



Bring E-commerce & Logistics AB

Service Terms

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Business delivery | Business Parcel

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

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

1. AVAILABILITY

Business Parcel: worldwide

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

1.1 International customers (EU import)

The services are also offered to customers in the EU based outside the Nordic countries, for deliveries to 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 m³

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 m³.

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)

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

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

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

4.2.3 Restriction of delivery choices

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

4.3 Obstacles to delivery

4.3.1 Sweden, Denmark

If the shipment cannot be delivered, a new delivery attempt is normally carried out the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt. A maximum of two (2) delivery attempts will be made.

4.3.2 Norway, Finland

If the shipment cannot be delivered, it will normally be left at a pickup point for hand-out to the recipient. In Norway, shipments with more than four (4) parcels cannot be left at a pickup point and will be returned to the sender.

For shipments booked with additional service for two delivery attempts, the recipient will be contacted to arrange a new delivery attempt.

4.4 Storage time and return

4.4.1 Terminal

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

4.4.2 Pickup point

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

5. ADDITIONAL SERVICES

Additional services	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 Not. to Sender	Sweden, Denmark, Norway, Finland
Label Free*	All destinations
Limited Quantities	Sweden, Denmark, Norway, Finland, Iceland, Aaland, Faroe Islands, Greenland

*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 | Priority parcel

Express Nordic 09.00 (0335)

Note: The service Express Nordic 09.00 is no longer offered to new customers.

The terms below apply only to customers with an existing agreement for the service.

1. AVAILABILITY

To Sweden

The service is available only for domestic transports to selected areas in Sweden. See coverage area and postal codes at bring.se

1.1 International customers (EU import)

The service is not offered for customers outside Sweden.

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, 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

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 m³.

4. DELIVERY

4.1 Delivery procedure

Delivery is carried out on weekdays excluding holidays, before 09:00 with a time guarantee. Delivery is made to the recipient's door, i.e., front door, gate or goods reception, against signature. If the conditional time promise is not kept, the Customer may submit a request for a refund of the shipping fee.

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.

4.2 Obstacles to delivery

If the shipment cannot be delivered, a new delivery attempt is normally carried out the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt. Any new delivery attempt is carried out as a standard business parcel, according to terms for Business Parcel.

4.3 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

ID Verification
Individual Verification
Signature Required
Flex Delivery
Delivery Indoors
Telephone Notification
Delivery Notification to Sender

6. OTHER

The Customer is responsible for ensuring that booking is being made within the coverage area of the service. If a shipment is booked outside the applicable coverage area it will be delivered as a standard business parcel, according to terms for Business Parcel, with any time guarantee voided. Invoicing continues according to the service booked.

Business delivery | Pallet

Business Pallet (0336)

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

1. AVAILABILITY

To Sweden, Denmark, Norway, Finland, Åland Islands

1.1 International customers (EU import)

The service is also offered to customers in the EU based outside the Nordic countries.

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

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

3. FREIGHT CALCULATION

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

4. DELIVERY

4.1 Delivery procedure

Delivery is carried 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 at ground level to the recipient's goods reception or port, against signature. In other countries, delivery is carried out according to local conditions.

4.1.1 Notification: Sweden, Denmark, Norway

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

4.1.2 Notification: Finland

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

For shipments to Finland booked with additional service for telephone notification (recommended), the recipient will be contacted by phone and informed of the estimated time of arrival, either before the start of the delivery route or at least one (1) hour prior to arrival at the delivery address.

4.2 Recipient-selected delivery choices

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

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

4.3 Obstacles to delivery

4.3.1 Sweden, Denmark

If the shipment cannot be delivered, a new delivery attempt is normally carried out the next delivery day. Otherwise, the recipient will be notified to arrange a new delivery attempt. A maximum of two (2) delivery attempts will be made.

4.3.2 Norway

If the shipment cannot be delivered, the recipient will be contacted to arrange a new delivery attempt. A maximum of two (2) delivery attempts will be made.

4.3.3 Finland

As standard only one (1) delivery attempt is made. If the shipment cannot be delivered, it will be returned to the sender. Additional delivery attempts require booking with additional service for two delivery attempts. In that case, the recipient will be contacted to arrange a new delivery attempt, and a maximum of two (2) delivery attempts will be made.

4.4 Storage time and return

The shipment will be returned at the Customer's expense after the maximum number of delivery attempts has been made or after 14 days from the first arrival scan at the distribution terminal.

5. ADDITIONAL SERVICES

Additional services

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	Finland
Telephone Notification	Sweden, Denmark, Norway, Finland
Delivery Not. to Sender	Sweden, Denmark, Norway, Finland
Limited Quantities	Sweden, Denmark, Norway, Finland, Åland Islands

Destinations

6. OTHER

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

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

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

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

Business-to-consumer parcels delivered to service point or parcel locker. Seamless API integration enables the selection of pickup points nationwide across 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 (EU import)

The services are also offered to customers in the EU based outside the Nordic countries, for deliveries to 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 50 x 44 cm to Sweden, Denmark, 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 m³.

4. SELECTION OF PICKUP POINT

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

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

5. DELIVERY

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

5.1 Service point

5.1.1 Sweden

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

5.1.2 Denmark

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

5.1.3 Norway

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

5.1.4 Finland

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

5.1.5 Other destinations

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

5.2 Parcel locker

5.2.1 Sweden, Denmark

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

5.2.2 Norway

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

5.2.3 Finland

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

5.3 Recipient-selected delivery choices

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

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

5.3.2 Redirect to another pickup point (Sweden, Denmark)

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

5.3.3 Redirect to home delivery (Norway, Finland)

Redirection for delivery to the recipient's home instead of a pickup point. In Norway, delivery is made either against signature or, if the recipient chooses, outside the door without requiring presence or signature. In Finland, the parcel is always left outside the door without requiring a signature.

5.4 Collection period and return

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

6. ADDITIONAL SERVICES

Additional services	Destinations
Optional Pickup Point	Sweden, Denmark, Norway, Finland
Parcel Locker	Sweden, Denmark, Norway, Finland
ID Verification	Norway
ID Verification 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, notification may be sent by letter with and extended collection period (normally 14 days) and an additional fee.

Delivery to pickup point | Parcel to parcel locker

Parcel Locker (PickUp Parcel Box) (0344)

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

1. AVAILABILITY

To Sweden, Norway

1.1 International customers (EU import)

The services are also offered to customers in the EU based outside the Nordic countries.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

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

2.2 Weight per parcel

Max. weight 10 kg
Min. weight 150 grams

3. FREIGHT CALCULATION

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

4. SELECTION OF PICKUP POINT

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

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

5. DELIVERY

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

5.1 Collection

5.1.1 Sweden

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

5.1.2 Norway

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

5.2 Collection period and return

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

5.3 Recipient-selected delivery choices

5.3.1 Extended collection period (Sweden, Norway)

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

6. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification 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.

Delivery to pickup point | C2C parcel

Bring Pack (0360)

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

1. AVAILABILITY

To Sweden, Denmark

1.1 International customers (EU import)

Drop-off of parcels is available only in Sweden and Denmark. For customers in the EU based outside the Nordic countries, the service is offered only by special agreement.

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

Max. parcel locker 60 x 50 x 40 cm

Min. dimensions 15 x 10 x 1 cm

2.2 Weight per parcel

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

Min. weight 150 gram

Max. parcel locker 10 kg

3. FREIGHT CALCULATION

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

4. ORDERING

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

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

5. MARKING AND LABELLING

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

5.1 Marking with Label Free code: Sweden

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

5.2 Marking with Label Free code: Denmark

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

6. DROP-OFF

6.1 Service point

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

6.2 Parcel locker

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

7. DELIVERY

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

7.1 Service point

7.1.1 Sweden

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

7.1.2 Denmark

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

7.2 Parcel locker

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

7.3 Recipient-selected delivery choices

7.3.1 Extended collection period (Sweden, Denmark)

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

7.3.2 Redirect to another pickup point (Sweden, Denmark)

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

7.4 Collection period and return

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

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

8. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification Parcel Locker	Sweden

9. OTHER

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

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

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

Home delivery | Home delivery parcel

Home Delivery Parcel (0349)

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

1. AVAILABILITY

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

1.1 International customers (EU import)

The service is also offered to customers in the EU based outside the Nordic countries, but only for bulk shipments.

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 m³.

4. DELIVERY

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

4.1 Delivery procedure

4.1.1 Sweden

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

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

4.1.2 Denmark

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

4.1.3 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 at loading for delivery, and the estimated delivery day/time is shown in the tracking. In many cases, the shipment can also be tracked in real time from loading until delivery.

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)

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

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

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

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

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

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

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

4.3 Obstacles to delivery

4.3.1 Sweden, Denmark, Norway

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

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

4.3.2 Finland

If the shipment cannot be delivered, the recipient will be notified and asked to 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 held for 7 days (5 days in Finland). Parcels not collected within the retention period will be returned at the Customer's expense.

4.4.2 Terminal

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

5. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	Sweden, Denmark, 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 | Home delivery of large goods

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

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

1. AVAILABILITY

To Sweden

1.1 International customers (EU import)

The services are generally limited to deliveries within Sweden.

For customers in the EU based outside the Nordic countries, as well as for customers in Denmark, the services are offered only by special agreement, with direct insert at the designated terminal in Sweden.

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 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 an Indoor shipment exceeds the maximum dimensions or weight, Bring reserves the right to charge additional fees for excess or incorrect weight and to apply the 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 according to Bring's measurements or registrations. The calculation is based on the shipment's total dimensions and weight, including any load carriers/pallets and packaging. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m³.

For special goods, freight is calculated based on the cargo space or number of 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.

The Customer shall provide accurate dimensions and weight for each shipment and parcel/unit. Any deviations from the declared data may be adjusted upwards and charged accordingly.

4. SELECTION OF DELIVERY DATE AND TIME

Delivery date and time window may be specified in the EDI when booking, through an API request to Bring's current delivery matrix. This requires the Customer to integrate with Bring's API and thereby offer the recipient possibility to select delivery date and time window directly in connection with the purchase or order.

If delivery date and time window are not specified in the EDI at booking, the recipient will be notified when the shipment arrives at the distribution terminal to schedule a delivery date and time. If the recipient does not respond, daily reminders are sent until a total of four (4) notifications have been sent. Upon the fourth notification, the sender is normally informed that the recipient has still not scheduled a delivery date and time.

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 certain areas, delivery may also be carried out on Saturdays and Sundays. Normally, only complete shipments are delivered, meaning all parcels in the shipment, and not partial deliveries.

The recipient is notified when the shipment is on its way and at loading for delivery, and in many cases the shipment can be tracked in real time from loading until delivery. 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 Curbside

The shipment is delivered to the curb or property boundary, against signature. The delivery does not include carry-in or bringing the shipment inside.

5.1.2 Indoor

The shipment is delivered inside to one (1) location specified by the recipient in the home, against signature. The recipient must ensure clear access for delivery and is responsible for protecting sensitive flooring. For work safety reasons, the driver keeps their shoes on during the entire delivery.

5.2 Recipient-selected delivery choices

5.2.1 Change of delivery date and/or time window

Change of day/time among fixed options. Change is normally offered until last-mile planning has been completed. Change may affect the total lead time.

5.2.2 Upgrade from Curbside to Indoor

Upgrading from Curbside to Indoor means that the shipment will be carried inside and delivered according to the delivery 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

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

5.3 Obstacles to delivery

If the shipment cannot be delivered, the recipient will be notified and asked to schedule a new delivery attempt. A maximum of two (2) delivery attempts will be made, and a fee for new delivery attempt will apply.

5.4 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 if no delivery attempt is scheduled at that time. From day six (6) after the arrival scan, Bring reserves the right to charge storage fees until delivery or return takes place.

6. ADDITIONAL SERVICES

Signature Required

ID Verification

Installation (only Indoor)

Swap Return (only Indoor)

Collection for Recycling (only Indoor)

C. for Recycling Hazardous (only Indoor)

Unpacking (only Indoor)

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 driver 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.

The Customer is responsible for all loss and damage that may arise because 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.

Return services | Return from business address

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

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

1. AVAILABILITY

From Sweden, Denmark, Norway, Finland

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

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

1.1 International customers (return to EU)

The services Business Parcel Return Bulk and Business Pallet Return are also offered to customers in the EU based outside the Nordic countries. Transport from Bring's terminal in the Nordic region is then arranged by special agreement.

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

3. FREIGHT CALCULATION

3.1 Parcels

Freight is calculated per parcel based on shipping weight, i.e., the greater of actual weight and volumetric weight according to Bring's measurements or registrations. Unless otherwise agreed, volumetric weight is determined using a conversion factor of 280 kg per m³.

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 considered 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. Parcels are delivered in accordance with the delivery terms for Business Parcel. For bulk returns and pallet returns, delivery is made in accordance with the delivery terms for Business Pallet.

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 services | Return via service point and parcel locker

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

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

1. AVAILABILITY

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

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

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

1.1 International customers (return to EU)

PickUp Parcel Return Bulk and Business Parcel Return Bulk are also offered to customers in the EU based outside the Nordic countries. Transport from Bring's terminal in the Nordic region is then arranged by special agreement.

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 m³

Min. dimensions 15 x 10 x 1 cm

Max. parcel locker 60 x 50 x 44 cm from Sweden, Denmark, 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 m³.

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.

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 services | Return from home address

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

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

1. AVAILABILITY

From Sweden

1.1 International customers (EU import)

The services are generally limited to returns within Sweden.

The services can also be offered to customers in the EU based outside the Nordic countries, as well as to customers in Denmark. Customers in Norway are offered only the service Return Home Delivery. Transport from Bring's terminal in Sweden is then arranged separately by special agreement.

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/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 (Return Curbside/Indoor) per shipment, 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 m³.

For Return Curbside/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 number of 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 for pickup. If the recipient does not respond, daily reminders are sent until a total of four (4) notifications have been sent. Upon the fourth notification, the sender is normally informed that the recipient has still not scheduled a date and time for pickup.

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 is carried out either at a designated location inside the recipient's home (Return Indoor) or at the curb/property (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 considered 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

Parcels are delivered to the Customer's return address in accordance with the delivery terms for Business Parcel, or for bulk returns, in accordance with the delivery terms for Business Pallet.

Large goods are delivered 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 standard execution of the selected main service.

1. ADDITIONAL SERVICES

1.1 Optional Pickup Point (0010)

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

1.2 Pickup Locker (0011)

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

1.3 Signature Required (1280)

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

1.4 ID Verification (1133)

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

1.5 Individual Verification (1134)

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

1.6 ID Verification Parcel Locker (1395)

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

1.7 Age Verification (1229)

Additional service for shipments requiring age verification (18 years). Delivery is made with verification of the recipient's age and identity, and only to the specified recipient. For collection via parcel locker, Bring's app is required, and the recipient's registered name must match the name provided in the EDI. If identity or age 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 address, for example at the door, property boundary, or another location, without requiring presence or signature. When the shipment has been delivered in this manner, the shipment and its packaging are considered to have been in visibly good condition. Bring is not liable for damage or loss occurring after delivery.

1.10 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 4th 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. The 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 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 must be made electronically via BIC to the exporter's IBAN account, in accordance with international standards.

1.12 Two Delivery Attempts (1179)

Up to two (2) delivery attempts are made for deliveries to businesses in Norway or Finland, instead of one (1) which is the standard. The additional service is charged only if a second delivery attempt is made.

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)

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

1.15 Label Free (1288)

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

1.15.1 Drop-off via service point in Sweden

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

1.15.2 Drop-off via service point in Denmark

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

1.15.3 Drop-off via parcel locker

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

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.

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. ADDITIONAL SERVICES FOR HOME DELIVERY INDOOR

2.1 Installation

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)

Transport of an existing product back to the Customer, in connection with the delivery of a replacement product of the same type. Bring normally prints the return label, which is taken along at delivery/pickup.

The return product must be prepared for transport. Appliances must be emptied. If delivery is performed with installation, deinstallation of the return product is also included. Otherwise, the recipient is responsible for making the return product available at the delivery location.

The additional service must be booked for both the outbound shipment and the return shipment.

2.3 Collection for Recycling (1123)

Removal of a used product for destruction or recycling, in connection with the delivery of a new product of the same type. Bring normally prints the return label, which is taken along at delivery/pickup.

The return product must be prepared for transport. Appliances must be emptied. If delivery is performed with installation, deinstallation of the return product is also included. Otherwise, the recipient is responsible for making the return product available at the delivery location.

The additional service must be booked for both the outbound shipment and the return shipment.

2.4 Collection for Recycling Hazardous (1402)

Removal of a used product classified as hazardous waste, requiring reporting to the Swedish waste register, in connection with the delivery of a new product of the same type. The return product is removed for destruction or recycling. Bring normally prints the return label, which is taken along at delivery/pickup.

The return product must be prepared for transport. Appliances must be emptied. If delivery is performed with installation, deinstallation of the return product is also included. Otherwise, the recipient is responsible for making the return product available at the delivery location.

The additional service is only booked for the outbound shipment. A separate return order (4205 Removal) is generated automatically.

2.5 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.

2.6 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, and is normally offered only upon special agreement.