Bring E-commerce & Logistics AB

Service Terms

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Business parcel

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

Business-to-business parcel deliveries to the company's address.

1. AVAILABILITY

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

1.1 International customers
For customers outside Sweden, the service is available only for bulk shipments to the Nordic region. Service setup and transport arrangements are agreed on a customer-specific basis, including any pickup arrangement and transport to the agreed terminal in the Nordic region.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm to Sweden, Denmark, 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 Sweden, Denmark, Norway, Finland 23 x 13 x 1 cm to other destinations

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

2.2 Weight per parcel

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

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

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m^3.

4. DELIVERY

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

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

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

4.2 Recipient-selected delivery choices
4.2.1 Unattended delivery (Sweden, Denmark, Norway, Finland)
The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt, according to the recipient's choice. Thereafter, responsibility for the shipment is transferred to the recipient.

The delivery choice is subject to Bring's applicable standard terms for unattended delivery and may be restricted by an additional service requiring that someone is present at the time of delivery.

4.2.2 Redirect to pickup point (Sweden, Denmark, Norway)
Redirection to a service point or parcel locker, according to the recipient's choice. The shipment is handed out according to the terms for PickUp Parcel or Parcel Locker. For collection via service point in Denmark, the recipient is considered legitimate by providing the pickup code only. In Sweden, any person may collect the parcel with the pickup code along with ID.

The delivery choice is available for shipments with a maximum of one (1) parcel and may be restricted by an additional service that blocks the option.

4.3 Obstacles to delivery
4.3.1 Sweden, Denmark
If the shipment cannot be delivered, a new delivery attempt is normally made on the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt.

4.3.2 Norway, Finland
If the shipment cannot be delivered, it is normally delivered to a pickup point for hand-out to the recipient. In Norway, shipments consisting of more than four (4) parcels cannot be delivered to a pickup point and will instead be returned.

If additional service for two delivery attempts has been booked, the recipient will be contacted for an additional delivery attempt. If delivery cannot be completed on the second attempt, the shipment will be delivered to a pickup point in Norway. In Finland, the shipment will be returned to the sender.

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

4.4.2 Pickup point
Parcels are normally available for collection at service point for 7 days and in parcel locker for 4 days. In Finland the collection period is 5 days for both service point and parcel locker. Parcels not collected within the applicable time limit are returned at the Customer's expense.

5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden, Denmark, Norway
Individual Verification	Sweden, Denmark, Finland
Signature Required	Sweden, Denmark, Norway, Finland
Flex Delivery	Sweden, Denmark, Norway, Finland
Delivery Indoor	Sweden, Denmark
Two Delivery Attempts	Norway, Finland
Telephone Notification	Sweden, Denmark, Norway, Finland
Delivery Notification to Sender	Sweden, Denmark, Norway, Finland
Label Free*	All destinations
Limited Quantities	Sweden, Denmark, Norway, Finland, Åland

*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 pallet

Business Pallet (0336)

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

1. AVAILABILITY

To Sweden, Norway, Finland, Åland

Half pallets are available to Sweden, Norway and Finland. Quarter pallets are available within Sweden only.

1.1 International customers
For customers outside Sweden, the service is only available upon agreement. Service scope and transport arrangements are agreed on a customer-specific basis, including any pickup arrangement and transport to the agreed terminal in the Nordic region.

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

3. FREIGHT CALCULATION

Shipping is calculated per pallet based on actual dimensions and weight according to Bring's measurements or registrations. Volumetric weight is not applied. If the incorrect pallet type is booked, the pallet will be adjusted upwards to the correct pallet type based on actual dimensions and weight.

4. DELIVERY

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

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

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

4.2 Recipient-selected delivery choices
4.2.1 Unattended delivery (Sweden, Norway, Finland)
The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt, according to the recipient's choice. Thereafter, responsibility for the shipment is transferred to the recipient.

The delivery choice is subject to Bring's applicable standard terms for unattended delivery and may be restricted by an additional service requiring that someone is present at the time of delivery.

4.3 Obstacles to delivery
4.3.1 Sweden
If the shipment cannot be delivered, a new delivery attempt is normally made on the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt.

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

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

5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden, Norway
Individual Verification	Sweden, Finland
Signature Required	Sweden, Norway, Finland
Flex Delivery	Sweden, Norway, Finland
Delivery Indoor	Sweden
Telephone Notification	Sweden, Norway, Finland
Delivery Notification to Sender	Sweden, Norway, Finland
Limited Quantities	Sweden, Norway, Finland, Åland

6. OTHER

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.

Parcel to service point and parcel locker

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

Business-to-consumer parcel deliveries to service points or parcel lockers. Seamless API integration enables selection of pickup points across Sweden, Denmark, Norway and Finland.

1. AVAILABILITY

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

1.1 International customers
For customers outside Sweden, the service is only available for bulk shipments to the Nordic region. Service setup and transport arrangements are agreed on a customer-specific basis, including any pickup arrangement and transport to the agreed terminal in the Nordic region.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm to Norway, Finland 150 cm to Sweden, Denmark and other destinations
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	15 x 10 x 1 cm to Sweden, Denmark, Norway, Finland 23 x 13 x 1 cm to other destinations
Max. parcel locker	60 x 24 x 44 cm to Sweden, Denmark 60 x 50 x 44 cm to Norway 100 x 60 x 40 cm to Finland

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

2.2 Weight per parcel

Max. weight	35 kg to Norway 25 kg to Finland 20 kg to Sweden, Denmark and other destinations
Min. weight	150 grams
Max. parcel locker	10 kg to Sweden, Denmark, Norway 25 kg to Finland

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m^3.

4. SELECTION OF PICKUP POINT

The recipient's address must be provided accurately and completely in the EDI, in accordance with the applicable national standard and format.

For deliveries to Sweden, Denmark, Norway and Finland, API integration with Bring shall be used as standard. A selected pickup point shall be specified in the EDI 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. When booking via Mybring, no separate API integration is required.

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

5. DELIVERY

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

5.1 Service point
5.1.1 Sweden
The parcel is handed over upon presentation of a notified pickup code and ID, or with a QR code via Bring's app or web (requires BankID). Another person than the recipient may also collect the parcel using the QR code, or the pickup code together with both their own and the recipient's ID.

5.1.2 Denmark, Norway
The parcel is handed over upon presentation of a notified pickup code or QR code via app. Another person than the recipient may also collect the parcel using the QR code, pickup code or shared notification.

5.1.3 Finland
The parcel is handed over upon presentation of a notified pickup code and ID. Another person than the recipient may also collect the parcel using the pickup code and their own ID. For parcels notified by letter, a signed power of attorney from the recipient is required.

5.1.4 Other destinations
In countries outside the Nordic region, the parcel is handed over or delivered according to local procedures, either against pickup code and ID, pickup code only, or signature.

5.2 Parcel locker
5.2.1 Sweden, Denmark, Norway
The parcel is collected using a notified PIN code or via Bring's app in Sweden and Denmark. In Norway the parcel is collected only via Posten Norway's app. In Sweden and Denmark, someone other than the recipient may also collect the parcel using the PIN code, or by shared parcel information in the app in all countries.

5.2.2 Finland
The parcel is collected using a notified PIN code. Someone other than the recipient may also collect the parcel using the PIN code.

5.3 Recipient-selected delivery choices
5.3.1 Extended collection period (Sweden, Denmark, Norway, Finland)
Extended collection period of up to a total of 14 days at service point or 7 days in parcel locker.

5.3.2 Redirect to another pickup point (Sweden, Denmark)
Redirection to another service point or parcel locker, according to the recipient's choice. In Sweden, BankID is required to collect a parcel redirected from a service point to a parcel locker.

5.3.3 Redirect to home delivery (Norway, Finland)
Redirection to home delivery instead of a pickup point. In Norway, delivery is made against signature or, if the recipient chooses, outside the door without requiring presence or signature. In Finland, the parcel is left outside the door without requiring a signature.

5.4 Collection period and return
Parcels are normally available for collection at service point for 7 days and in parcel locker for 4 days. In Finland the collection period is 5 days for both service point and parcel locker. The collection period may be extended according to section 5.3.1. Parcels not collected within the applicable time limit are returned at the Customer's expense.

6. ADDITIONAL SERVICES

Additional services	Destinations
Optional Pickup Point	Sweden, Denmark, Norway, Finland
Parcel Locker	Sweden, Denmark, Norway, Finland
ID Verification	Norway
ID Verification Parcel Locker	Sweden
Individual Verification	Norway, Finland
Age Verification	Sweden (domestic only)
Cash On Delivery	Norway
Label Free*	All destinations
Limited Quantities	Sweden, Denmark, Norway, Finland

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

7. OTHER

For parcels exceeding the maximum dimensions or 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, an additional fee for letter notification/missing recipient information will be charged, and the collection period will normally be extended to 14 days.

Parcel to parcel locker

Parcel Locker (0344)

Business-to-consumer parcel deliveries to parcel lockers, where the recipient can collect the parcel via self-service. Seamless API integration enables selection of parcel lockers in both Sweden and Norway.

1. AVAILABILITY

To Sweden, Norway

1.1 International customers
For customers outside Sweden, the service is only available for bulk shipments. Service setup and transport arrangements are agreed on a customer-specific basis, including any pickup arrangement and transport to the agreed terminal in the Nordic region.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. dimensions	60 x 24 x 44 cm to Sweden 60 x 50 x 44 cm to Norway
Min. dimensions	15 x 10 x 1 cm

2.2 Weight per parcel

Max. weight	10 kg
Min. weight	150 grams

3. FREIGHT CALCULATION

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

4. SELECTION OF PARCEL LOCKER

The recipient's address must be provided accurately and completely in the EDI, in accordance with the applicable national standard and format.

Booking of the service requires API integration with Bring. A selected parcel locker shall be specified in the EDI via API call to Bring's current database of parcel lockers. To ensure that the recipient is offered relevant alternatives, the Customer must use Bring's distance logic when presenting parcel lockers in checkout. Other logic may only be used after Bring's approval.

When booking via Mybring, no separate API integration is required.

5. DELIVERY

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

5.1 Collection
The parcel is collected using a notified PIN code or via Bring's app in Sweden. In Norway the parcel is collected only via Posten Norway's app. In Sweden, someone other than the recipient may also collect the parcel using the PIN code, or by shared parcel information in the app in both countries.

5.2 Recipient-selected delivery choices
5.2.1 Extended collection period (Sweden, Norway)
Extended collection period of up to a total of 7 days.

5.3 Collection period and return
Parcels are normally available for collection in parcel locker for 4 days. The collection period may be extended according to section 5.2.1. Parcels not collected within the applicable time limit are returned at the Customer's expense.

6. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification Parcel Locker	Sweden
Age Verification	Sweden (domestic only)
Limited Quantities	Sweden, Norway

7. OTHER

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

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

Home delivery of parcels

Home Delivery Parcel (0349)

Business-to-consumer parcel deliveries 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 available during the day only.

1. AVAILABILITY

To Sweden, Denmark, Norway (bulk shipments only), Finland

1.1 International customers
For customers outside Sweden, the service is only available for bulk shipments. Service setup and transport arrangements are agreed on a customer-specific basis, including any pickup arrangement and transport to the agreed terminal in the Nordic region.

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 (Finland: 100 cm), or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

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

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m^3.

4. DELIVERY

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

4.1 Delivery procedure
4.1.1 Sweden
Delivery is carried out on weekdays excluding holidays, within day and evening windows between 08:00-22:00. The parcel is left at the delivery address, usually at the recipient's door, and registered as delivered without requiring presence or signature. The recipient is notified when the shipment is on its way and when loaded for delivery, with real-time tracking available in many cases. The estimated delivery day/time is shown in the tracking.

Parcels over 20 kg are only delivered to the ground floor if there is no elevator. If the delivery address is on a higher floor without elevator, the recipient must be present for handover at the ground floor, against signature. The recipient is contacted if needed to facilitate the handover.

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

4.1.3 Norway
Delivery is carried out on weekdays excluding holidays and on Saturdays, within day and evening windows between 08:00-22:00. Delivery is made to the recipient's door against signature. The recipient is notified when the shipment is on its way and when loaded for delivery, with real-time tracking available in many cases. The estimated delivery day/time is shown in the tracking.

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

4.2 Recipient-selected delivery choices
4.2.1 Unattended delivery (Denmark, Norway)
The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt, according to the recipient's choice. Thereafter, responsibility for the shipment is transferred to the recipient.

The delivery choice is subject to Bring's applicable standard terms for unattended delivery and may be restricted by an additional service requiring that someone is present at the time of delivery.

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

4.2.3 Extended collection period (Sweden, Denmark, Norway, Finland)
Extended collection period of up to a total of 14 days at service point or 7 days in parcel locker.

4.2.4 Change of delivery date and/or time window (Sweden, Norway)
Change of delivery date and time interval is offered for shipments that require the recipient's presence at the time of delivery. Availability may vary, and changes are normally offered until planning of last mile has been completed.

4.3 Obstacles to delivery
4.3.1 Sweden, Denmark, Norway
If the shipment cannot be delivered, it is normally delivered to a pickup point for hand-out according to the terms for PickUp Parcel.

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

4.3.2 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.

4.4 Storage time and return
4.4.1 Pickup point
Parcels are normally available for collection at service point for 7 days and in parcel locker for 4 days. In Finland the collection period is 5 days for both service point and parcel locker. The collection period may be extended according to section 4.2.3. Parcels not collected within the applicable time limit are returned at the Customer's expense.

4.4.2 Terminal
The shipment will be returned at the Customer's expense if any of the following occurs:
a) Two (2) delivery attempts have been made without completed delivery.
b) Fourteen (14) days have passed from the first arrival scan at the distribution terminal without delivery having been completed, provided that no delivery attempt is scheduled at that time.

5. ADDITIONAL SERVICES

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

Home delivery of large goods

Home Delivery Curbside (3123) | Home Delivery Indoor (2870)

Home delivery of large goods from business to consumer. Delivery is offered either to the property boundary or curb outside the recipient's home, or with carry-in to a designated location indoors.

1. AVAILABILITY

To Sweden

1.1 International customers
For customers outside Sweden, the service is available by agreement only. Service setup and transport arrangements, including any pickup and transport to the agreed terminal in Sweden, are agreed on a customer-specific basis,

2. DIMENSIONS AND WEIGHT

2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	max. height 200 cm	max. 750 kg
Long pallet	240 x 80 cm	max. height 180 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 130 cm	max. 200 kg

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

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

If a piece/parcel exceeds the maximum dimensions or weight, Bring reserves the right to charge additional fees, including additional service Carry Oversize.

3. FREIGHT CALCULATION

Freight is calculated per shipment based on shipping weight, i.e., the greater of actual weight and volumetric weight. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m^3.

The Customer shall provide accurate dimensions and weight for each piece in the shipment. Freight is calculated based on the information provided, including any load carriers/pallets and packaging. Bring may verify dimensions and weight. If Bring's measurements or weighing show higher values than those provided, Bring's values apply for the freight calculation.

For special goods, freight is calculated based on the cargo space or pallet spaces occupied. Special goods refer to large goods that, due to their nature, packaging or other reasons, cannot be loaded together with other goods.

4. SELECTION OF DELIVERY DATE AND TIME

Delivery date and, where offered, a time interval may be specified in the EDI at the time of booking through API call to Bring's current delivery matrix. This requires that the Customer has integrated with Bring's API, which enables selection of delivery date and time interval in connection with the order.

If no delivery date has been specified in the EDI at booking, the recipient will be notified upon arrival at the distribution terminal to select a delivery date and time interval. If no booking is made, daily reminders will be sent, up to a total of four (4) notifications. At the fourth notification, the sender is normally informed that no booking has yet been received.

5. DELIVERY

5.1 Delivery procedure
Delivery is carried out on weekdays excluding holidays, within day and evening windows between 08:00-22:00. In some areas, delivery may also be carried out on weekends. As a rule, only complete shipments are delivered.

The recipient is notified when the shipment is on its way and when loaded for delivery, with real-time tracking available in many cases. If needed, notification may also be made upon arrival at the delivery address. Notifications are primarily digital but may also be made by phone.

5.1.1 Home Delivery Curbside
The shipment is delivered to the curb or property boundary, against signature. The delivery does not include carrying the shipment upstairs or into the home.

5.1.2 Home Delivery Indoor
The shipment is delivered with carry-in to one (1) location in the home designated by the recipient, against signature.

Carry-in is subject to the shipment being deliverable to the designated location, considering its dimensions and shape, as well as the conditions at the delivery address. If carry-in cannot be completed for these reasons, the recipient may be offered delivery without carry-in. If the recipient declines this option, the recipient is considered to have refused the shipment.

The recipient is responsible for ensuring there is a clear path to the delivery location and for protecting sensitive flooring. For occupational health and safety reasons, the driver keeps their shoes on throughout the delivery.

5.2 Recipient-selected delivery choices
5.2.1 Change of delivery date and/or time window
Change of delivery date and time interval. Changes are normally offered until planning of last mile has been completed.

5.2.2 Upgrade from Curbside to Indoor
The shipment will be carried inside and delivered according to the terms for the service Indoor. Availability may vary, and the upgrade is provided only after Bring has received payment from the recipient.

5.2.3 Unattended delivery
The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt, according to the recipient's choice. Thereafter, responsibility for the shipment is transferred to the recipient. The delivery choice is subject to Bring's applicable standard terms for unattended delivery. Availability may vary and the delivery choice may be restricted by an additional service requiring that someone is present at the time of delivery.

5.3 Obstacles to delivery
If the shipment cannot be delivered, the recipient will be notified to schedule a new delivery attempt. A fee for new delivery attempt applies.

5.4 Storage time and return
The shipment will be returned at the Customer's expense if any of the following occurs:
a) Two (2) delivery attempts have been made without completed delivery.
b) Fourteen (14) days have passed from the first arrival scan at the distribution terminal without delivery having been completed, provided that no delivery attempt is scheduled at that time.
c) The recipient refuses to accept the shipment upon delivery.

Additional services for the outbound freight are charged only if performed. From day six (6) after the first arrival scan at the distribution terminal, Bring reserves the right to charge storage fees until delivery or return takes place.

6. ADDITIONAL SERVICES

Signature Required
ID Verification
Installation
Unpacking
Swap Return
Collection for Recycling/Hazardous
Carry Oversize

7. OTHER

The Customer is responsible for ensuring, based on Bring's current delivery matrix, that the ordered service has a coverage area that includes the route of the assignment.

The driver has the right to cancel a delivery if there is a risk of damage to goods, inventory, property or injury to persons, or if the vehicle is deemed unable to be driven in a safe and lawful manner.

The Customer is responsible for ensuring that the recipient is informed of their obligations in connection with the services. The Customer is liable for any loss or damage arising from failure to inform the recipient of these obligations and shall indemnify Bring against costs and claims arising as a result.

Return from business address

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

Business-to-business parcel and pallet returns to the Customer with pickup from a business address.

1. AVAILABILITY

Business Parcel Return/Bulk: from Sweden, Denmark, Norway, Finland
Business Pallet Return: from Sweden, Norway, Finland

Parcel returns are booked using Business Parcel Return. For parcels that are to be collected at a terminal and returned as bulk shipment, Business Parcel Return Bulk shall be used.

Pallet returns are booked using Business Pallet Return. Normally, returns shall be made on a full pallet. Half and quarter pallets are permitted (quarter pallet only within Sweden) but are always charged as full pallets (120 x 80 cm).

1.1 International customers
For customers outside Sweden, the service is available for return of bulk shipments and pallets. Service setup and transport arrangements are agreed on a customer-specific basis, including any terminal consolidation and transport to the agreed return destination.

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, or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.1.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

2.2 Pallets
2.2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	max. height 200 cm	max. 750 kg

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

3. FREIGHT CALCULATION

3.1 Parcels
Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m^3.

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

4. BOOKING AND MARKING/LABELING

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

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

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

5. PICKUP

Pickup is carried out on non-holiday weekdays during daytime hours. Someone must be present at the time of pickup for physical handover of the shipment.

5.1 Parcels
5.1.1 Sweden, Denmark, Finland
Pickup is included in the shipping price if it is booked via Mybring.

5.1.2 Norway
Pickup is normally not included in the shipping price unless specifically agreed. As standard, the following options apply:

- Drop-off at a service point without additional charge
- Pickup for an additional fee, booked through Mybring. The pickup is performed and invoiced by Posten Bring AS.
- Fixed scheduled pickup according to the return sender's agreement with Posten Bring AS.

5.2 Pallets
Pickup is included in the shipping price if it is booked via Mybring.

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

6. DELIVERY

Delivery is made to the specified or agreed return address in accordance with the delivery terms for Business Parcel, or for bulk returns and pallet returns, in accordance with the delivery terms for Business Pallet.

6.1 Special conditions for returns within Norway
Returns from Norway may be delivered within Norway instead of, as standard, being returned to the sending country. In such cases, only the services Business Parcel Return and Business Pallet Return are available. Bulk returns are not available within Norway.

7. ADDITIONAL SERVICES

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

*Not available for returns to countries outside the Nordic region.

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 parcel returns to the Customer via drop-off at a service point or parcel locker.

1. AVAILABILITY

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

Returns from consumers are booked using PickUp Parcel Return, while returns from businesses are booked using Business Parcel Return. For parcels that are to be collected at a terminal and returned as bulk shipment, the corresponding bulk return service shall be used.

For business returns at a service point, a maximum of six (6) parcels may be handed in per drop-off.

1.1 International customers
For customers outside Sweden, the service is available only for return of bulk shipments. Service setup and transport arrangements are agreed on a customer-specific basis, including terminal consolidation and transport to the agreed return destination.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm from Norway, Finland 150 cm from Sweden, Denmark
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m^3
Min. dimensions	15 x 10 x 1 cm
Max. parcel locker	60 x 24 x 44 cm from Sweden, Denmark 60 x 50 x 44 cm from Norway 100 x 60 x 40 cm from Finland

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

2.2 Weight per parcel

Max. weight	35 kg from Norway, Finland 20 kg from Sweden, Denmark
Min. weight	150 grams
Max. parcel locker	10 kg from Sweden, Denmark, 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 actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m^3.

4. BOOKING AND MARKING/LABELING

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

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

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

5. DROP-OFF

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

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

6. DELIVERY

Delivery is made to the specified or agreed return address in accordance with the delivery terms for Business Parcel, or for bulk returns, in accordance with the delivery terms for Business Pallet.

6.1 Special conditions for returns within Norway
Returns from Norway may be delivered within Norway instead of, as standard, being returned to the sending country. In such cases, only the services PickUp Parcel Return and Business Parcel Return are available. Bulk returns are not available within Norway.

PickUp Parcel Return is delivered to a pickup point where the return recipient may collect the shipment. Business Parcel Return is delivered to the specified return address.

7. ADDITIONAL SERVICES

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

*Not available for returns to countries outside the Nordic region.

Return from home address

Return Home Delivery (2778) | Return Curbside/Indoor (3577/3578)

Consumer-to-business returns to the Customer with pickup from a private residential address. The services are intended for shipments that cannot be returned via service point, for example due to their size, weight or special handling requirements.

1. AVAILABILITY

From Sweden

Parcel returns are booked using Return Home Delivery. Returns of larger goods are booked using Return Curbside or Return Indoor.

1.1 International customers
For customers outside Sweden, the service is only available upon agreement. Service setup and transport arrangements are agreed on a customer-specific basis, including any terminal consolidation and transport to the agreed return destination.

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, or where at least two sides exceed 60 cm each, a fee for special handling due to dimensions will apply.

2.1.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

2.2 Large goods
2.2.1 Dimensions and weight per pallet

Pallet	120 x 80 cm	max. height 200 cm	max. 750 kg
Long pallet	240 x 80 cm	max. height 180 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 130 cm	max. 200 kg

2.2.2 Dimensions and weight per parcel/piece (Return Indoor)

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

3. FREIGHT CALCULATION

Freight is calculated based on shipping weight, i.e., the greater of actual weight and volumetric weight. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m3.

For parcels, freight is calculated per parcel based on Bring's measurements and weighing.

For large goods, freight is calculated per shipment based on the dimensions and weight provided by the Customer for each piece in the shipment, including any load carriers/pallets and packaging. Bring may verify dimensions and weight. If Bring's measurements or weighing show higher values than those provided, Bring's values apply for the freight calculation.

For special goods, freight is calculated based on the cargo space or pallet spaces occupied. Special goods refer to large goods that, due to their nature, packaging or other reasons, cannot be loaded together with other goods.

4. BOOKING AND MARKING/LABELING

The Customer shall create and transmit EDI only when the return need arises, not in advance. No separate pickup booking is required. A pickup assignment is created automatically when Bring receives the EDI.

Each shipment must be provided with complete shipping documentation. Normally, Bring provides the return label, which is brought at the time of pickup. For correct handling, it is essential that the return sender's mobile number and email address are provided accurately in the EDI.

5. PICKUP

5.1 Booking of date and time
Once the pickup assignment has been created, the return sender is notified to schedule a date and time interval for pickup. If no booking is made, daily reminders are sent, up to a total of four (4) notifications. At the fourth notification, the sender is normally informed that a booking is still not received.

5.2 Pickup procedure
Pickup is carried out on weekdays excluding holidays, between 08:00-22:00, on the scheduled date and within the booked time window. Pickup takes place at the return sender's home address, either indoors (Return Home Delivery, Return Indoor) or at the curb/property boundary (Return Curbside). Someone must be present at the time of pickup for physical handover of the shipment.

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

6. DELIVERY

6.1 Parcels
Delivery is made to the specified or agreed return address in accordance with the delivery terms for Business Parcel, or for bulk returns, in accordance with the delivery terms for Business Pallet.

6.2 Large goods
Delivery is made to a fixed, agreed return address according to agreement.

7. ADDITIONAL SERVICES

Swap Return	(only Return Indoor)
Collection for Recycling	(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 execution of the selected main service.

1. ADDITIONAL SERVICES

1.1 Optional Pickup Point (0010)
Selection of a service point via lookup in the Bring's database through API.

1.2 Pickup Locker (0011)
Selection of a parcel locker via lookup in the Bring's database through API.

1.3 Signature Required (1280)
Signature is required. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

1.4 ID Verification (1133)
ID is required. A person other than the specified recipient may also present ID. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

1.5 ID Verification Parcel Locker (1395)
BankID is required for collection via parcel locker in Sweden.

1.6 Individual Verification (1134)
Delivery is made only to the specified recipient against ID. In Sweden, delivery to another person is accepted if both this person's ID and the specified recipient's ID are presented. The additional service blocks all options for unattended delivery. For B2B parcels, redirect to pickup point is also blocked.

1.7 Age Verification (1229)
Additional service for shipments requiring age verification (18 years). For delivery via parcel locker, Bring's app is required. Verification is made through digital verification of the recipient's identity and age, including confirmation that the recipient's registered name matches the name in the EDI. For delivery via service point, age is verified through presentation of ID. If age or other conditions cannot be verified, the shipment will be returned.

1.8 Social Control (1082)
Additional service for shipments containing alcohol to consumers in Sweden. Delivery is carried out with prescribed age verification (20 years) and required checks when delivering alcohol.

1.9 Flex Delivery (0041)
Unattended delivery. The shipment is left at the delivery location and registered as delivered without personal handover, signature, or other physical acknowledgment of receipt. By ordering the additional service, it is accepted that the shipment may be delivered in this manner. The additional service is subject to Bring's standard terms for unattended delivery.

1.10 Delivery Indoors (0039)
Carry-in to a specified location according to the instructions in the EDI. Delivery is made to one single location, regardless of the number of parcels. The maximum weight per parcel is 35 kg.

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

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

1.11 Cash On Delivery (0051)
Additional service for PickUp Parcel Bulk to Norway. Upon collection, the recipient must pay the COD amount specified by the sender. Service code 0051, Norwegian bank account for COD transfer, and amount in NOK must be shown on the shipping label. The maximum amount is 100,000 NOK, and the maximum cash amount is 5,000 NOK.

Additional conditions according to CSFPE/European Commission:
- 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 must be made electronically via BIC to the exporter's IBAN account, in accordance with international standards.

1.12 Two Delivery Attempts (NO: 1179 / FI: 1283)
Additional service providing up to two (2) delivery attempts for parcel deliveries to businesses in Norway and Finland, compared with one (1) delivery attempt as standard. The additional service is charged only if a second delivery attempt is made.

If the shipment cannot be delivered on the second delivery attempt, it will be delivered to a pickup point in Norway. In Finland, it will be returned to the sender.

1.13 Telephone Notification (1149)
The recipient is contacted by phone prior to delivery. In Sweden, Denmark and Norway, contact is made approximately 30-60 minutes before the estimated time of arrival at the delivery address. In Finland, the recipient is contacted either before the start of the delivery route or at least one (1) hour prior to the estimated time of arrival. Delivery will be attempted even if the recipient cannot be reached. Any additional delivery attempt will be made without telephone notification.

1.14 Delivery Notification to Sender (1094)
Delivery confirmation sent to the sender via email or SMS when the shipment has been delivered/handed over.

1.15 Label Free (1288)
Option to drop off parcels at a service point or parcel locker without attaching a shipping label prior to drop-off. A QR code or a numeric Label Free code is used when handing in the parcel.

For drop-off at service point, the service point prints the shipping label based on the QR code. If printing is not possible, the Label Free code must be written on the parcel and registered by the service point at drop-off.

For drop-off via parcel locker, the Label Free code must be written on the parcel. The sender drops off the parcel using the Bring app. Bring attaches a shipping label to the parcel based on the Label Free code during pickup or sorting.

1.16 Limited Quantities (0003)
Additional service for shipments containing limited quantities of dangerous goods ("LQ") in accordance with ADR. The Customer is responsible for ensuring compliance with applicable regulations, including rules regarding quantity, labelling, and packaging. The setup and UN numbers must be approved by Bring prior to startup. Notification shall be made according to Bring's instructions.

1.16.1 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.
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1.16.2 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.

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

2. ADDITONAL SERVICES FOR HOME DELIVERY INDOOR

2.1 Installation (several codes)
Installation is offered as an additional service upon special agreement for the service Home Delivery Indoor, i.e., home delivery with carrying indoors.

Normally, installation includes the following steps:
- Unpacking, assembly and installation according to the product's manual.
- Connection to existing power outlets as well as water and drainage connections.
- If necessary, minor drilling in cabinets, example for hoses and water locks.
- Functional control of the product.
- Removal of packaging.

Upon unpacking, the installer checks the item and records any hidden damage, which is confirmed by the recipient's signature.

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, relocating or modifying outlets is not included. Connection is made using the supplied power cord or, if suitable, a power cord from a previously installed product. Power outlets and cords must be accessible after installation for easy disconnection.

Water and drainage connections are made to existing connections and sewers. Plumbing work or other modifications to fixed installations are not included. Extending drainage hoses is allowed only in wet areas with a floor drain.

2.1.2 Installation of water-connected products in kitchens
For water-connected products installed in kitchens, the Swedish industry regulations "Säker Vatteninstallation" apply, requiring active protection against water damage. This means that an approved collection tray and a water alarm must be placed under the product. If these accessories are missing, installation will not be performed.

Sink cabinets must also have a waterproof tray or insert and a water alarm. Lack of these does not prevent installation if the product is not placed in the sink cabinet, but the deficiency is documented in the installation record and the recipient is informed.

2.1.3 Special installation conditions by product category
Refrigerator, freezer
The product must be placed no more than 120 cm from the designated power outlet. An approved collection tray must be available.

Dishwasher
The product must be placed no more than 120 cm from the designated power outlet, which must be placed at least 30 cm above the floor and located in a different space than the installation space. An approved collection tray and a water alarm must be available. Connection of water alarm to Wi-Fi, apps, or similar is not included in the installation.

Stove, hob, oven, built-in microwave
The product must be placed no more than 50 cm from the designated power outlet. For hob installation, any cutout in the countertop must be completed beforehand. Cutting of the hob cutout is not included in the installation.

Washing machine, dryer
The product must be placed no more than 120 cm from the designated power outlet. Washing machines are only installed in wet areas with a floor drain. For pillar/column installation, an intended mounting kit must be available, and a raised plinth is not allowed. For the installation of a vented dryer, an exhaust hose must be available for connection to the exhaust outlet.

TV
The video signal is connected to an existing outlet, and a channel search is performed. Previously connected devices, such as game consoles or media players, are reconnected. For wall mounting, a wall bracket and necessary accessories must be available, and the wall must be suitable for mounting. Wall mounting may be refused if the wall is deemed unsuitable.

2.1.4 Customer and recipient responsibilities
The Customer must inform the recipient of their obligations and ensure that they are fulfilled.

The recipient must ensure that:
- The designated location is prepared and sufficiently spacious.
- Electrical outlets have the correct voltage and placement according to the product's requirements, and that cables are of sufficient length.
- Water and drainage connections are positioned according to the product's requirements, and hoses are of sufficient length.
- Necessary accessories not included with the product, such as approved tray, water alarm, and mounting accessories, are available.
- The installation area is kept free from obstacles that could affect safety.

The recipient must check that the installation appears correctly performed and not any defects/faults directly to the installer for on-site correction if possible. Remaining defects must be documented in the handheld device or installation record.

2.1.5 Safety and liability during installation
Bring reserves the right to refuse or cancel the installation if the conditions for installation are not met, if the work a safety risk, contravenes with regulations in law or regulations, risk damage to persons or the environment, or if the installation is otherwise considered appropriate.

If the installation cannot be performed or completed due to circumstances within the Customer's or the recipient's responsibility, Bring reserves the right to charge the full installation fee.

Bring's liability for possible material and personal damage when providing installation services 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)
Collection of an existing product for return to the Customer, in connection with the delivery of a replacement product of the same type. The service shall be booked for both the outbound and return shipment.

Bring normally prints the return label, which is brought along at the delivery/ collection. The return goods must be prepared for transport. Appliances must be emptied. If the outbound delivery includes installation, removal of the return product is also included. Otherwise, the recipient is responsible for making the return goods available at the delivery location.

2.3 Collection for Recycling (1123/1402)
Collection and disposal of an end-of-life product in connection with the delivery of a new product of the same type. Hazardous (1402) applies to goods classified as hazardous waste and subject to reporting to the Swedish Waste Registry.

Bring normally prints the return label, which is brought along at the collection. The return product must be prepared for transport. Appliances must be emptied. If the outbound delivery includes installation, removal of the return product is also included. Otherwise, the recipient is responsible for making the return product available at the delivery location.

2.3.1 Booking
- Non-hazardous (1123): The service shall be booked for both the outbound shipment and the return shipment.
- Hazardous (1402): The service is booked only for the outbound shipment. A separate return order (Removal 1402) is created automatically.

2.4 Unpacking (1139)
Unpacking of one (1) product in connection with indoor delivery. The packaging and any load carrier are removed for destruction or recycling. Unpacking requires that the delivery area is sufficiently spacious, otherwise it cannot be performed.

2.5 Carry Oversize (1140)
Carry-in of one (1) oversized product weighing up to 140 kg. The additional service is intended for items that exceed the standard weight limit of 70 kg per item, for example side-by-side refrigerators/freezers or heavier washing machines. The service is normally offered only upon special agreement.