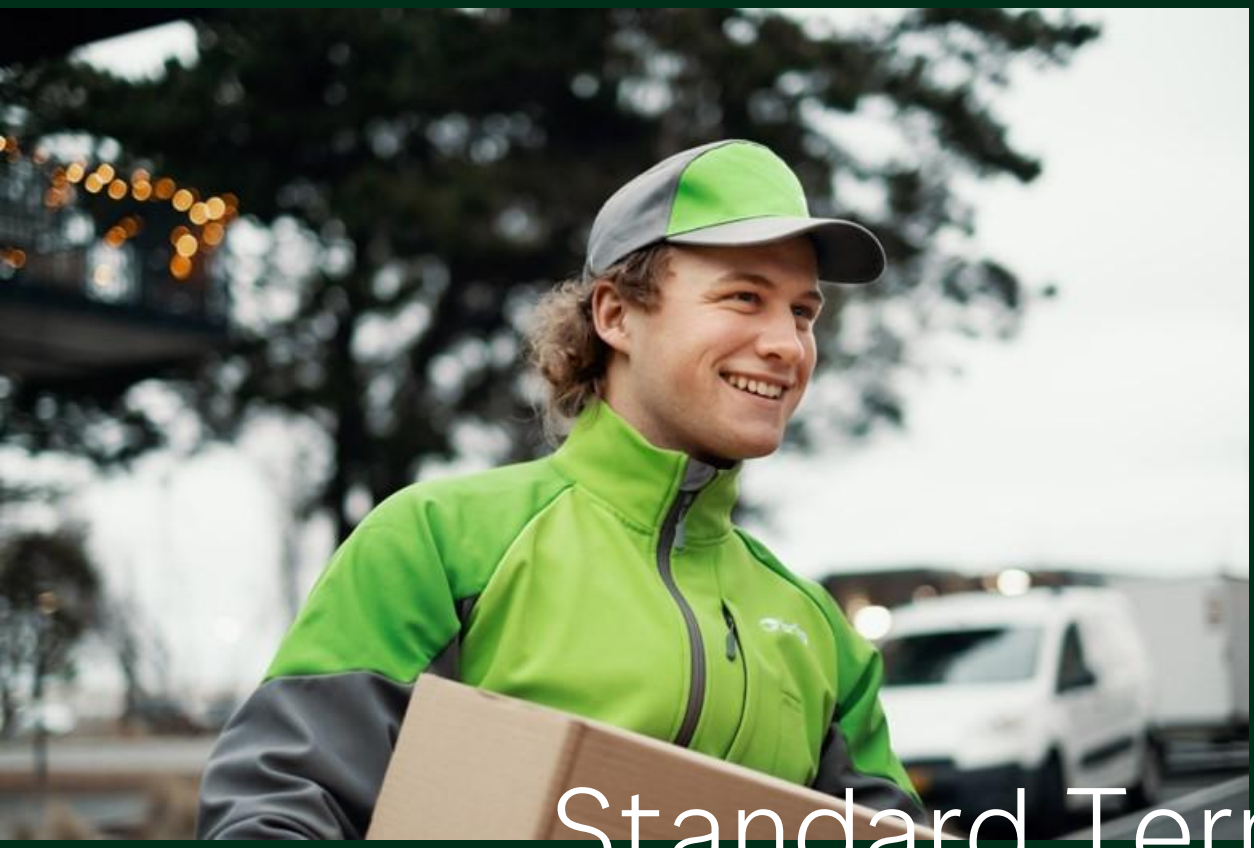

Standard Terms & Conditions

Bring E-commerce & Logistics AB

Standard Terms & Conditions

Valid from 1 January 2027

1. SCOPE

These standard terms apply to services that Bring E-commerce & Logistics AB, org.nr 556546-4939 ("Bring") provides for customer (the "Customer"), jointly the "Parties".

All assignments are carried out by Bring according to:

- The Customer Agreement
- Bring's Service Terms ("the Service Terms")
- Bring's Standard Terms & Conditions (the "Standard Terms")
- The General Conditions of the Nordic Association of Freight Forwarders, currently NSAB 2015 ("NSAB")

If the provisions above contain contradictions, they shall take precedence in the order mentioned above.

In the following, the Service Terms and the Standard Terms are jointly referred to as "the Terms". The Terms apply unless otherwise agreed in writing.

The latest version of this document shall always apply and is available on Bring's terms page at bring.se/en.

2. DEFINITIONS

- **Sender:** the party that engages Bring to transport a shipment, normally the Customer or another party acting on the Customer's behalf.
- **Recipient:** the addressee of the shipment, the person receiving or collecting the shipment.
- **Shipment:** one or more units/pieces to the same recipient, or in case of return, from the same recipient.
- **Unit/piece:** each individual physical unit/piece in a shipment, such as a parcel, pallet, or other unit.
- **Bulk shipment:** multiple parcels to different recipients, or in case of return from different recipients, which together on a pallet form a united shipment.
- **Mybring:** Bring's customer portal for creating and transferring EDI, shipping labels, booking, tracking, follow-up and claims.

3. PRICES AND FEES

The Customer shall pay prices and fees as agreed. If there are no specially agreed prices, Bring's standard prices and price lists in effect at the time, shall apply. Bring has the right, in addition to the freight price, to charge fuel surcharges and sulphur surcharges, and to adjust these surcharges continuously without prior notice to the Customer.

Current standard price lists and applicable fees and surcharges are available on Bring's price page at bring.se/en. All prices are stated exclusive of VAT.

Bring reserves the right to apply seasonal surcharges during certain periods, for example in cases of increased volume or limited transport capacity. Details regarding seasonal surcharges and their rate will be published on Bring's price page at bring.se/en at least 30 days before the entry into force.

4. PAYMENT TERMS

The Customer is invoiced according to what has been agreed. Unless otherwise agreed, Bring will invoice weekly in arrears, and the Customer must pay the invoice no later than 10 days from the invoice date. Obligation for payment always rests with the Customer, regardless of whether another invoice recipient has been agreed.

If payment has not been received on the due date, Bring reserves the right to refuse to provide further services, as well as charge a reminder fee and interest rate as stated on the invoice at the time.

If it comes to Bring's attention that the Customer's creditworthiness has deteriorated, Bring has the right to reduce the number of credit days or require advance payment, by notifying the Customer about this in writing.

5. ORDER AND EDI

All shipments shall be notified to Bring in advance via EDI transfer. The Customer is responsible for ensuring that complete EDI information, according to Bring's applicable requirements and specifications at the time, is available to Bring before pickup or drop-off of the shipment, see developer.bring.com.

EDI and transport labels can be created via:
a) Mybring (Booking API or web interface)
b) TA supplier, which is approved by Bring
c) Other system, after agreement with Bring

The Customer is responsible for any third party or agent that the Customer engages to send EDI transfers to Bring.

In the event of delayed, incorrect or missing EDI information, Bring has the right to charge surcharges.

6. ADDRESSING

The Customer is responsible for ensuring that shipments are addressed completely and correctly, in accordance with the applicable national standards and formats.

Addressing to P.O. boxes or box postal codes is not permitted. In the event of incorrect or incomplete addressing, Bring reserves the right to charge additional fees.

7. BULK SHIPMENT

7.1 Outgoing bulk shipment

Customers with larger parcel volumes can send parcels as bulk shipment, which means that multiple parcels to different recipients are picked up and transported together on a pallet to a designated sorting terminal. Each parcel must be packaged and labelled in accordance with the terms of the chosen service and, unless otherwise stated in the Service Terms, loaded onto a EUR pallet (120x80 cm, max height 200 cm, max weight 750 kg). At the sorting terminal, the pallet is split, and the parcels are then handled and delivered in accordance with the terms for the chosen service. Parcels sent as bulk shipment across a customs border may be cleared together.

7.2 Bulk return shipment

Customers with larger return volumes can return parcels as bulk shipment, which means that multiple return parcels from different recipients are collected at a designated sorting terminal and then transported together on a EUR pallet to the agreed return address. Pickup or drop-off of the return parcels shall be made in accordance with the terms for the chosen return service. Parcels returned as bulk shipment across a customs border may be cleared together.

7.3 Volume requirements for bulk shipment

Unless otherwise agreed in writing, a bulk shipment must include a minimum of 20 parcels per shipment and receiving sorting terminal or return address.

8. MARKING AND SHIPMENT DOCUMENTS

The Customer is responsible for ensuring that shipments have sufficient documentation and labelling for the assignment to be carried out. Labelling of shipments must comply with Bring's applicable requirements and specifications, see developer.bring.com.

8.1 Transport label

A transport label, legible both by machine and manually, must be attached clearly visible on each parcel and pallet.

- The label shall be attached without creases, on a flat surface, and must not be attached so that the barcode ends up over a joint, around an edge or around a corner.
- The label must not be covered in whole or in part by, for example, tape, ribbons, another label, reflective plastic pocket etc.
- The label must not be covered with plastic film, if not completely smooth and close to the label.

8.2 Routing label and CMR

All bulk shipments, as well as pallet shipments to and from abroad, shall be supplemented with routing label and CMR and/or Waybill. For bulk shipments consisting of multiple pallets, each pallet shall be labelled and numbered, for example 1/3, 2/3, 3/3, and so on.

8.3 Customs documents

Shipments sent across a customs border must be supplemented with complete customs documents. For fast-track clearance (simplified customs), the recipient country's requirements for a certificate of origin applies, for example through EUR 1 or invoice declaration and customs declaration.

9. SHIPMENT AND CONTENTS

The Customer is responsible for ensuring that shipments and their contents do not conflict with the Terms or trade restrictions, laws and regulations at any time. Bring has no obligation to investigate the contents, documentation or packaging of shipments. The Customer must compensate Bring and other injured parties for damage that occurs due to the Customer violating the Terms.

9.1 Packaging

The Customer is responsible for ensuring that shipments are packed to withstand normal transport handling, including reloading and sorting. Bring does not accept unpackaged goods. Sufficient packaging is a prerequisite for compensation to be paid in the event of depreciation or damage.

The packaging must be undamaged and ensure that neither the Customer's nor other goods are damaged. Goods loaded onto pallets must fit within the pallet edge and be packed in a way that keeps them stable and together throughout the transport.

Liquid contents and powder must be packed so that any leakage remains within the outer packaging if the inner packaging is damaged.

For goods loaded onto pallets, the load carrier (the pallet) is considered part of the transport packaging. Bring does not offer pallet exchange and normally does not return pallets.

9.2 Dangerous goods
Dangerous goods may not be sent with Bring, except for dangerous goods in limited quantities (LQ), which are permitted for certain services and destinations in accordance with the Service Terms. For the definitions of dangerous goods and limited quantities, please refer to the Swedish Civil Defence and Resilience Agency (MCF), see mcf.se.

9.3 Prohibited content
Shipments may not contain:
- Valuable documents and securities, including banknotes and money
- Valuables, e.g., precious metals, gemstones, real pearls, exclusive watches, antiques, or the like
- Tobacco and nicotine products, unless otherwise provided in section 9.4.
- Weapon and parts of weapons, according to applicable law and classification in the customs tariff, or ammunition
- Human remains, body parts, organs, and urns or similar containing ash
- Living or dead animals
- Temperature sensitive goods, e.g., plants, perishables, or other items that require specific temperature conditions
- Biological substances category B (UN 3373) and diagnostic samples that are not packaged and marked in accordance with the IATA instructions
- Content that is prohibited by law to handle or transport

9.4 Content that requires a specific written agreement
Transport of the following is permitted only after a specific written agreement with Bring:
- Alcoholic beverages
- Snus, including tobacco-free nicotine pouches, and electronic cigarettes and refill containers (only permitted for domestic transport within Sweden)
- Tires for motor vehicles

9.5 Maximum permitted value
For Swedish customers, shipments must not contain goods with a value exceeding SEK 100,000 per parcel and SEK 1,000,000 per pallet.

For international customers established outside Sweden, shipments must not contain goods with a value exceeding EUR 10,000 per parcel and EUR 100,000 per pallet.

10. PICKUP AND DROP-OFF

Pickup is carried out during daytime on normal weekdays, Monday to Friday, excluding public holidays. In Sweden, parcels can also be dropped off via Bring's service points. At pickup or drop-off, shipments shall be prepared, correctly labelled and ready for handling.

The Customer shall ensure that the pickup location is accessible to Bring. For goods loaded on a pallet or other load carrier, pickup takes place at ground level or at a loading dock, unless otherwise agreed.

10.1 Fixed pickup
Customers with recurring volumes may agree on fixed pickup. The arrangement, including location, frequency, time, and volume, shall be regulated and documented in a transport instruction (SOP) as part of the Customer Agreement.

The Customer must notify Bring well in advance of any deviations from the agreed arrangement. For pallet pickups, deviations must be notified no later than 12:00 one business day before the scheduled pickup.

10.2 Other pickup
For pickup without a fixed pickup agreement, or outside the agreed arrangement, standard pickup can be booked via Mybring.

10.3 Drop-off via service point
As an alternative to pickup, parcels can also be dropped off via Bring's service points in Sweden, with a maximum of six (6) parcels per drop-off. Each parcel may weigh no more than 20 kg and have a maximum length of 150 cm.

10.4 Unsuccessful pickup
If a pickup cannot be carried out due to circumstances caused by the Customer or the sender, such as if there are no goods to collect, no one is present, or the goods are not ready for pickup, the pickup assignment will be considered completed after the attempted pickup. In such cases, and in the event of notable differences between the booked and actual volume, Bring may charge additional fees.

If a pickup cannot be carried out due to circumstances on Bring's part, a new pickup attempt will normally be made the next pickup day. Alternatively, the Customer or the person who requested the pickup will be contacted for further action.

11. DELIVERY

Delivery is made to the specified delivery address, provided that the address is accessible via a passable road. In Sweden, road ferries operated by the Swedish Transport Administration (Trafikverket) are considered passable roads.

Home and business deliveries, as well as corresponding returns, are generally only offered on the mainland and on islands connected to the mainland by road. Delivery to or from other islands, such as archipelago islands, is not covered by the standard service.

The island restriction does not apply to shipments to or from Bring's service points and parcel lockers.

11.1 Unattended delivery
For certain services, delivery may take place as unattended delivery, either as part of the service's standard offering or following an active choice by the sender or recipient. When delivery is carried out as unattended delivery, the shipment is left at the delivery location without personal handover, signature, or other physical acknowledgment of receipt.

Unattended delivery is considered initiated by the party that has chosen the delivery method, or that has ordered a service where unattended delivery is included as standard. The initiating party is responsible for ensuring that the delivery location is suitable for unattended delivery. Bring may, at the time of delivery, assess whether unattended delivery can be carried out. If the location is not considered accessible, suitable, or safe, Bring may refrain from unattended delivery and instead deliver in accordance with the terms otherwise applicable to the service.

Unattended delivery is considered completed when the shipment has been left at the delivery location. Registration in Bring's systems, including information about time of delivery and the delivery event, constitutes sufficient proof of completed delivery. Bring may also document the delivery by photograph.

Once delivery has been completed, the risk for the shipment passes to the party that has initiated unattended delivery. The shipment and its packaging are deemed to have been in visibly good condition at the time of delivery, unless otherwise shown by Bring's documentation or otherwise proven. Bring is not liable for loss or damage occurring after delivery.

12. RECIPIENT-SELECTED DELIVERY CHOICES

For certain services, Bring may offer the recipient alternative delivery options, allowing the recipient to adjust the delivery. Examples include redirection to another delivery location, extended holding time, unattended delivery, or delivery within a specific time window.

Recipient-selected delivery choices are carried out only after the recipient has actively made a choice or order and accepted the terms for the selected option. Some delivery choices are executed only after Bring has received payment from the recipient.

Depending on the service and delivery choice, the Customer may, by booking additional services, influence which options are offered to the recipient.

13. TRACKING OF SHIPMENTS

Tracking of shipments is available through Bring's digital solutions, Bring's app, and in some cases through external partner's solutions. Tracking normally begins at the shipment's first scanning point and continues through to handover or delivery.

For individually sent shipments (single parcels or pallets), the first scan is normally performed at pickup or drop-off. For parcels sent as bulk shipment, the first scan of each parcel normally takes place after split of the bulk shipment, at the sorting terminal to which the bulk shipment is routed/addressed.

14. CUSTOMS CLEARANCE

Several of Bring's services, where the shipment is sent across a customs border, include Bring providing and performing customs declaration for the Customer. Duty and VAT shall always be paid by the importer. If payment is not received on the due date, the amount may be claimed by the Customer or the sender.

For bulk shipments sent across a customs border, the sender must have an agent or be represented themselves in the recipient country. For goods subject to duty, the importer is advised to apply for customs credit. The importer is responsible to report VAT to the authorities.

Bring has the right to charge the Customer for any additional costs in connection with customs declaration and customs handling in the recipient country, such as registration and storage at customs warehouse.

15. DEVIATIONS FROM THE TERMS

Bring is not obliged to accept or distribute shipments that deviate from the Terms. If such shipments are nonetheless received, Bring reserves the right to handle and deliver them in the manner Bring deems appropriate, regardless of any other provisions of the Terms. Deviations from standard delivery and lead times may occur. Bring reserves the right to charge the Customers additional fees in the event of deviations from the Terms.

The Customer is responsible for choosing the correct service for the shipment. If deviations occur, Bring has the right to revise the service selection and charge the Customer for the service provided as well as any applicable surcharges. If correcting the service selection is not considered appropriate, the shipment may be returned.

For parcels with an actual weight exceeding 35 kg, a length exceeding 200 cm, or a combined length and girth exceeding 300 cm, a surcharge apply for exceeded weight or dimensions.

16. SPECIAL HANDLING

Bring reserves the right to charge fees for special handling for shipments that cannot be handled or sorted according to standard procedures. This may include parcels where the longest side (length) exceeds 120 cm or where two sides each exceed 60 cm, shipments with irregular shapes, rolls, tubes, or similar, and shipments without proper packaging.

17. UNDELIVERABLE SHIPMENTS

Shipments that cannot be delivered or are not collected within the applicable time limit are returned at the Customer's expense.

18. LIABILITY

Bring's responsibility for shipments begins when the shipment is received by Bring and ends when it has been delivered to the specified delivery address or to another location agreed with the sender or recipient. Delivery does not necessarily have to be made to the recipient personally.

For shipments delivered via a service point, Bring's responsibility ends upon handover. For shipments delivered via parcel locker, the responsibility ends when the shipment is collected from the locker.

For bulk shipments, where multiple parcels are transported together on a pallet, Bring's responsibility for the pallet begins when it is received by Bring. The responsibility for each individual parcel only begins once the pallet has been split and the parcels registered in the sorting system, enabling tracking and handling at unit/parcel level.

Bring's services do not have any form of time guarantee. If a storage assignment should become relevant, the Parties must enter into a special storage agreement. The Customer is responsible to obtain and pay for insurance as specified in §25 A., NSAB 2015. Bring shall in no case be liable for any indirect or other consequential loss or damage.

19. CLAIMS

19.1 Claim about a shipment

Notice of claim shall be given to Bring, without undue delay. The Customer shall submit claims in writing, normally via Mybring.

Notice of apparent loss, depreciation of or damage to the goods shall be given immediately upon receipt of the shipment, and in case of non-apparent loss, depreciation, or damage to the goods no later than seven (7) days from the date of delivery.

If notice is not given as described above, the burden of proving that the loss, depreciation of or damage to the goods occurred while the goods were in the custody of Bring, rests on the Customer.

Further details are available on Bring's claims page at bring.se/en.

19.2 Claim about an invoice

Notice of claim regarding invoices must be given in writing to Bring as soon as possible after receipt of the invoice, and under no circumstances after the due date stated on the invoice.

If any part of the invoice is disputed, the Customer undertakes to pay all undisputed parts and to never withhold an amount greater than that which corresponds to the disputed amount.

20. CHANGES

The Terms, as well as the standard price lists, are published and available at bring.se/en. The Customer is responsible for keeping up to date on and informed about the Terms and standard price lists and understands that these can be changed during the term of the agreement as described below.

Bring has the right to change the Terms and standard price lists twice a year; as of January 1, and July 1, respectively, by publication at bring.se/en at least 30 days before the change takes effect.

Bring also reserves the right, at any time, to change the Terms and standard price lists, if Bring deems this necessary. In such cases, Bring must notify the Customer in writing at least 30 days before the change takes effect.

If the Customer does not want to accept a change, the Customer has the right to withdraw from the Agreement from the date the change is to take effect. In such case, the Customer must notify Bring in writing no later than seven (7) days before the change takes effect.

Furthermore, Bring has the right, with immediate effect, to change or cancel terms and contractual provisions that are caused by law, regulation or decisions from authorities or courts, including prices changes due to changed taxes or other charges. Bring must notify the Customer as soon as possible of the time when such a change takes effect.

21. WRITTEN MESSAGES

Written messages from Bring to the Customer are normally sent via e-mail. Messages are sent to the address specified in the agreement, any new address notified after the agreement was entered into, or otherwise to the latest known address. The Customer is responsible for notifying Bring of changes regarding address and contact details.

22. OTHER

Bring has the right to transfer its rights, responsibilities, and obligations to another company within the Posten Bring Group, and at its own risk use subcontractors to fulfil its obligations.

Bring and other companies within the Posten Bring Group have the right to contact the Customer and its contact persons, via phone and e-mail, to offer other products and services. The Customer agrees, in connection therewith, that Bring and its affiliates are entitled to use any personal data obtained within the terms of the Agreement.

Bring also reserves the right, after the delivery has been made, to contact the recipient to investigate the delivery experience and perceived quality.

23. PERSONAL DATA

To be able to perform the services that the Customer orders, it is required that the Customer disclose certain personal data about its customers (recipients) to Bring. The personal data related to recipients, which are processed by Bring, include name, address, phone number, email, and delivery information such as port code.

Each Party is responsible for the processing of personal data that it carries out to comply with its contractual obligations, including the processing of the personal data that Bring may pass on to the Customer, as confirmation of a completed transport assignment.

Bring is the data controller for the processing of personal data necessary to provide the Customer with the transport services in the agreement, (cf. the General Data Protection Regulation (GDPR) article 4 no 7) and shall comply with GDPR as controller.

The Customer is the data controller for their own processing of personal data, including the processing of any personal data the Customer passes on to Bring as supplier of the transport service.

Bring's processing of personal data is further described in Bring's privacy policy at bring.se/en.

24. CONFIDENTIALITY

The Parties agree not to disclose any confidential information concerning the other Party, its customers, or the content of the Agreement to any third party during the term of the Agreement or thereafter. Confidential information means all information – technical, commercial or information of any other kind, such as agreed prices – regardless of whether the information has been documented or not, except for information that is or becomes publicly known otherwise than through the Party's violation of this provision.

25. FORCE MAJEURE

Bring is not liable for loss, depreciation, damage, or delay caused by obstacles or circumstances beyond Bring's control, that Bring could not reasonably have foreseen. This includes industrial and labour disputes and any other circumstances beyond the control of the Parties, such as epidemics and pandemics, including Covid-19, as well as actions by national and international authorities in connection therewith, natural disasters, transport restrictions, fires, wars, unrest, general limitations in power and energy supply, system failure and loss or destruction of data due to intrusions or virus attacks etc. as well as obstacles and delays from subcontractors, which are due to any of based circumstances mentioned.

It is the responsibility of a Party who decides to invoke such a circumstance as has now been said, to inform the other Party as soon as possible of the origin thereof as well as of its termination.

Circumstances of the kind set out in this provision release a Party who has invoked them from fulfilment of their obligations as agreed, for as long as the circumstance exists.

26. DISPUTES AND APPLICABLE LAW

Agreements with Bring is subject to Swedish law. Any dispute shall, as far as possible, be resolved through negotiations between the Parties. If a dispute cannot be resolved through negotiation between the Parties, the dispute shall be settled by the Stockholm City Court as the first instance.

27. FURTHER INFORMATION

For further information, please contact Bring's customer service by phone (+46) 0770 113 300 or by e-mail to cs@bring.com.