C2C deliveries for businesses in recommerce

Service Terms for 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 on a customer-specific basis.

1. AVAILABILITY

To Sweden, Denmark, Norway

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 44 x 24 cm to Sweden, Denmark 60 x 50 x 40 cm to Norway	
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 grams	
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 records. Volumetric weight is not applied. If Bring's measurements or weighing show that the parcel exceeds the limits of the booked category, the freight is adjusted to the correct category.

4. ORDERING

The Customer is responsible for providing a booking interface for senders and recipients. Booking normally requires API integration with Bring. The sender's and the recipient's addresses must be correctly and fully specified in the EDI in accordance with the applicable national standards and formats.

4.1 Sweden, Denmark
A pickup point must be specified in the EDI and selected through API call to Bring's current database of pickup points. Parcels in the "Extra Large" category may only be booked for delivery to a service point.

4.2 Norway
No pickup point shall be specified in the EDI. Parcels within the size and weight limits for the "Standard" category are delivered to the recipient's mailbox. Other parcels are assigned a pickup point based on the recipient's address in the EDI.

5. CUSTOMS AND VOEC

For shipments to Norway, the Customer is responsible for complying with applicable customs and import regulations and VOEC rules, including the applicable value limit per parcel at any given time. The Customer must follow Bring's instructions, including communication guidelines for the Customer's platform. Bring is not liable for any consequences arising from non-compliance with applicable regulations or instructions.

6. LABELLING

Label Free is included, meaning parcels do not require a shipping label prior to drop-off. A QR code or a numeric Label Free code is used when handing in the parcel. The Customer is responsible for providing the sender with both codes. It is also recommended to offer a printable shipping label.

7. DROP-OFF

The parcel is handed in at a Bring service point, which prints the shipping label for the sender based on the QR code. If printing is not possible, the Label Free code must be written on the parcel and registered at drop-off. Confirmation is sent by email or made available in the Bring app. Drop-off via parcel locker is only available by separate agreement.

8. DELIVERY

In Sweden and Denmark, parcels are delivered to a pickup point, either a service point or a parcel locker. In Norway, parcels within the size and weight limits for the "Standard" category are delivered to the recipient's mailbox. Other parcels are delivered to a pickup point. The recipient is notified via SMS, app, or email when the parcel is ready to collect or, in the case of delivery to mailbox, when the parcel has been delivered.

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

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

8.2 Parcel locker
In Sweden and Denmark, the parcel is collected using a notified PIN code or via the Bring app. In Norway, the parcel is collected via the Posten Norway app. A person other than the specified recipient may also collect the parcel using the PIN code in Sweden and Denmark, or via shared parcel information in the app in all countries.

8.3 Mailbox (Norway)
The parcel is delivered to the recipient's mailbox. If the parcel does not fit in the mailbox, it is placed outside the recipient's door or hung on the mailbox or door, provided that the recipient has not opted out of this type of delivery in the Posten Norway app. Registration in Bring's systems constitutes sufficient proof of completed delivery. If delivery to mailbox is not possible, the parcel is delivered to a pickup point.

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

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

8.5 Collection period and return
Parcels are normally available for collection at service point for 7 days and in parcel locker for 4 days. The collection period may be extended according to section 8.4.1. Parcels not collected within the applicable time limit are returned at the Customer's expense.

8.5.1 Sweden, Denmark
Returns are sent to the sender via a pickup point assigned based on the sender's address in the EDI. The parcel must be collected within 14 days.

8.5.2 Norway
Returns are sent to the Customer via a pickup point assigned based on an agreed fixed business address in Norway. Returns are not sent cross-border to the sender. The parcel must be collected within 14 days.

8.5.3 Uncollected returns
Returns not collected within the applicable time limit are returned to the terminal. If no claim is made within three (3) months of being returned to terminal, Bring has the right to discard or donate the parcel and its contents.

9. 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 as the service Home Delivery Parcel and charged accordingly.

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 compensation is limited to the value of the goods, up to a maximum of SEK 5,000 per shipment. The Customer must submit a claim to Bring. Only proven loss will be compensated.