



Standard conditions

For parcels and pallets in the Nordic region. Applies to contract customers.
Valid from 01-01-2021

	Business Parcel	Business Parcel Bulk
Sender	Business	Business
Recipient	Business	Business
Destinations	Nordic region	Nordic region
Price	Customer-unique solution	Customer-unique solution
Volume surcharge	Customer-unique solution	Customer-unique solution
Dimensions¹	<p>Maximum Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>
Transport-documents	<p>Transport label according to Bring's requirements.</p> <p>Shipments abroad to non-EU countries must be accompanied customs documents.</p>	<p>Transport label according to Bring's requirements.</p> <p>Bulk shipments must be accompanied with routing label, waybill/CMR and customs documents to non-EU countries.</p>
EDI	Yes	Yes
Collection	Customer-specific solution	Customer-specific solution
Delivery	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

	Business Pallet	Express Nordic 09.00/Express Nordic 09.00 Bulk
Sender	Business	Business
Recipient	Business	Business
Destinations	Nordic region	Sweden Norway (Bulk only)
Price	Customer-unique solution	Customer-unique solution
Volume surcharge	Customer-unique solution	Customer-unique solution
Dimensions¹	<p>Maximum Length 180 cm Width 80 cm Height 180 cm (EUR pallet or the equivalent)</p> <p>½ Pallet Length 60 cm Width 80 cm Height 150 cm</p> <p>¼ Pallet Length 60 cm Width 40 cm Height 120 cm</p>	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	750 kg/pallet including packaging and the pallet's weight	35 kg per parcel
	<p>½ Pallet 400 kg/pallet including packaging and the ½-pallet's weight</p> <p>¼ Pallet 200 kg/pallet including packaging and the ¼-pallet's weight</p>	A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.
Transport-documents	Transport label according to Bring's requirements. Shipments abroad to non-EU countries must be accompanied customs documents.	Transport label according to Bring's requirements. Bulk shipments accompanied with routing label, waybill/CMR and customs documents to non-EU countries.
EDI	Yes	Yes
Collection	Customer-specific solution	Customer-specific solution
Delivery	To the recipient's door ³	To the recipient's door ² , Monday-Friday before 09.00 (to some areas before 16.00) in accordance with the separate timetable
Time guarantee	No	No
Tracking	Yes	Yes

	Business Parcel Return	Business Parcel Return Bulk
Sender	Business	Business
Recipient	Business	Business
Destinations	Nordic region	Nordic region
Price	Customer-unique solution	Customer-unique solution
Volume surcharge	Customer-unique solution	Customer-unique solution
Dimensions¹	<p>Maximum Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar</p>	<p>Maximum Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>
Transport-documents	<p>Transport label according to Bring's requirements.</p> <p>Shipments abroad to non-EU countries must be accompanied customs documents.</p>	<p>Transport label according to Bring's requirements.</p> <p>Bulk shipments accompanied with routing label, waybill/CMR and customs documents to non-EU countries.</p>
EDI	Yes	Yes
Collection	Customer-specific solution	Customer-specific solution
Delivery	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

Business Pallet Return	
Sender	Business
Recipient	Business
Destinations	Nordic region
Price	Customer-unique solution
Volume surcharge	Customer-unique solution
Dimensions¹	<p>Maximum Length 120 cm Width 80 cm Height 180 cm (EUR pallet or equivalent)</p> <p>½ Pallet Length 60 cm Width 80 cm Height 150 cm</p> <p>¼ Pallet Length 60 cm Width 40 cm Height 120 cm</p>
Maximum weight¹	750 kg per pallet including packaging and pallet weight <p>½ Pallet 400 kg/pallet including packaging and the ½-pallet's weight</p> <p>¼ Pallet 200 kg/pallet including packaging and the ¼-pallet's weight</p>
Transport-documents	Transport label according to Bring's requirements Shipments abroad accompanied with routing label, waybill/CMR and customs documents to non-EU countries.
EDI	Yes
Collection	Customer-specific solution
Delivery	To the recipient's door ²
Time guarantee	No
Tracking	Yes

	PickUp Parcel	PickUp Parcel Bulk
Sender	Business	Business
Recipient	Consumers	Consumers
Destinations	Nordic region	Nordic region
Price	Customer-specific solution	Customer-specific solution
Volume surcharge	Customer-specific solution	Customer-specific solution
Dimensions¹	<p>Maximum Length to Norway and Finland: 200 cm Length to other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>To PickUp Locker: maximum 60 X 40 X 40 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length to Norway and Finland: 200 cm Length to other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>To PickUp Locker: maximum 60 X 40 X 40 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel to Norway and Finland. 20 kg per parcel to other countries	35 kg per parcel to Norway and Finland. 20 kg per parcel to other countries
Transport-documents	Transport label according to Bring's requirements Shipments abroad to non-EU countries must be accompanied customs documents.	Transport label according to Bring's requirements Bulk shipments accompanied with routing label, waybill/CMR and customs documents to non-EU countries.
EDI	Yes	Yes
Collection	By agreement	By agreement
Delivery	Delivery via pickup point in the Nordic Region. In other countries depending on the local regulations, ie either to the recipient's door ² or delivery via pickup point. In the event of full capacity at pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Client originally selected or specified in the EDI.	Delivery via pickup point In the event of full capacity at pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Client originally selected or specified in the EDI.
Time guarantee	No	No
Tracking	Yes	Yes

	Home Delivery Parcel	PickUp Parcel Return
Sender	Business	Consumer
Recipient	Consumers	Business
Destinations	Sweden, Norway, Finland and Denmark	Nordic region
Price	Customer-specific solution	Customer-specific solution
Volume surcharge	Customer-specific solution	Customer-specific solution
Dimensions¹	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 x 13 x 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length from Norway and Finland: 200 cm Length from other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>From PickUp Locker Maximum 60 X 40 X 40 cm when returned from PickUp Locker.</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel	35 kg per parcel from Norway and Finland. 20 kg per parcel from other countries
Transport-documents	<p>Transport label according to Bring's requirements.</p> <p>Shipments abroad to non-EU countries must be accompanied customs documents.</p>	<p>Transport label according to Bring's requirements.</p> <p>Shipments abroad to non-EU countries must be accompanied customs documents.</p>
EDI	Yes	Yes
Collection	By agreement	Handed in by the sender to Bring's pickup points
Delivery	<p>To the recipient's door²</p> <p>In Sweden, the delivery takes place as standard with Flex Delivery, i.e. delivery without a signature. Flex Delivery is added automatically in the EDI. For delivery with signature / receipt, additional service Signature Required 1280 must be added in the original EDI at booking.</p> <p>In Denmark and Sweden the recipient can redirect the parcel to a pickup point via notification sent by SMS or e-mail. In the event of full capacity at the pickup point chosen by the recipient, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than that originally chosen by the recipient.</p>	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

	PickUp Parcel Return Bulk	Home Delivery Parcel Return
Sender	Consumer	Consumer
Recipient	Business	Business
Destinations	Nordic region	From Sweden and Denmark
Price	Customer-specific solution	Customer-specific solution
Volume surcharge	Customer-specific solution	Customer-specific solution
Dimensions¹	<p>Maximum Length from Norway and Finland: 200 cm Length from other countries: 150 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>From PickUp Locker Maximum 60 X 40 X 40 cm when returned from PickUp Locker.</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Maximum Length 200 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 x 13 x 1 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>
Maximum weight¹	35 kg per parcel from Norway and Finland 20 kg per parcel from other countries	35 kg per parcel
Transport-documents	Transport label according to Bring's requirements. Shipments abroad to non-EU countries must be accompanied customs documents.	Transport label according to Bring's requirements. Shipments abroad to non-EU countries must be accompanied customs documents.
EDI	Yes	Yes
Collection	Handed in by the sender to Bring's pickup points	Included
Delivery	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

	Bring Parcel Connect	Bring Parcel Return Connect
Sender	Business	Consumers (and Business)
Recipient	Consumers (and Business)	Business
Destinations	Within Europe (by agreement)	From Europe (by agreement)
Price	Customer unique solution	Customer unique solution
Volume surcharge	Customer unique solution	Customer unique solution
Dimensions^{4, 5}	<p>Maximum⁴ Length: 200 cm Width: 120 cm Height: 80 cm Diameter: 60 cm Length + circumference: 360 cm</p> <p>Minimum 23 x 13 x 1 cm</p> <p>To Pickup Point maximum⁴ Length: 120 cm Width: 60 cm Height: 60 cm</p> <p>To Pickup Locker maximum⁴ Maks 60 x 35 x 35 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar.</p>	<p>Minimum 23 x 13 x 1 cm</p> <p>From Pickup Point maximum⁴ Length: 120 cm Width: 60 cm Height: 60 cm</p> <p>Special handling fee is charged for all parcels that require manual handling or cannot be sorted by machine. E.g. parcels with one side/length over 120 cm, two sides over 60 cm or smaller than minimum dimensions. It may also apply for parcels of irregular shape, roll, tube or similar</p>
Maximum weight¹	<p>Delivery home/delivery to door 31,5 kg/parcel</p> <p>To Pickup Point and Pickup Locker 20 kg/parcel</p>	From Pickup Point 20 kg/parcel
Transport-documents	Transport label according to Bring's requirements. Shipments abroad must be accompanied routing label and waybill/CMR.	Transport label according to Bring's requirements.
EDI	Ja	Ja
Collectin	Included in the price	Included in the price from Pickup Point
Delivery	<p>Standard Delivery to the door²</p> <p>To certain destinations the recipient can redirect the shipment to Pickup Point, choose Flex Delivery or choose another delivery day via e-mail/SMS.</p> <p>Additional service: Optional Pickup Point, Pickup Locker</p> <p>In the event of full capacity at pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Customer originally selected or specified in the EDI.</p>	Standard Delivery to recipients door ²
Times guarantee	No	No
Tracking	Yes	Yes

- 1** If a shipment exceeds the permitted weight or maximum dimensions, Bring reserves the right to convert to and charge as another service, or return the shipment to the sender.
- 2** Delivery to the given delivery address provided that the transport route can be carried out on a passable road. Delivery to door, reception desk or goods reception. Deliveries to islands without bridge connection will normally be delivered to the harbor office or quayside.
- 3** Delivery to the given delivery address provided that the transport route can be carried out on a passable road. Delivery to door/gate, reception desk or goods reception. Deliveries to island without bridge connection will normally be delivered to the harbor office or quayside.
- 4** Country specific exceptions occur. Please contact your sales representative at Bring for more information.
- 5** If a shipment exceeds the permitted weight or maximum dimensions, Bring reserves the right to decline the delivery of the shipment, or return the shipment to the sender.

Other conditions

Customs clearance to / from non-EU countries

- Bulk shipments and pallets: as standard export and import declaration fee, incl. registration of 3 customs lines per invoice, are included in the price. Same conditions apply for returns, with the difference that no customs lines are included in the price.
- Single parcels: customs clearance is charged according to the latest valid standard price list for additional services and other fees. For outbound single parcels all fees related to import customs clearance, e.g. import declaration and customs duties, are paid by the recipient.

The recipient shall always pay the customs duties and VAT. If the recipient has not paid the fees before the due date, the sender may be required to pay the fees.

Delivery note for customs clearance

It is the responsibility of the sender to correctly complete the required customs documents. For shipments outside the EU, a commercial or proforma invoice is required in at least 3 copies, signed by hand.

For shipments to be eligible for fast-track clearance (simplified customs procedure), the shipments must comply with the destination country's requirement for certificate of origin, e.g. an EUR1 certificate or a declaration on the invoice and a customs declaration. The invoice must contain information about all incoming goods and the number of packages. The necessary licenses and permits must also be attached.

For Bulk shipments it is required that the sender has an agent or represented himself in the recipient country. The importer must report VAT to the authorities. For goods that are subject to customs and special duties, we recommend that the importer apply for customs credit, which ensures quick and easy customs clearance.

Labelling and addressing

Only transport labels approved by Bring is accepted. Format and design must follow Bring's standard and requirements. See further, *Transport Label Specifications* at www.developer.bring.com/edi

- The barcode shall be printed according to GS1-128 SSCC standard (within Nordic countries), or S10 standard enact by UPU (outside Nordic countries)
- The label shall be printed out via thermoprinter or laser printer on non-reflective white paper
- The label and the barcode must be clearly readable and placed clearly visible on the shipment
- The label must be attached without any folds or creases on a flat surface on the shipment
- The label must not be placed around an edge or corner of the shipment
- The label must not be covered with plastic wrap, unless it is completely smooth and tight to the label
- The label must not be completely or partially hidden by e.g. tape, ribbon, other label, reflected plastic pocket etc.

Correct delivery address and postal code must be stated, in accordance with the recipient country's standard and format. Shipments may not be addressed to P.O Box addresses or P.O Box zip codes. Shipments that do not meet Bring's labelling and addressing requirements may be delayed and charged with additional fees.

Packaging

The sender is responsible to ensure that the content is properly packed. Parcels and pallets must be able to withstand normal transport handling, which can mean that they are loaded and sorted several times during shipment. Outer and inner packaging must therefore be suited to the content.

Liquid contents and powder should be packed so that the contents can be absorbed inside the outer packaging in the event of leakage or damage to the inner packaging. Goods and shipments loaded on pallets must be accommodated inside the pallet edge and be packed so that it stays together and intact on the pallet during the entire transport. Special rules apply when transporting limited quantities of dangerous goods.

Proper packaging is a prerequisite for being able to receive compensation in the event of damage or loss. Compensation is based on the terms of the current version of NSAB. For possibility of compensation in addition to NSAB, Bring's transport insurance Cargo Insurance is recommended.

Flex Delivery

Delivery takes place without signature / POD. Upon delivery, the driver registers the shipment as delivered. This is considered sufficient evidence that the delivery has taken place. When Bring has delivered the shipment in accordance with the conditions, the shipment and packaging are considered to have been in visibly good condition. Bring is not liable for loss or damage that occurs after that the delivery has taken place.

In the advising, for certain services, the recipient can select and book Flex Delivery for the shipment. This changed delivery procedure is performed only after and provided that the recipient has accepted that Bring do not have the liability for the shipment, after that the delivery has taken place.

Receiver selected delivery choices

In the advising, the recipient can be offered alternative delivery options such as redirect of parcel to pickup point or change from pickup point delivery to home delivery. These delivery options are performed only after and provided that the recipient has chosen this and for certain options only after that Bring has received payment from the recipient.

Tracking

In cases where Bring offers tracking, Bring has the right to convey information and personal information regarding senders and recipients, and what is related to it, to external partners to enable tracking in current tracking tools. The Customer agrees to this procedure and is responsible in relation to Bring to obtain the required consent from the sender and the recipient of the shipment.

Returns

Shipments that cannot be delivered are returned to the sender. For such return shipping, the Customer is invoiced the same amount as for the outbound shipment.

Restricted content

Shipments may not contain:

- currency, banknotes, precious metals, gemstones, real pearls or similar high-value goods
- weapons*, weapon parts and ammunition
- alcoholic beverages**
- cigarettes, tobacco or similar
- human remains, urns or similar containing ash
- living or dead animals
- temperature sensitive content hazardous goods except for limited amount of dangerous goods***.

The value of the content may not exceed EUR 10,000 per parcel and EUR 100,000 per pallet.

Certain goods may be subject to trade restrictions, which may change on an ongoing basis. It is the Customer's responsibility to keep up to date and comply with applicable laws and regulations. It is also the Customer's responsibility not to export or import prohibited content to the current recipient or sender country.

Limited Quantities of dangerous goods

Shipments may not contain dangerous goods with the exception for limited quantities of dangerous goods. The Customer must follow and notify Bring in accordance with Bring's current instructions. Bring handles shipments containing limited amount of dangerous goods according to current regulations (ADR / RID / IMDG-code). The Customer is responsible for complying with current regulations, which include content, packaging and labeling.

For more information and definition of limited quantities of dangerous goods and current regulations, see msb.se (Civil Protection and Emergency Agency). The additional service Limited Quantities may not be combined with additional service Flex Delivery, additional service Express or the service Express Nordic 09.00/Bulk.

Liability

According to the current version of NSAB (Nordic Association of Freight Forwarders). No compensation is paid for damage or loss of Home Delivery Mailbox. The consignee is required to ensure that the shipment do not contain anything that violates the provisions of the Restricted content and Limited Quantities of dangerous goods section and shall compensate Bring or other injured parties for damage that arises due to that the Customer violates these provisions.

Complaints

Subject to the General Conditions of the current version of NSAB (Nordic Association of Freight Forwarders). Complaints are made in writing to Bring's Customer Service Department or via a web form at Bring's website.

Any complaint must be received by Bring within six (6) months. In the case of parcels sent using the optional COD (Cash On Delivery) service, complaints must be received by Bring within two (2) Months. The above stated periods become effective on the date when the parcel or pallets are delivered to Bring.

All complaints regarding Bring's invoices must be submitted in writing to Bring immediately upon receiving the invoice and under no circumstances after the due date stated on the invoice. The customer forfeits the right to complain if the complaint is not received by Bring within the stipulated time period.

Special Conditions

Bring reserves the right to change its price to offset increases in operating costs, exchange rate fluctuations and other factors beyond Bring's control. Bring reserves the right to charge a fuel surcharge and, where applicable, a Sulphur surcharge, in addition to the agreed price. Bring reserves the right to change this charge without notice to the customer. Surcharges will be specified on the invoice and apply to regular transport services.

Bring reserves the right to impose a charge for an incorrect address and for missing, incomplete or delayed EDI transactions to Bring. The charge will be specified on the invoice. Bring reserves the right to make changes to the existing product, with reference to the individual customer agreement.

Force Majeure

Bring is not liable for events beyond Bring's control or events that Bring could not have foreseen, such as natural disasters, delays in air and road transport services due to severe weather conditions, epidemics and government measures due to it, fire, flooding, war, civil unrest, labor disputes etc.

Special terms

The most recent version of this document shall always take precedence and is always available on Bring's website.

General: For parcels sent as Bulk, ie when loaded onto load carrier or pallet, Bring is responsible for each individual parcel only from the first performed scan point after split of the load carrier or pallet.

* A weapon is any object that is defined/classified as such in the customs tariff. All firearms, including gun barrels and chamber lengths, crossbows, pointed weapons with a blade longer than 12 cm, flick knives, sheath knives, fighting gloves, police batons, clubs, etc.

** Prohibition of shipments containing alcoholic beverages applies for all B2C parcels with delivery in Sweden and for all B2C parcels, shipped as Bulk shipment, with delivery in Norway. Furthermore, import and export of alcoholic beverages are subject to mandatory legal restrictions in various countries.

*** See section Limited Quantities - Limited Quantities of dangerous goods

For further information, please contact Bring's Customer Service on +46 (0)20 765 000