



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 available for EU customers, but only for delivery to the Nordic region. Customers in Denmark, Norway and Finland are referred to their local Bring company.

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, Finland 23 x 13 x 1 cm to Norway and other destinations

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

2.2 Weight per parcel

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

3. FREIGHT CALCULATION

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

4. DELIVERY

4.1 Delivery procedure

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

If the recipient's email address or mobile number has been provided when booking the shipment, the recipient will be notified when the shipment is on its way and when it is being loaded for delivery. Notification is sent primarily by email, and secondarily by SMS. Recipients with an account in Bring's mobile app may also receive notifications via the app. Notification applies only to shipments in Sweden, Denmark, Norway and Finland.

4.2 Recipient-selected delivery choices

4.2.1 Recipient-selected Flex Delivery

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

4.2.2 Redirect to pickup point

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

4.2.3 Restriction of delivery choices

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

4.3 Obstacles to delivery

4.3.1 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 and asked to book a new delivery attempt.

4.3.2 Norway

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

4.3.3 Finland

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

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

4.4 Storage time and return

4.4.1 Terminal

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

4.4.2 Pickup point

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

5. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification	Sweden, Denmark, Norway
Individual Verification	Sweden, Denmark, Finland
Signature Required	Sweden, Denmark, Norway
Flex Delivery	Sweden, Denmark, Finland, Norway
Delivery Indoor	Sweden, Denmark
Cash On Delivery	Norway
Two Delivery Attempts	Norway
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
Cargo Insurance	All destinations (some exceptions)

*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)

Business-to-business parcels with prioritized delivery and time guarantee before 09:00 a.m. to the recipient's door.

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 available 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, two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

3. FREIGHT CALCULATION

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

4. DELIVERY

4.1 Delivery procedure

Delivery is carried out on non-holiday weekdays 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 when it is being loaded for delivery. Notification is sent primarily by email, and secondarily by SMS. Recipients with an account in Bring's mobile app may also receive notifications via the app.

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 and asked to book a new delivery attempt. The new delivery attempt is carried out as a standard business parcel, according to terms of the service Business Parcel.

4.3 Storage time and return

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

5. ADDITIONAL SERVICES

ID Verification
Individual Verification
Signature Required
Flex Delivery
Delivery Indoors
Two Delivery Attempts
Telephone Notification
Delivery Notification to Sender
Cargo Insurance

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 of the service 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 available for EU customers, for delivery to Sweden, Denmark, Norway, Finland and Åland Islands. Customers in Denmark, Norway and Finland are referred to their local Bring company.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions and weight per pallet

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

2.2 Restrictions

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

3. FREIGHT CALCULATION

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

4. DELIVERY

4.1 Delivery procedure

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

If the recipient's email address or mobile number has been provided when booking the shipment, the recipient will be notified when the shipment is on its way and when it is being loaded for delivery. Notification is sent primarily by email, and secondarily by SMS. Recipients with an account in Bring's mobile app may also receive notifications via the app. Notification applies only to shipments in Sweden, Denmark, Norway and Finland.

4.2 Recipient-selected delivery choices

4.2.1 Recipient-selected Flex Delivery

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

4.2.2 Restriction of delivery choices

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

4.3 Obstacles to delivery

4.3.1 Sweden, Denmark, Finland

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

4.3.2 Norway

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

4.4 Storage time and return

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

5. ADDITIONAL SERVICES

Additional services

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

Destinations

Sweden, Denmark, Norway
Sweden, Denmark, Finland
Sweden, Denmark, Norway
Sweden, Denmark, Norway, Finland
Sweden, Denmark, Finland
Sweden, Denmark, Norway, Finland
Sweden, Denmark, Norway, Finland
Sweden, Denmark, Norway, Finland
Sweden, Denmark, Norway, Finland
Sweden, Denmark, Norway, Finland, Åland Islands
Sweden, Denmark, Norway, Finland, Åland Islands

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 available for EU customers, but only for delivery to the Nordic region. Customers in Denmark, Norway and Finland are referred to their local Bring company.

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, Finland 23 x 13 x 1 cm to Norway and 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 (100 cm to Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg to Norway 25 kg to Finland 20 kg to 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 the actual weight and the volumetric weight. Unless otherwise agreed, the 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 country's standard and format.

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

5. DELIVERY

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

5.1 Service point

5.1.1 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

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

5.3.2 Redirect to another pickup point

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

5.3.3 Redirect to home delivery

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

5.4 Collection period and return

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

6. ADDITIONAL SERVICES

Additional services	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
Cargo Insurance	All destinations (some exceptions)

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

7. OTHER

For parcels exceeding the maximum dimensions 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 service is available for EU customers, for delivery to Sweden and Norway. Customers in Denmark, Norway and Finland are referred to their local Bring company.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. dimensions	60 x 50 x 44 cm
Min. dimensions	15 x 10 x 1 cm to Sweden 23 x 13 x 1 cm to Norway

2.2 Weight per parcel

Max. weight	10 kg
Min. weight	150 grams

3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the greater of the actual weight and the volumetric weight. The conversion factor for the calculation of volumetric weight is determined on a customer-specific basis.

4. SELECTION OF PICKUP POINT

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

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

5. DELIVERY

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

5.1 Collection

5.1.1 Sweden

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

5.1.2 Norway

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

5.2 Collection period and return

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

5.3 Recipient-selected delivery choices

5.3.1 Extended collection period

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

6. ADDITIONAL SERVICES

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

7. OTHER

The service is only available for sending parcels as bulk shipments. The parcels shall be picked up and delivered on EUR pallet to a designated terminal in the destination country.

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

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

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

Bring Pack (0360)

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

1. AVAILABILITY

To Sweden, Denmark

1.1 International customers (EU import)

Parcel drop-off is available only in Sweden and Denmark. For EU customers, the service is available only by special agreement. Customers in Denmark, Norway and Finland are referred to their local Bring company.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

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

Min. dimensions 15 x 10 x 1 cm

Max. parcel locker 60 x 50 x 40 cm

2.2 Weight per parcel

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

Min. weight 150 gram

Max. parcel locker 10 kg

3. FREIGHT CALCULATION

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

4. ORDERING

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

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

5. MARKING AND LABELLING

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

5.1 Marking with Label Free code: 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

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

7.3.2 Redirect to another pickup point

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

7.4 Collection period and return

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

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

8. ADDITIONAL SERVICES

Additional services	Destinations
ID Verification Parcel Locker	Sweden

9. OTHER

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

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

Bring's liability for the value of goods is limited to a maximum of 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 available for EU customers, for delivery to Sweden, Denmark, Norway and Finland, but only for bulk shipments. Customers in Denmark, Norway and Finland are referred to their local Bring company.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

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

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

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

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

3. FREIGHT CALCULATION

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

4. DELIVERY

4.1 Notification

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

4.2 Delivery procedure

4.2.1 Sweden

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

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

4.2.2 Denmark

Delivery is carried out on non-holiday weekdays between 08:00-17:00 to the recipient's door against signature. The recipient is notified when the shipment is on its way and at loading for delivery.

4.2.3 Norway

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

4.2.4 Finland

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

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

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

4.3 Recipient-selected delivery choices

4.3.1 Recipient-selected Flex Delivery

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

4.3.2 Redirect to pickup point

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

4.3.3 Extended collection period at pickup point

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

4.4 Obstacles to delivery

4.4.1 Sweden, Denmark, Norway

If the shipment cannot be delivered, delivery normally takes place to a pickup point for hand-out according to terms of the service PickUp Parcel. In Sweden and Denmark, parcels over 20 kg or longer than 150 cm cannot be delivered to pickup point. The recipient will be notified and asked to book a new delivery attempt. In Sweden, a fee for new delivery attempt is added.

4.4.2 Finland

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

4.5 Storage time and return

4.5.1 Pickup point

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

4.5.2 Terminal

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

5. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	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
Cargo Insurance	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.

6. OTHER

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

Home delivery | Home delivery parcel with time booking

Urban Home Delivery (3332)

Note: The service Urban Home Delivery is no longer offered to new customers.

The terms below apply only to customers with an existing agreement for the service. Home delivery is provided with the service Home Delivery Parcel.

1. AVAILABILITY

To Sweden

1.1 International customers (EU import)

The service is limited to deliveries within Sweden. For EU customers, including Danish customers, the service is available only by special agreement, with direct insert at a designated terminal in Sweden. Customers in Norway and Finland are referred to their local Bring company.

2. DIMENSIONS AND WEIGHT

2.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m ³
Min. dimensions	15 x 10 x 1 cm

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

2.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

3. FREIGHT CALCULATION

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

4. SELECTION OF DELIVERY DATE AND TIME

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

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

5. DELIVERY

5.1 Delivery procedure

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

The recipient is notified via SMS, email, or app when the shipment is on its way and at the time of loading for delivery. The recipient's mobile number and email shall be provided in the EDI. For evening deliveries between 17:00-22:00, the recipient may also be notified a time window at loading for delivery, as well as when the address is the next stop.

5.2 Recipient-selected delivery choices

5.2.1 Change of delivery date and time window

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

5.2.2 Recipient-selected Flex Delivery

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

5.3 Obstacles to delivery

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

5.4 Storage time and return

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

6. ADDITIONAL SERVICES

ID Verification
Signature Required
Social Control
Flex Delivery

7. OTHER

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

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

Home delivery | 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 curbside 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 limited to deliveries within Sweden.

For EU customers, including Danish customers, the services are available only by special agreement, with direct insert at a designated terminal in Sweden. Customers in Norway and Finland are referred to their local Bring company.

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 the actual weight and the volumetric weight, based on the shipment's total dimensions and weight, including load carrier/pallet and packaging. Unless otherwise agreed, the 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 is responsible for providing accurate dimensions and weight for each parcel/unit. Bring reserves the right to verify this information and, in case of discrepancies, adjust the shipping price and charge additional fees.

4. SELECTION OF DELIVERY DATE AND TIME

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

5. DELIVERY

5.1 Notification

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

5.2 Delivery procedure

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

5.2.1 Home Delivery Curbside

The shipment is delivered to the curbside or plot boundary.

5.2.2 Home Delivery Indoor

The shipment is carried inside and delivered to a single location within the home designated by the recipient. The recipient must ensure clear access for

delivery and take necessary precautions to protect sensitive flooring. For work safety reasons, Bring's staff keep their shoes on during the entire delivery.

5.3 Recipient-selected delivery choices

5.3.1 Change of delivery date and time window

Change of day/time for delivery is normally offered to the recipient until last-mile planning has been completed. Change may affect the total lead time.

5.3.2 Upgrade from Curbside to Indoor

Upgrade/change from Curbside to Indoor. The shipment is carried inside and delivered according to the delivery terms for the service Indoor, after Bring has received payment from the recipient. Offered only in selected areas for shipments originally booked as Curbside.

5.4 Obstacles to delivery

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

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

5.5 Storage time and return

The shipment is returned at the Customer's expense after the following:

- Four (4) notification attempts to the recipient.
- Two (2) failed delivery attempts.
- If a booking for a delivery attempt has not been made within 14 days from the first arrival registration at the terminal.

Five (5) days of temporary storage are included. From day six (6), a daily fee applies until the shipment is delivered or returned.

6. ADDITIONAL SERVICES

Signature Required

ID Verification

Installation (only Home Delivery Indoor)

Swap Return (only Home Delivery Indoor)

Collection for Recycling (only Home Delivery Indoor)

C. for Recycling Hazardous (only Home Delivery Indoor)

Unpacking (only Home Delivery Indoor)

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

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

Return services | Return from business address

Business Parcel Return/Bulk (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)

Business Parcel Return Bulk and Business Pallet Return are available for EU customers. Transport from the Nordic region to the agreed return address is arranged by special agreement. Customers in Denmark, Norway and Finland are referred to their local Bring company.

2. DIMENSIONS AND WEIGHT

2.1 Parcels

2.1.1 Dimensions per parcel

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

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

2.1.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

2.2 Pallets

2.2.1 Dimensions and weight per pallet

EUR pallet	120 x 80 cm	max. height 200 cm	max. 750 kg
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From Finland zones 2-5, a maximum height of 180 cm applies. See zoning in the standard price list for Business Pallet.

3. FREIGHT CALCULATION

3.1 Parcels

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

3.2 Pallets

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

4. MARKING AND LABELING

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

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

5. BOOKING

5.1 Standard booking

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

5.2 Manual booking with additional service AdHoc Pickup

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

6. PICKUP

6.1 Pickup procedure

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

6.1.1 Parcel pickup in Norway

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

6.2 Unsuccessful pickup

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

7. DELIVERY

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

8. ADDITIONAL SERVICES

Additional services	From
AdHoc Pickup	Sweden, Denmark, Norway, Finland
Limited Quantities*	Sweden, Denmark, Norway, Finland
Cargo Insurance	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 available for EU customers. Transport from the Nordic region to the agreed return address is arranged by special agreement. Customers in Denmark, Norway and Finland are referred to their local Bring company.

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 from Sweden, Denmark, Finland 23 x 13 x 1 cm from Norway
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 (100 cm from Finland), two sides exceed 60 cm each, or one/several sides are below the minimum dimensions, a fee for special handling due to dimensions will apply.

2.2 Weight per parcel

Max. weight	35 kg from Norway, Finland 20 kg from 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 the actual weight and the volumetric weight. Unless otherwise agreed, the volumetric weight is determined using a conversion factor of 280 kg per m³.

4. MARKING AND LABELING

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

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

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

5. DROP-OFF

5.1 Service point

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

5.2 Parcel locker

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

6. DELIVERY

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

7. ADDITIONAL SERVICES

Additional services	From
Label Free	Sweden, Denmark
Limited Quantities*	Sweden, Denmark, Norway, Finland
Cargo Insurance	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 limited to returns within Sweden.

For EU customers, including Danish customers, the services are available only by special agreement, with separate transport from Sweden to the agreed return address. Norwegian and Finnish customers may purchase the service Return Home Delivery under the same conditions.

2. DIMENSIONS AND WEIGHT

2.1 Parcels

2.1.1 Dimensions per parcel

Max. length	200 cm
Max. dimensions	Length + girth = 300 cm
Max. volume	0.25 m ³
Min. dimensions	15 x 10 x 1 cm

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

2.1.2 Weight per parcel

Max. weight	35 kg
Min. weight	150 grams

2.2 Large goods

2.2.1 Dimensions and weight per pallet

Pallet	120 x 80 cm	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 the actual weight and the volumetric weight. Unless otherwise agreed, the 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. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. Bring normally provides a return label, which is brought at the time of pickup.

5. BOOKING

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

6. PICKUP

6.1 Pickup procedure

Once the pickup assignment has been created, the return sender is notified via SMS to book a date and time for pickup, based on Bring's current route matrix. If the booking is not completed, up to two (2) reminders are sent. Thereafter,

the Customer is contacted to provide correct information or other instructions.

Pickup is carried out between 08:00 and 22:00 on the selected date within the chosen time window. Pickup takes place either at a specified location inside the recipient's home (Return Indoor) or at the curb/plot boundary (Return Curbside). Someone needs to be present at pickup for physical handover of the return shipment.

6.2 Unsuccessful Pickup

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

7. DELIVERY

Delivery is made to the Customer's return address. Parcels are delivered in accordance with the delivery terms for the service 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.

8. 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 FOR PARCELS AND PALLETS

1.1 Optional Pickup Point (0010)

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

1.2 Pickup Locker (0011)

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

1.3 ID Verification (1133)

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

1.4 ID Verification Parcel Locker (1395)

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

1.5 Individual Verification (1134)

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

1.6 Age Verification (1229)

Mandatory additional service for deliveries requiring age verification (18 years), for example, shipments containing snus or nicotine pouches to consumers in Sweden. Delivery or hand-over is made only to the specified recipient.

For pickup via parcel locker, the recipient must use Bring's app, and the registered name in the app must match the name provided in the EDI at the time of booking. If the recipient's identity or age cannot be verified, the shipment will be returned to the sender.

1.7 Signature Required (1280)

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

1.8 Social Control (1082)

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

1.9 Flex Delivery (0041)

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

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

1.10 Delivery Indoors (0039)

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

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

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

1.11 Cash On Delivery (0051)

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

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

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

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

1.12 Two Delivery Attempts (1179)

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

1.13 Telephone Notification (1149)

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

1.14 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)

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

1.16.1 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.

1.17 Cargo Insurance (0068)

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

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

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

2. ADDITIONAL SERVICES FOR HOME DELIVERY OF LARGE GOODS

2.1 Installation

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

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

2.1.1 Connection of electricity and water/drainage

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

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

2.1.2 Installation of fridge, freezer, dishwasher

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

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

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

2.1.4 Installation of washing machine, dryer

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

2.1.5 Installation of TV

The TV antenna/input signal is connected to an existing outlet. An auto search for channels is performed and previously connected products, e.g., game

console, media player etc. are connected to the TV. When installing a TV on a wall, the recipient is responsible for ensuring that the wall is suitable for such installation, and that a suitable wall bracket and any other accessories are available at installation. Wall mounting of TV can be refused if the installer judges that the wall is not sufficiently robust for such mounting.

2.1.6 The recipient's responsibility

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

- The designated location must be suitable and prepared for installation, including sufficient space for the product and compliance with the requirements for placement of power outlets and water/drain connections.
- The length of cords and hoses must be sufficient for the installation.
- Any necessary accessories required for the installation, which are not included with the product as standard, must be available to the installer at the time of installation.

2.1.7 Other conditions for installation

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

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

2.2 Swap Return (1122)

Return of an existing product in connection with delivery of a replacement product of the same type, for example in a warranty case. The return product is collected for return to the Customer. The additional service requires booking of both an outbound and a return shipment and must be booked for both shipments. Bring normally prints the return label and brings it along at the time of delivery.

The return product must be prepared for transport, e.g. appliances shall be emptied. If the new delivery includes installation, disconnection of the return product is included. Otherwise, the recipient is responsible for disconnection and making the product available to Bring at the delivery location.

2.3 Collection for Recycling (1123)

Removal of a used product in connection with delivery of a new product of the same type. The return product is collected for destruction/recycling. The additional service requires booking of both an outbound and a return shipment and must be booked for both shipments. Bring normally prints the return label and brings it along at the time of delivery.

The return product must be prepared for transport, e.g. appliances shall be emptied. If the new delivery includes installation, disconnection of the return product is included. Otherwise, the recipient is responsible for disconnection and making the product available to Bring at the delivery location.

2.4 Collection for Recycling Hazardous (1402)

Removal of a used product classified as hazardous waste under Swedish regulations, requiring reporting to the Swedish waste register, in connection with delivery of a new product of the same type. The return product is collected for destruction/recycling.

The additional service is booked only for the outbound shipment. No return shipment should be booked. A separate return order (4205 Removal) is automatically generated for the removal of the return product. Bring normally prints the return label and brings it along at the time of delivery.

The return product must be prepared for transport, e.g. appliances shall be emptied. If the new delivery includes installation, disconnection of the return product is included. Otherwise, the recipient is responsible for disconnection and making the product available to Bring at the delivery location.

2.5 Unpacking (1139)

Unpacking of one (1) product, e.g., an appliance. The outer packaging and any cargo carrier(s) are taken care of and removed for destruction/recycling. Unpacking can only be performed if there is sufficient space at the delivery location, which is the responsibility of the recipient.

2.6 Carry Oversize (1140)

Carry-in of one (1) large/oversized product weighing between 70-140 kg. The additional service is intended for items exceeding the standard weight limit of 70 kg per item, such as side-by-side fridges/freezers or heavier washing machines and is normally offered only by special agreement.