against a QR code accessible through Bring's app or web interface, after identification with Swedish BankID. The parcel can also be collected by another person, either with the QR code or by presenting both their own and the recipient's ID.

5.1.3 Norway

The parcel is handed out against a notified pickup code. No ID is required.

5.1.4 Finland

The parcel is handed out to the recipient against notification/pickup code and ID. The parcel can also be collected by another person by showing only their own ID. For letter-notified parcels, a signed power of attorney from the recipient is also required.

5.1.5 Other destinations

The parcel is handed out or delivered according to local procedures, either against notification/pickup code and ID, pickup code only, or signature.

5.2 Parcel locker

5.2.1 Denmark, Sweden

The parcel is self-collected. The locker opens with a notified PIN code or via the recipient's user account in Bring's app. No ID is required. The parcel can also be collected by another person with the PIN code or if the recipient shares the parcel information via the app.

5.2.2 Norway

The parcel is self-collected. The locker opens with a notified PIN code or via the recipient's user account in Posten Norway's app. No ID is required. The parcel can also be collected by another person if the recipient shares the parcel information via the app.

5.2.3 Finland

The parcel is self-collected. The locker opens with a notified PIN code. No ID is required.

5.3 Recipient-selected delivery choices

5.3.1 Extended collection period

Extended collection period for up to a maximum of 14 days is available in Denmark, Sweden, Norway, and Finland.

5.3.2 Redirect to another pickup point

Change of pickup point is 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 may be 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	Destinations
Optional Pickup Point	Denmark, Sweden, Norway, Finland
Parcel Locker	Denmark, Sweden, Norway, Finland
ID Verification	Norway
Individual Verification	Norway, Finland
eID Required	Sweden
Cash On Delivery	Norway
Label Free*	All destinations
Limited Quantities	Denmark, Sweden Norway, Finland
Cargo Insurance	All destinations (some exceptions)

*Label Free 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 Denmark and Sweden, such parcels may be reclassified and charged as the service Home Delivery Parcel.

In the event of full capacity at the selected service point or parcel locker, or due to other factors beyond Bring's control, delivery may be made to another service point or parcel locker than the one specified in the EDI.

If digital notification fails, a letter may be sent instead. The collection period is typically extended to 14 days, and a fee for letter notification will apply.

Delivery to pickup point | Parcel to parcel locker

PickUp Parcel Box

Business-to-consumer parcels, delivered to parcel lockers where recipients can easily collect their parcels via self-service. Seamless API integration enables the selection of parcel lockers in both Sweden and Norway.

1. DESTINATIONS

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 PARCEL LOCKER

For the service to be performed correctly and with high quality, it is crucial that the recipient's full address is provided accurately in the EDI, according to the recipient country's standard and format.

API integration with Bring is mandatory. A designated parcel locker must be specified in the EDI and selected via API call to Bring's current parcel locker database. No separate API integration is required for parcels booked via Mybring.

5. DELIVERY

Delivery is carried out on non-holiday weekdays during daytime hours to the selected parcel locker. The recipient is notified via SMS, app, or email when the parcel is ready to collect.

5.1 Collection

5.2 Collection

5.2.1 Sweden

The parcel is self-collected. The locker opens with a notified PIN code or via the recipient's user account in Bring's app. No ID is required. The parcel can also be collected by another person with the PIN code or if the recipient shares the parcel information via the app.

5.2.2 Norway

The parcel is self-collected. The locker opens with a notified PIN code or via the recipient's user account in Posten Norway's app. No ID is required. The parcel can also be collected by another person if the recipient shares the parcel information via the app.

5.3 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.

5.4 Recipient-selected delivery choices

5.4.1 Extended collection period

Extended collection period for up to a maximum of 14 days.

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 bulky parcels will normally be delivered to a service point, for collection according to the terms of the service PickUp Parcel.

In the event of full capacity at the selected parcel locker, or due to other factors beyond Bring's control, delivery may be made to another parcel locker than the one specified in the EDI, or alternatively to a service point.

Delivery to pickup point | C2C parcel to service point and parcel locker

Bring Pack

Bring Pack enables companies to offer private individuals a reliable solution for trackable C2C delivery via service point or parcel locker. The service is offered only on a customer-specific basis to businesses operating in recommerce and circular trade.

1. DESTINATIONS

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 weight. Volume calculated weight is not applied. Parcels booked in a too small category are normally adjusted to the correct category based on actual values and charged accordingly.

4. ORDER AND SELECTION OF PICKUP POINT

The Customer is responsible for providing a booking interface for the sender to book the shipment. API integration with Bring is required.

For the service to be performed correctly and with high quality, it is essential that both the sender's and recipient's full addresses are provided accurately in the EDI, according to the applicable standards and formats of the country of origin and the destination 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 'Extra Large' category should only be booked for delivery to a service point, as they may exceed the maximum dimensions and weight limits 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. The Customer shall also ensure access to a printable shipping label, so that senders who wish to label the parcel themselves before drop-off can do so.

6. DROP-OFF

6.1 Service point

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

6.1.1 Denmark

The sender shall write the Label Free code directly on the parcel before drop-off and present a QR code for printing the shipping label.

6.1.2 Sweden

The sender shall present a QR code for printing the shipping label. If the service point is unable to print the label, the sender will be asked to write the Label Free code directly on the parcel. If necessary, the service point can retrieve and provide this code based on the parcel's QR code.

6.2 Parcel locker (only available in Sweden)

Drop-off is made at a Bring parcel locker. The sender shall write the Label Free code directly on the parcel. Booking of the compartment and drop-off is made

through the sender's user account in Bring's app. Confirmation is received in the app.

7. DELIVERY

Delivery is carried out on non-holiday weekdays during daytime hours to the selected pickup point. The recipient is notified via SMS, email, or app when the parcel is ready to collect.

7.1 Service point

7.1.1 Denmark

The parcel is handed out to the recipient against notification/pickup code, or against a QR code accessible through the recipient's user account in Bring's app. The parcel can also be collected by another person, either with the QR code or by showing the recipient's notification. ID shall be shown upon request.

7.1.2 Sweden

The parcel is handed out to the recipient against notification/pickup code and ID, or only against a QR code accessible through Bring's app or web interface, after identification with Swedish BankID. The parcel can also be collected by another person, either with the QR code or by presenting both their own and the recipient's ID.

7.2 Parcel locker

The parcel is self-collected. The locker opens with a notified PIN code or via the recipient's user account in Bring's app. No ID is required. The parcel can also be collected by another person with the PIN code or if the recipient shares the parcel information via the app.

7.3 Recipient-selected delivery choices

7.3.1 Extended collection period

Extended collection period for up to a maximum of 14 days.

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 to the sender, at the Customer's expense, and delivered to a service point assigned based on the sender's address in the EDI.

The sender has 14 days to collect the returned parcel. If the parcel is not collected within this period, it will be returned to Bring's terminal. If no claim is made on the parcel within 3 months, Bring reserves the right to destroy or donate the parcel and its contents.

8. ADDITIONAL SERVICES

eID Required

Sweden (parcel locker)

9. OTHER

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

In the event of full capacity at the selected service point or parcel locker, or due to other factors beyond Bring's control, delivery may be made to another service point or parcel locker than the one specified in the EDI.

Bring's liability for the value of goods is limited to a maximum of SEK 5,000 per shipment. The Customer is responsible for submitting a claim to Bring in accordance with Bring's Standard Terms. Only documented loss will be compensated.

Home delivery | Home delivery parcel

Home Delivery Parcel

Business-to-consumer parcels with home delivery. In Sweden, Norway and Finland, delivery is carried out both during the day and in the evening, while only daytime delivery is offered in Denmark.

1. DESTINATIONS

Denmark, Sweden, Norway (only bulk shipment), 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 the need for someone to be present to receive or sign for the shipment is available in Denmark and Norway. The shipment is placed at the door or another designated location at the delivery address and registered as delivered. The recipient is notified upon completed delivery.

4.3.2 Redirect to pickup point

Change to delivery via service point or parcel locker is available in Denmark, Sweden, and Finland. The parcel is handed out according to the terms of the service PickUp Parcel.

4.3.3 Extended collection period at pickup point

Extended collection period at pickup point for up to a maximum of 14 days is available in 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

*Label Free 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 digital notification fails, a letter may be sent instead, and a fee for letter notification will apply.

Home delivery | Home delivery parcel with time booking

Urban Home Delivery

Business-to-consumer parcels with home delivery, both day and evening, within a specified time window. With seamless API integration, recipients can select their preferred delivery day and time directly at checkout. In urban areas, the recipient can also track their shipment in real time, from loading onto vehicle until delivery.

1. DESTINATIONS

Denmark, Sweden

All shipments to/within Sweden are provided and invoiced by Bring E-commerce & Logistics AB, company registration no. 556546-4939. For such shipments a separate agreement with Bring's Swedish company is required.

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

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
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 volumetric weight is determined using a conversion factor of 200 kg per m³ for parcels to/within Denmark and 280 kg per m³ to/within Sweden.

4. SELECTION OF DELIVERY DATE AND TIME

Delivery date and time window shall preferably be specified in the EDI when booking, through API calls to Bring's delivery matrix applicable at any time. If delivery date and time window is missing in EDI, the recipient will be notified a date and time window for delivery.

Cancellation or change of a selected or notified delivery date/time window can normally be requested until transport planning of the shipment has been determined. For any cancellation that is made after transport planning has been determined, Bring reserves the right to charge additional fees.

5. DELIVERY

5.1 Delivery procedure

Delivery is carried out on non-holiday weekdays and Saturdays between 08:00 and 22:00, on the selected/notified date within selected/notified time window. The shipment is delivered to the recipient's door with physical handover and registered as delivered. For signature or ID requirement, additional services are required.

The recipient is notified via SMS, email, or app when the shipment is on its way and at the time of loading for delivery. The recipient's mobile number and email shall be provided in the EDI. 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.

5.2 Recipient-selected delivery choices

5.2.1 Change of delivery date and time window

Change of day/time for delivery. Normally offered until transport planning for last mile has been determined. Change of delivery date and time window can affect the total lead time.

5.2.2 Recipient-selected Flex Delivery

Delivery without the need for someone to be present to receive or sign for the shipment. The shipment is placed at the door or another designated location at the delivery address and registered as delivered.

5.3 Obstacles to delivery

If the shipment cannot be delivered, the recipient will be notified and asked to book a new delivery attempt. A fee for new delivery attempt is added.

5.4 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.

6. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Denmark, Sweden
Signature Required	Denmark, Sweden
Social Control	Sweden
Flex Delivery	Denmark, Sweden
Limited Quantities	Denmark, Sweden

7. OTHER

The service is only offered to send parcels as bulk shipment. The parcels shall be picked up on EUR pallet (maximum dimensions/weight per pallet according to terms of the service Business Pallet) marked with routing label.

The Customer can request a change of delivery address no later than 24 hours (weekdays) before planned delivery, otherwise the full shipping price will be charged. A fee for change of address is added. If a change of address entails a longer transport distance than the original one, Bring reserves the right to charge additional fees.

Home delivery | Mailbox parcel

Home Delivery Mailbox

Business-to-consumer parcel delivered to the recipient's mailbox. This service, offered in collaboration with PostNord, is intended for delivering small parcels with low product value to consumers in Sweden.

1. DESTINATIONS

Sweden

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	60 cm
Max. dimensions	Length + width + height = 90 cm
Min. dimensions	14 x 9 x 1,5 cm

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

2.2 Weight per parcel

Max. weight	3 kg
Min. weight	150 grams

3. FREIGHT CALCULATION

Freight is calculated per parcel based on actual weight. Volume calculated weight is not applied.

4. DELIVERY

4.1 Delivery procedure

Delivery is carried out on non-holiday weekdays between 08:00 and 17:00, to the recipient's mailbox. The recipient is notified via SMS, email, or app when the parcel is on its way and upon completed delivery. The recipient's mobile number and email address must be provided in the EDI.

If the parcel does not fit in the mailbox, it will normally be hung in a bag on the mailbox or door handle. If the recipient's door is located indoors, the parcel may instead be placed outside the door. This delivery procedure is a part of this service and cannot be opted out of. Once delivery has been completed in this manner, the goods and their packaging are considered to have been in visibly good condition. The parcel is registered as delivered upon delivery, which is considered sufficient proof that delivery has taken place. Bring is not liable for any damage or loss that occurs after delivery.

4.2 Obstacles to delivery

If the parcel cannot be delivered to the recipient's mailbox or placed at the mailbox or door, it will be delivered to a pickup point for PostNord.

4.3 Storage time and return

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

5. OTHER

The service is only offered to send parcels as bulk shipment. The parcels shall be picked up and delivered on a load carrier to a designated terminal for Bring, or letter terminal for PostNord. When delivering to a Bring terminal, parcels shall be packed on EUR pallets, with the option to consolidate with other goods. For delivery to a PostNord letter terminal, parcels shall be packed in letter cages, kept separate from other goods. Each pallet or letter cage shall be marked with a routing label and an A4 flag clearly visible.

Maximum permitted goods value per parcel is EUR 50. It is not permitted to send limited quantities of dangerous goods with the service Home Delivery Mailbox.

Home delivery | Large goods

Home Delivery Curbside | Home Delivery Indoor

Home delivery of large goods, such as white goods and furniture, from business to consumer. Delivery is available to the curbside outside the recipient's home and directly to a designated indoor location. For indoor delivery, additional services such as installation and collection of used goods for recycling can also be booked.

1. DESTINATIONS

Denmark, Sweden

All shipments to/within Sweden are provided and invoiced by Bring E-commerce & Logistics AB, company registration no. 556546-4939. For such shipments a separate agreement with Bring's Swedish company is required.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	height 200 cm	Max. 750 kg
Long pallet	240 x 80 cm	height 180 cm	Max. 750 kg
Half pallet	80 x 60 cm	height 150 cm	Max. 400 kg
Quarter pallet	60 x 40 cm	height 130 cm	Max. 200 kg

2.2 Dimensions and weight per unit/parcel (only Home Delivery Indoor)

Max. length	240 cm
Max. dimensions	Length + girth = 640 cm
Max. weight	70 kg

If a parcel/unit in a shipment booked as Home Delivery Indoor exceeds the maximum dimensions or weight, Bring reserves the right to charge additional fees for exceeded or incorrect weight and to add and charge for the additional service Carry Oversize.

3. FREIGHT CALCULATION

Freight is calculated per shipment based on shipping weight, i.e., the greater of the actual weight and the volumetric weight. The volumetric weight is determined using a conversion factor of 200 kg per m³ for shipments to/within Denmark and 280 kg per m³ to/within Sweden. The freight calculation is based on the shipment's total dimensions and weight, including load carrier/pallet and packaging.

For special goods, shipping is calculated based on the cargo space or number of pallet spaces the goods occupy. Special goods refer to large goods which, due to its nature, packaging or other reasons, cannot be loaded together with other goods.

The Customer is responsible for ensuring that the dimensions and weight are correctly specified for each parcel/unit. Bring reserves the right to verify this information and, in cases of deviations, adjust the shipping price and charge additional fees.

4. SELECTION OF DELIVERY DATE AND TIME

Delivery date and time window shall preferably be specified in the EDI when booking, through API calls to Bring's delivery matrix applicable at any time. If delivery date and time window is missing in EDI, the recipient will be notified and asked to book a date and time for delivery.

5. DELIVERY

5.1 Notification

The recipient is notified when the shipment is on its way and approximately 30 minutes before delivery, in some cases at arrival at the recipient's address. Notification can be made both digitally and by phone. The recipient's mobile number and email shall be stated in the EDI.

5.2 Delivery procedure

Delivery is carried out on non-holiday weekdays and Saturdays between 08:00 and 22:00, on the selected date within selected time window. The shipment is delivered to the recipient's door with physical handover and registered as delivered. For signature or ID requirement, additional services are required. Normally, only complete shipments are delivered, and no partial deliveries.

5.2.1 Home Delivery Curbside

The shipment is delivered to the curbside or plot boundary.

5.2.2 Home Delivery Indoor

The shipment is carried in and delivered to one and the same place in the home designated by the recipient. The recipient must clear the way for delivery and

make sure to protect sensitive floors. Due to work environment reasons Bring's staff keep their shoes on throughout the delivery execution.

5.3 Recipient-selected delivery choices

5.3.1 Change of delivery date and time window

Change of day/time for delivery. Normally offered until transport planning for last mile has been determined. Change of delivery date and time window can affect the total lead time.

5.3.2 Upgrade to Home Delivery Indoor

Upgrade/change from Curbside to Indoor delivery. The shipment is carried in and delivered according to terms for Home Delivery Indoor. Offered for shipments ordered as Home Delivery Curbside in selected areas in Sweden, and carried out after Bring has received payment from the recipient.

5.4 Obstacles to delivery

If the shipment cannot be delivered, the Customer will be contacted to agree on a possible new delivery attempt. A fee for new delivery attempt is added. For delayed or failed delivery that is due to the Customer or the recipient, Bring reserves the right to charge the Customer for storage and any other additional costs incurred.

Bring's staff has the right to cancel a delivery if there is a risk of damage to goods, inventory, property or personal injury, as well as if the vehicle cannot be driven in a traffic-safe and legal manner.

5.5 Storage time and return

If booking of a 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. Five (5) days of intermediate storage is included. From day six (6) a storage fee is added per day until delivery or return of the shipment.

6. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	Denmark, Sweden
ID Verification	Denmark, Sweden
Installation	Denmark, Sweden (only HD Indoor)
Swap Return	Denmark, Sweden (only HD Indoor)
Collection for Recycling	Denmark, Sweden (only HD Indoor)
C. for Recycling Hazardous	Sweden (only HD Indoor)
Unpacking	Denmark, Sweden (only HD Indoor)
Carry Oversize	Denmark, Sweden (only HD Indoor)
Limited Quantities	Denmark, Sweden

7. OTHER

The Customer is responsible for ensuring, based on Bring's delivery matrix applicable at any time, that the service ordered has a coverage area that includes the scope of the assignment.

The Customer is responsible for all loss and damage that may arise as a result of the Customer's failure to inform the recipient of its obligations in connection with the services and undertakes to indemnify Bring against all costs and claims that may arise as a result thereof.

If a shipment contains special types of goods, the Customer is responsible for any necessary permits and licenses being held and that these, if necessary, accompany the shipment/transport.

Return services | Return from business address

Business Parcel Return/Bulk | Business Pallet Return

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

Return of parcels is booked with the service Business Parcel Return (0331). Parcels that are to be collected at a terminal and returned as bulk shipment are booked with the service Business Parcel Return Bulk (0333). For pickup in Norway, the return sender must have a separate agreement with Posten Bring AS in Norway. If such an agreement is not in place, Norwegian return senders are referred to return via service point.

Return of pallets is booked with the service Business Pallet Return (0337). The solution 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 (not quarter pallet from Norway), but charge is always done as 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	height 200 cm	Max. 750 kg
------------	-------------	---------------	-------------

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 made 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 PM.

6.2 Unsuccessful pickup

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

7. DELIVERY

Delivery is made to the Customer's return address according to delivery terms of the service Business Parcel. Delivery of bulk returns and pallets are carried out according to terms of the service Business Pallet.

8. ADDITIONAL SERVICES

Additional services	From
AdHoc Pickup	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 | Business Parcel Return/Bulk

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

Return from consumers is booked with the service PickUp Parcel Return (0341). Parcels that are to be collected at a terminal and returned as bulk shipment are booked with the service PickUp Parcel Return Bulk (0343).

Return from businesses is booked using the services Business Parcel Return (0331) or Business Parcel Return Bulk (0333). The maximum number of parcels per drop-off is limited to 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.

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

4.1 Parcels with additional service Label Free

With additional service Label Free, the parcel does not need to be marked with a shipping label before drop-off at the service point or parcel locker. For parcels handed in to a service point, the sender should present a QR code for printing the shipping label at the service point. For parcels handed in to a parcel locker, the sender should write a numeric label free code directly on the parcel.

5. DROP-OFF

5.1 Service point

Drop-off is made at a service point for Bring. Confirmation of drop-off 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 through the sender's user account in Bring's app. Confirmation of drop-off is received in the app.

6. DELIVERY

Delivery is made to the Customer's return address according to delivery terms of the service Business Parcel. Delivery of bulk returns are carried out according to terms of the service Business Pallet.

7. ADDITIONAL SERVICES

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

Return services | Return from home address

Home Delivery Parcel Return | Return Home Delivery | Return Curbside/Indoor

Consumer-to-business return of parcels and large goods to the Customer, on behalf of the Customer, with pickup arranged at a private home address. The service, available in Sweden and Denmark, is intended for parcels and large goods that cannot be returned via service point or parcel locker due to bulky dimensions or weight.

1. AVAILABILITY

From Denmark, Sweden

Return of parcels is booked with either the service Home Delivery Parcel Return (0348) or Return Home Delivery (2778). Return of large goods is booked using the services Return Curbside (3577) or Return Indoor (3578).

Returns booked using the services Return Home Delivery, Return Curbside, or Return Indoor, from/within Sweden, are provided and invoiced by Bring E-commerce & Logistics AB, company registration no. 556546-4939. For such returns a separate agreement with Bring's Swedish company is required.

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

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 Large goods

2.2.1 Dimensions and weight per pallet

Pallet	120 x 80 cm	height 200 cm	Max. 750 kg
Long pallet	240 x 80 cm	height 180 cm	Max. 750 kg
Half pallet	80 x 60 cm	height 150 cm	Max. 400 kg
Quarter pallet	60 x 40 cm	height 130 cm	Max. 200 kg

2.2.2 Dimensions and weight per parcel/unit (only Return Indoor)

Max. length	240 cm
Max. dimensions	Length + girth = 640 cm
Max. weight	70 kg

3. FREIGHT CALCULATION

Freight is calculated per parcel, or for large goods per shipment, based on shipping weight, i.e., the greater of the actual weight and the volumetric weight.

Unless otherwise agreed, the volumetric weight for the service Home Delivery Parcel Return is determined using a conversion factor of 250 kg per m³. For the other services, a conversion factor of 200 kg per m³ is used for shipments from/within Denmark and 280 kg per m³ from/within Sweden.

For large goods (Return Curbside or Return Indoor), the freight calculation is based on the shipment's total dimensions and weight, including load carrier/pallet and packaging.

For special goods, freight is calculated based on the cargo space or the number of pallet spaces occupied by the goods. Special goods refer to items that, due to their nature, packaging, or other reasons, cannot be consolidated with other goods.

4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. In Denmark, the Customer is responsible for providing the recipient with a shipping label, either in advance or when the need for return arises. In Sweden Bring normally provides a return label, which is brought at the time of pickup. The validity period for a produced return label is 90 days.

For returns sent across a customs border, Bring performs the customs declaration based on the attached customs documents. If the Customer can

prove the return and present the export invoice with date/customs ID, there is a possibility for a VAT-free return.

5. BOOKING

5.1 Denmark

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

5.2 Sweden

EDI should be created and transmitted only when the need for return arises, not in advance. No separate booking for pickup is required. A pickup assignment is automatically created when Bring receives the EDI.

6. PICKUP

6.1 Notification

The return sender is notified digitally, primarily via SMS. Mobile number and email shall be provided in EDI. In case of incomplete notification details in EDI, Bring reserves the right to charge additional fees.

6.1.1 Sweden

Once the pickup assignment is created, the recipient is notified and requested to book a date and time window for pickup. If the recipient does not respond to the booking, up to two reminders are sent. After that, the customer is contacted to provide correct notification details or other instructions.

6.2 Pickup procedure

Pickup of parcels is made at the recipient's door. Heavier goods are either picked up from a specified location inside the recipient's home (Return Indoor) or at the curbside or plot boundary (Return Curbside). Someone needs to be present at the pickup location for physical handover of the shipment. The customer is responsible for ensuring that the recipient makes the parcel or goods accessible to Bring at the pickup location and that the shipment is properly packaged, labelled, and ready for transport.

6.2.1 Denmark

Pickup is made on non-holiday weekdays between 08:00 and 17:00, normally on the date specified at booking.

6.2.2 Sweden

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

6.3 Unsuccessful Pickup

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

7. DELIVERY

7.1 Parcel

Delivery is made to the Customer's return address according to terms of the service Business Parcel. Delivery of bulk return shipments are carried out according to terms of the service Business Pallet.

7.2 Large goods

Delivery is made to the Customer's return address according to agreement. A fixed agreed-upon return address is required.

8. ADDITIONAL SERVICES

Additional services	From
Limited Quantities	Denmark, Sweden
Cargo Insurance	Denmark, Sweden (only Home D. Parcel Return)
Swap Return	Sweden, Denmark (only Return Indoor)
Collection for Recycling	Sweden, Denmark (only Return Indoor)

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 FOR PARCELS AND PALLETS

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. A person other than the specified recipient can also receive the shipment and show ID. Any possibility for Flex Delivery and delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

1.4 Individual Verification (1134)

Delivery only to the specified recipient in EDI, against presentation of valid ID. In Sweden, delivery to another person is accepted if they present both their own ID and the specified recipient's ID. Any possibility for Flex Delivery and delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

1.5 Signature Required (1280)

Signature is required upon delivery. A person other than the specified recipient can also receive the shipment and sign for it. Any possibility for Flex Delivery and delivery against power of attorney is blocked. For B2B parcels redirection to pickup point is also blocked.

1.6 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.

1.7 eID Required (1395)

Identification with electronic ID (Swedish BankID) is required for collection via parcel locker in Sweden. The additional service shall be combined with the additional service Parcel Locker (0011) and only used for shipments booked for delivery to parcel locker.

1.8 Flex Delivery (0041)

Contactless delivery. The shipment is delivered outside the recipient's door or at another specified location on the delivery address, without requiring anyone to be present to receive or sign for the shipment. Any entry code or intercom, required to access the delivery location, should be provided in EDI.

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

1.9 Delivery Indoors (0039)

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

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 packaging and the pallet are returned to Bring's terminal for recycling or destruction.

- The path to the specified location must be clear and free from obstacles.
- For delivery more than four (4) floors up, access to a lift is required.
- The recipient is responsible for protecting any fragile floors.

If the conditions are not met, the delivery will be made without carrying the parcels/items in. Any additional delivery attempt (in case of obstacles at the first attempt) will also be made without carrying the parcels/items in.

1.10 Cash On Delivery (0051)

Delivery/hand-out against payment (COD). This additional service is only available in combination with the service Pickup Parcel Bulk for delivery in Norway. Upon hand-out, the recipient is required to pay the COD amount

specified by the sender. The amount is transferred to the Customer's bank account in the recipient country. The Customer is responsible for having a Norwegian bank account for COD transfers.

The additional service code 0051, bank account number, and the COD amount in NOK must be stated on the shipping label. The maximum COD amount is 100,000 NOK, but the recipient's bank may apply a lower limit. The maximum amount for cash payments 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. This additional service means that up to two delivery attempts are made for parcels to businesses in Norway, instead of the standard one delivery attempt. Charge for this additional service occurs only when a second delivery attempt has been made.

1.12 Telephone Notification (1149)

The driver calls the recipient approximately 30-60 minutes before delivery. One (1) notification attempt is made. A delivery attempt is made even if the recipient cannot be reached by phone. Any additional delivery attempt (in case of 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 to a service point or parcel locker without the need for the parcel to be marked with a shipping label in advance. For parcels handed in to a service point, the sender should present a QR code for printing the shipping label at the service point. For parcels handed in to a parcel locker (available only in Sweden), the sender should write a numeric label free code directly on the parcel.

If a service point cannot print the shipping label, the sender is instead asked to write a numeric label free code directly on the parcel. If the sender does not have access to the parcel's label free code, the service point can provide this to the sender based on the parcel's QR code.

1.15 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 for compensation beyond the provisions of NSAB (Nordic Association of Freight Forwarders' General Conditions). Cargo Insurance is arranged through Bring, acting as an intermediary for the insurer, First Marine A/S. The insurance can be arranged per shipment, and by agreement, also as an annual policy.

Compensation is based on the full value of the goods, including invoiced value, freight, insurance premium, and any potential profit and customs duties, and carries no deductible. The maximum compensation is 100,000 DKK per parcel and 1,000,000 DKK per pallet.

Cargo Insurance can be arranged for most types of goods, except mobile phones and alcohol, and applies to most countries, with some exceptions (e.g. Iran, Iraq, Afghanistan). More information is available on Bring's website, including a reference to the insurance company and a link to their website, where the full insurance terms can be accessed.

2. ADDITIONAL SERVICES FOR HOME DELIVERY OF LARGE GOODS

2.1 Installation

Assembly and installation, offered as an additional service in combination with the service Home Delivery Indoor. In addition to indoor delivery to the designated and prepared place in the recipient's home, the following are included when ordering Installation:

- Unpacking, assembly and installation of the product, according to the product's user manual.
- Connection to existing power outlet or socket box, and connection to water/drainage.
- Easier/basic drilling of holes in cabinets, e.g., for hoses and water locks, but no other carpentry work.
- Function control of the product.
- Removal and disposal of packaging materials and any cargo carriers.

2.1.1 Connection of electricity and water/drainage

Electricity is connected to an existing power outlet or socket box with the voltage intended for the product. Extending or relocating power outlets is not included. Electricity is connected using the product's provided power cord or the cord from a previous product if deemed compatible and in good condition. Power outlets and cords must be accessible after installation to separate the product from electricity.

Water and drainage connections are made to existing connections and sewers. Any plumbing work is not included. Extending drainage hoses is allowed only in wet areas with floor drains.

2.1.2 Installation of fridge, freezer, dishwasher

The product must not be placed more than 1.2 meters from the intended power outlet or socket box. The power outlet for connection of a dishwasher must be in a different space than the installation space, minimum 300 mm above the floor. An undamaged and waterproof underlay/leak protection must be placed under the product. The recipient is responsible for ensuring that such an underlay is available at installation.

2.1.3 Installation of stove, hob, oven, built-in microwave

The product must not be placed more than 0.5 meters from the intended power outlet or socket box.

2.1.4 Installation of washing machine, dryer

The product must not be placed more than 1.2 meters from the intended power outlet or socket box. When installing a washing machine and tumble dryer in pillar mounting, the recipient is responsible for ensuring that an intended mounting kit is available at installation. It is not permitted to use raised plinths for column mounting. When installing an exhaust air tumbler, the air hose is connected to the exhaust air duct, if there is one.

2.1.5 Installation of TV

The TV antenna/input signal is connected to an existing outlet. An auto search for channels is performed and previously connected products, e.g., game console, media player etc. are connected to the TV. When installing a TV on a wall, the recipient is responsible for ensuring that the wall is suitable for such installation, and that a suitable wall bracket and any other accessories are available at installation. Wall mounting of TV can be refused if the installer judges that the wall is not sufficiently robust for such mounting.

2.1.6 The recipient's responsibility

The Customer is responsible for informing the recipient and ensuring that the recipient complies with their responsibilities when providing installation:

- The place for installation must be suitable and prepared for installation, ensuring the product fits and that the requirements for power outlet placement and water/drainage connections are met.
- The length of cords and hoses must be sufficient for the installation.
- Any necessary accessories required for the installation, which are not included with the product as standard, must be available to the installer at the time of installation.

2.1.7 Other conditions for installation

Bring reserves the right to cancel/interrupt the installation if the conditions for installation are not met. In cases where installation cannot be carried out or completed, and the responsibility for this lies with the recipient or their equipment, Bring reserves the right to still charge for installation. In the case of electrical installation, the installer is obliged to interrupt the work if this can be considered dangerous, contravenes regulations in law, cause damage to persons or the environment or otherwise cannot be considered appropriate.

Bring's liability for possible material and personal damage when providing installation services in Sweden shall be limited to an amount corresponding to one (1) price base amount according to the Social Insurance Code (2010:110) per damage.

2.2 Swap Return (1122)

Return of an existing product upon delivery of a replacement product of the same type, e.g. in connection with warranty cases. The product is collected and returned to the Customer. The return product must be prepared for transport, e.g. white goods must be emptied. If the delivery includes installation, disconnection of the return product is also included. Otherwise, the recipient is responsible for disconnection and making the product available to Bring at the delivery location.

When booking Swap Return, both an outbound and a return shipment must be booked simultaneously. The additional service shall be added to both shipments. Bring normally prints the return shipping label and brings it along at the time of delivery.

2.3 Collection for Recycling (1123)

Removal of a used product upon delivery of a new product of the same type. The product is returned for destruction/recycling. The return product must be prepared for transport, e.g. white goods must be emptied. If the delivery includes installation, disconnection of the return product is also included. Otherwise, the recipient is responsible for disconnection and making the product available to Bring at the delivery location.

When booking Collection for Recycling, both an outbound shipment and a return shipment must be booked simultaneously. The additional service shall be added to both shipments. Bring normally prints the return shipping label and brings it along at the time of delivery.

2.4 Collection for Recycling Hazardous (1402)

Removal of a used product that, under Swedish regulations, is classified as hazardous waste and requires reporting to the Swedish waste register, upon delivery of a new product of the same type. The product is returned for destruction/recycling. The return product must be prepared for transport, e.g. white goods must be emptied. If the delivery includes installation, disconnection of the return product is also included. Otherwise, the recipient is responsible for disconnection and making the product available to Bring at the delivery location.

When booking Collection for Recycling Hazardous, the additional service must only be added to the outbound shipment. No return shipment should be booked. A separate return order (4205 Removal) is automatically generated for the removal of the return product. Bring normally prints the return shipping label and brings it along at the time of delivery.

2.5 Unpacking (1139)

Unpacking of one (1) product, e.g., an appliance. The outer packaging of the shipment and any cargo carrier(s) are taken back to the terminal for recycling/destruction. The recipient is responsible for ensuring that there is enough room for the unpacking. The Unpacking service is only offered in combination with the service Home Delivery Indoor.

2.6 Carry Oversize (1140)

Additional service enabling indoor delivery of one (1) large product with a weight between 70 and 140 kg. This service is specifically designed for household appliances exceeding the standard maximum dimensions or weight limit of 70 kg, such as side-by-side fridges/freezers and heavier washing machines. The Carry Oversize service is offered on a customer-specific basis, subject to a special agreement, and only in combination with the service Home Delivery Indoor.