

# Service Terms - International

## Bring E-commerce & Logistics AB

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## Business-to-business delivery | Business Parcel

### Business Parcel | Business Parcel Bulk

Business-to-business parcels with delivery to the recipient's door.

#### 1. DESTINATIONS

Sweden, Denmark, Norway, Finland  
The rest of the Nordic region (Business Parcel Bulk only to IS, FO)

#### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm to Sweden, Denmark, Norway, Finland  
150 cm to other destinations

Max. dim. Length + girth = 300 cm

Max. volume 0.25 m<sup>3</sup> per parcel

Min. dim. 15 cm x 10 cm x 1 cm to Sweden, Denmark, Finland  
23 cm x 13 cm x 1 cm to Norway and other destinations

Max. weight 35 kg per parcel to Sweden, Denmark, Norway, Finland  
30 kg per parcel to other destinations

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

#### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

#### 4. DELIVERY

##### 4.1 Delivery procedure

Delivery is carried out during the day 8-17 (Sweden, Finland) and 8-16 (Denmark, Norway), normal weekdays Monday to Friday. To other countries, delivery is carried out according to local conditions. The shipment is delivered to the recipient's door, i.e., front door, gate or goods reception. Delivery takes place against signature, which means that the person who receives the shipment shall confirm or state their name and sign for the shipment.

##### 4.2 Recipient-selected delivery choices

###### 4.2.1 Recipient-selected Flex Delivery

The shipment is left outside the door or at another designated location at the delivery address and registered as delivered. No one needs to be present at the time of delivery to sign for the shipment. Offered in Sweden, Denmark and Norway.

##### 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 distribution procedures are applied:

- a) According to above as for Sweden and Denmark
- b) 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 by Bring 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 at pickup point for 7 days. The recipient may have the opportunity to extend the stay to 14 days. Parcels that are not collected within the deadline are sent in return, at the Customer's expense.

#### 5. ADDITIONAL SERVICES

##### Additional services

ID Verification  
Individual Verification  
Signature Required  
Flex Delivery

##### Destinations

Sweden, Denmark, Norway  
Sweden, Denmark, Finland  
Sweden, Denmark, Norway  
Sweden, Denmark, Finland, Norway (only Business Parcel Bulk)  
Sweden, Denmark  
Norway  
Norway  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland  
Sweden, Denmark, Norway, Finland, Iceland, Aaland, Faroe Islands, Greenland  
All destinations

Delivery Indoor

Cash On Delivery

Two Delivery Attempts

E-Advising

Telephone Notification

Delivery Not. to Sender

Limited Quantities

Cargo Insurance

# Business-to-business delivery | Pallet

## Business Pallet

Business-to-business pallets (standard EUR) with delivery to the recipient's address. The service is a complement to Bring's parcel services, intended for lower quantities of pallets. The number of pallets should not exceed more than three pallets per shipment occasion and recipient.

### 1. DESTINATIONS

Sweden, Denmark, Norway (not quarter pallet), Finland

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Pallet

Max. dim. 120 cm x 80 cm x 200 cm (L x W x H)  
Max. weight 750 kg per pallet

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

#### 2.2 Half pallet

Max. dim. 80 cm x 60 cm x 150 cm (L x W x H)  
Max. weight 400 kg per pallet

#### 2.3 Quarter pallet

Max. dim. 60 cm x 40 cm x 120 cm (L x W x H)  
Max. weight 200 kg per pallet

### 3. FREIGHT CALCULATION

Shipping is calculated per pallet. Volume calculated weight is not applied.

### 4. DELIVERY

#### 4.1 Delivery procedure

Delivery is carried out during the day 8-17 (Sweden, Finland) and 8-16 (Denmark, Norway), normal weekdays Monday to Friday. To other countries, delivery is carried out according to local conditions. The shipment is normally delivered at ground level to the recipient's goods reception or port. Delivery takes place against signature, which means that the person who receives the shipment shall confirm or state their name and sign for the shipment.

#### 4.2 Recipient-selected delivery choices

##### 4.2.1 Recipient-selected Flex Delivery

The shipment is left outside the door or at another designated location at the delivery address and registered as delivered. No one needs to be present at the time of delivery to sign for the shipment. Offered in Sweden, Denmark and Norway.

#### 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 driven back to the terminal. The recipient is contacted by phone 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 by Bring 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
ID Verification	Sweden, Denmark, Norway
Individual Verification	Sweden, Denmark, Finland
Signature Required	Sweden, Denmark, Norway
Flex Delivery	Sweden, Denmark, Finland
Delivery Indoor	Sweden, Denmark, Finland
E-Advising	Sweden, Denmark, Norway, Finland
Telephone Notification	Sweden, Denmark, Norway, Finland
Delivery Not. to Sender	Sweden, Denmark, Norway, Finland
Limited Quantities	Sweden, Denmark, Norway, Finland, Iceland, Aaland, Faroe Islands, Greenland
Cargo Insurance	All destinations

### 6. OTHER

For pallets that exceed the maximum dimensions or weight for the service, a fee for exceeded service terms is added. Normally, this also results in longer lead times. Half pallets and quarter pallets are normally corrected to another pallet type within the service. A fee for correction is added.

# Business-to-consumer delivery | Parcel to pickup point

## PickUp Parcel | PickUp Parcel Bulk

Business-to-consumer parcels with delivery to pickup point, for hand-out to the recipient. Integration with Bring's API gives the opportunity to choose freely among service points and parcel lockers nationwide in Sweden, Denmark, Norway and Finland.

### 1. DESTINATIONS

Sweden, Denmark, Norway, Finland  
The rest of the Nordic region (PickUp Parcel Bulk only to IS, FO)

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm to Norway, Finland  
150 cm to Sweden, Denmark and other destinations

Max. dim. Length + girth = 300 cm

Max. volume 0.25 m<sup>3</sup> per parcel

Min. dim. 15 cm x 10 cm x 1 cm to Sweden, Denmark, Finland  
23 cm x 13 cm x 1 cm to Norway and other destinations

Max. weight 35 kg per parcel to Norway  
25 kg per parcel to Finland  
20 kg per parcel to Sweden, Denmark and other destinations

For parcels longer than 120 cm (100 cm to Finland), wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 4. SELECTION OF PICKUP POINT

For the correct selection and assignment of pickup point for delivery, it is of the utmost importance that the complete recipient address (street address, postal code, city) is stated correctly, in the EDI, according to the standard and format of the recipient country.

For parcels to Sweden, Denmark, Norway and Finland, a default service point or parcel locker shall be selected through API calls to Bring's database of pickup points applicable at any time. For shipments booked via Mybring, no separate integration with Bring's API is required.

For parcels to other destinations, or if a pre-selected service point or locker is missing in EDI, a pickup point is automatically assigned based on proximity and driving time to the specified recipient address in EDI.

### 5. Delivery

#### 5.1 Notification

The recipient is notified when the parcel is ready to collect. Notification is sent digitally via SMS, email or app. The recipient's mobile number and email shall be stated in the EDI. In the event of incomplete data in the EDI, Bring reserves the right to charge additional fees.

#### 5.2 Delivery via service point

##### 5.2.1 Sweden

Parcels are handed out to the specified recipient against a hand-out code and presentation of ID, or against a QR code that the recipient is given access to after identification with e-ID (Swedish BankID) in Bring's app or web interface. A person other than the specified recipient must show either the QR code or both their own ID and the recipient's ID.

##### 5.2.2 Denmark

Parcels are handed out to the specified recipient against a hand-out code and presentation of ID. A person other than the specified recipient must show their own ID and a written power of attorney from the recipient.

##### 5.2.3 Norway

Parcels are handed out to the specified recipient or a person other than the specified recipient against a hand-out code. No ID needs to be shown.

##### 5.2.4 Finland

Parcels are handed out to the specified recipient or a person other than the specified recipient against a hand-out code and presentation of ID. Parcels notified by letter are handed out to a person other than the specified recipient only against a written power of attorney from the recipient.

##### 5.2.5 Other destinations

Parcels are handed out according to local procedure, against a hand-out code and ID or signature, or against a hand-out code only.

### 5.3 Delivery via parcel locker

In Sweden, Denmark and Norway parcels with dimensions up to 58 cm x 49 cm x 43 cm and weight 20 kg can be delivered to a parcel locker. For delivery to a parcel locker in Finland, the same weight applies but dimensions 59 cm x 59 cm x 36 cm. Parcels over the maximum dimensions or weight for delivery to parcel locker are normally handed out via service point.

#### 5.3.1 Sweden, Denmark, Norway

Parcels are picked up from parcel locker via a mobile app (iOS/Android) that communicates with the locker via Bluetooth. The recipient must have a registered user in the app or sign up for a new user. In Sweden, the recipient is required to verify their user in the app with e-ID (Swedish BankID).

#### 5.3.2 Finland

Parcels are picked up from parcel locker against a PIN code that the recipient receives via the notification.

### 5.4 Recipient-selected delivery choices

#### 5.4.1 Extended storage time

Extended stay at pickup point from 7 days to 14 days. Offered in Sweden, Denmark, Norway and Finland.

#### 5.4.2 Redirect to home delivery

Change/upgrade to home delivery. Offered in Norway and Finland. In Norway, delivery is made against signature or, by recipient's choice, outside the recipient's door without signature. In Finland, delivery is always made outside the recipient's door without signature.

### 5.5 Storage time and return

Parcels are normally held at pickup point for 7 days. The recipient may have the opportunity to extend the stay to 14 days. Parcels that are not collected within the deadline are sent in return, 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
Individual Verification	Norway, Finland
Cash On Delivery	Norway
Limited Quantities	Sweden, Denmark, Norway, Finland
Cargo Insurance	All destinations

### 7. OTHER

If the recipient cannot be notified digitally, the recipient can be notified via letter. The lying time is extended to 14 days. Letter notification is only sent in Sweden, Denmark, Norway and Finland. A fee for letter notification is added.

In the event of full capacity, or other factors beyond Bring's control at the time of delivery, the parcel may be delivered to a different pickup point than that specified in the EDI.

Parcels to Sweden and Denmark that exceed the maximum dimensions or weight for delivery to service point are normally corrected to the service Home Delivery Parcel. A fee for correction is added.

# Business-to-consumer delivery | Home delivery parcel

## Home Delivery Parcel

Business-to-consumer parcels with home delivery. Parcels to Sweden and Denmark are delivered during the day (see service Urban Home Delivery for evening delivery) and in Norway and Finland both day and evening. For flexibility, the recipient can be given the option to choose a specific day/time for delivery or have the parcel delivered outside the door without signature.

### 1. DESTINATIONS

Sweden, Denmark, Norway (only bulk shipment), Finland

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm  
 Max. dim. Length + girth = 300 cm  
 Max. volume 0.25 m<sup>3</sup> per parcel  
 Min. dim. 15 cm x 10 cm x 1 cm to Sweden, Denmark, Finland  
 23 cm x 13 cm x 1 cm to Norway and other destinations  
 Max. weight 35 kg per parcel

For parcels longer than 120 cm (100 cm to Finland), wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

For parcel to and from Finland with an actual weight between 25-35 kg, a heavy fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 4. DELIVERY

#### 4.1 Notification

The recipient is notified when the shipment is on its way. Notifications differs depending on recipient country. Notification is sent digitally via SMS, email or app. The recipient's mobile number and email shall be stated in the EDI. In the event of incomplete data in the EDI, Bring reserves the right to charge additional fees.

#### 4.2 Delivery procedure

##### 4.2.1 Sweden

Delivery is carried out during the day 8-17, normal weekdays Monday to Friday. A specific day/time cannot be selected. The shipment is delivered outside the recipient's door without anyone needing to be present to receive or sign for the shipment. The recipient is notified when the shipment is on its way, when loaded for delivery and when the shipment has been delivered outside the door.

##### 4.2.2 Denmark

Delivery is carried out during the day 8-17, normal weekdays Monday to Friday. A specific day/time cannot be selected. The shipment is delivered to the recipient's door against signature, which means that the person who receives the shipment shall confirm or state their name and sign for the shipment. The recipient is notified when the shipment is on its way and when the shipment is loaded for delivery.

##### 4.2.3 Norway

Delivery is carried out during the day/evening 8-22, normal weekdays Monday to Friday, and Saturdays. The shipment is delivered to the recipient's door against signature, which means that the person who receives the shipment shall confirm or state their name and sign for the shipment. The recipient is notified when the shipment is on its way and when the shipment is loaded for delivery. For delivery 17-22, the recipient is notified a time window at loaded for delivery, and when the recipient's address is the next stop.

##### 4.2.4 Finland

Delivery is offered both through Bring's network and Posti's network, depending on which terminal the sender has agreed for infeed/routing.

Bring Delivery is carried out during the day 8-17, normal weekdays Monday to Friday. The shipment is delivered to the recipient's door against signature. When the shipment arrives at terminal, the recipient will be notified by phone to book a day/time for delivery.

Posti Delivery is carried out during the day/evening 9-21, normal weekdays Monday to Friday. The shipment is delivered to the recipient's door against signature. When the shipment arrives at terminal, the recipient will be notified to book a day/time for delivery. Notification is mainly done digitally, but in some areas, instead by phone.

#### 4.3 Recipient-selected delivery choices

##### 4.3.1 Redirect to pickup point

Change to delivery to pickup point. The parcel is handed out according to terms of the service PickUp Parcel. Offered in Sweden, Denmark and Finland (only for delivery via Posti).

##### 4.3.2 Recipient-selected Flex Delivery

The shipment is left outside the door or at another designated location at the delivery address and registered as delivered. No one needs to be present at the time of delivery to sign for the shipment. Offered in Denmark and Norway.

#### 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 and asked to book a new delivery attempt. For shipments delivered via Posti, the recipient can also be offered to choose delivery to a pickup point for Posti.

#### 4.5 Storage time and return

##### 4.5.1 Pickup point

Parcels are normally held at pickup point for 7 days. The recipient may have the opportunity to extend the stay to 14 days. Parcels that are not collected within the deadline are sent in return, 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 by Bring 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
Flex Delivery	Denmark, Norway, Finland
Limited Quantities	Sweden, Denmark, Norway, Finland
Cargo Insurance	Sweden, Denmark, Norway, Finland

### 6. OTHER

If the recipient cannot be notified digitally, the recipient may be notified via letter, if considered necessary. A fee for letter notification is added.

## Business-to-consumer delivery | Home delivery parcel (time booking)

### Urban Home Delivery

Business-to-consumer parcels with day/evening delivery to the recipient's address, within a selected time window. Integration with Bring's API gives the opportunity to offer the recipient to choose day and time window for delivery directly at checkout. In urban areas, the recipient can track their shipment in real time from loaded on truck to delivery.

#### 1. DESTINATIONS

Sweden, Denmark

All deliveries to/within Denmark are provided and invoiced by Bring's Danish company Bring E-commerce & Logistics A/S, Ventrupparken 4, 2670 Greve, org no. 29390142. A separate agreement is required to book the service with delivery to Denmark.

#### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm  
Max. dim. Length + girth = 300 cm  
Max. volume 0.25 m<sup>3</sup> per parcel  
Min. dim. 15 cm x 10 cm x 1 cm  
Max. weight 35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

#### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup> in Sweden and 200 kg per m<sup>3</sup> in Denmark.

#### 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 Notification

The recipient is notified when the shipment is on its way and when the shipment has been loaded for delivery. For delivery 17-22, the recipient is also notified when the recipient's address is the next stop. Notification is sent digitally, primarily via SMS, but notification via email or app can also occur. The recipient's mobile number and email shall be stated in the EDI. In the event of incomplete data in the EDI, Bring reserves the right to charge additional fees.

##### 5.2 Delivery procedure

Delivery is carried out during the day/evening 8-22, normal weekdays Monday to Friday and Saturdays, on the selected/notified date within selected/notified time window. The shipment is delivered to the recipient's door with physical delivery and registered as delivered. For signature or ID requirement at delivery, additional service is required.

##### 5.3 Recipient-selected delivery choices

###### 5.3.1 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.

###### 5.3.2 Recipient-selected Flex Delivery

No one needs to be present at the time of delivery to sign for the shipment. The shipment is left outside the door or at another designated location at the delivery address and registered as delivered.

##### 5.4 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.

##### 5.5 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 by Bring 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

Additional services	Destinations
ID Verification	Sweden, Denmark
Signature Required	Sweden, Denmark
Social Control	Sweden
Flex Delivery	Sweden, Denmark
Limited Quantities	Sweden, Denmark

#### 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.

## Business-to-consumer delivery | Mailbox parcel

### Home Delivery Mailbox

Business-to-consumer parcel with home delivery to the recipient's mailbox. The service is offered in collaboration with PostNord, for delivery to consumers in Sweden, and is intended for sending small parcels with a low product value.

#### 1. DESTINATIONS

Sweden

#### 2. DIMENSIONS AND WEIGHT

Max. length 60 cm  
Max. dim. Length + width + height = 90 cm  
Min. dim. 14 cm x 9 cm x 1.5 cm  
Max. weight 3 kg per parcel

For parcels with one or several sides over 34 cm x 24 cm x 7 cm, a large parcel fee is added.

#### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on actual weight. Volume calculation of weight is not applied for the service Home Delivery Mailbox.

#### 4. DELIVERY

##### 4.1 Notification

The recipient is notified when the parcel is on its way and when the parcel has been delivered. Notification is sent digitally via SMS, email or app. The recipient's mobile number and email shall be stated in the EDI. In the event of incomplete data in the EDI, Bring reserves the right to charge additional fees.

##### 4.2 Delivery procedure

Delivery is carried out during the day 8-17, normal weekdays Monday to Friday. The parcel is delivered to the recipient's mailbox.

If the parcel does not fit in the mailbox, it is normally hung in a bag on the mailbox or the recipient's door handle. If the recipient's door is located indoors, the parcel can also be placed outside the recipient's door. This delivery procedure cannot be opted out.

##### 4.3 Obstacles to delivery

If the parcel cannot be delivered to the recipient's mailbox, nor can be placed at the mailbox or the door, delivery is made to a pickup point for PostNord, where the parcel can be collected.

##### 4.4 Storage time and return

Parcels that, due to delivery obstacles, are delivered to a pickup point for PostNord are normally held at pickup point for 7 days. Parcels that are not collected within the deadline are sent in return, at the Customer's expense.

#### 5. ADDITIONAL SERVICES

No additional services are offered for the service Home Delivery Mailbox.

#### 6. OTHER

The service is only offered to send parcels as bulk shipment. The parcels shall be picked up and delivered on a load barrier to a predetermined terminal for Bring or letter terminal for PostNord. When delivering to a Bring terminal, the parcels shall be packed on EUR pallet, with the possibility of packing the parcels together with other goods. When delivered directly to a PostNord letter terminal, the parcels shall be packed in letter cages, separately from other goods. Each pallet or letter cage shall be marked with a routing label and an A4 flag placed clearly visible on the pallet or letter cage.

Maximum permitted goods value per parcel sent with the service Home Delivery Mailbox is EUR 50.

It is under no circumstances permitted to send limited quantities of dangerous goods with the service Home Delivery Mailbox.

# Business-to-consumer delivery | Home delivery of larger goods

## Home Delivery Curbside | Home Delivery Indoor

Home delivery of large goods, e.g., white goods and furniture, from business to consumer. Large goods can be delivered both outside the recipient's home (curbside) and carried into a designated place in the recipient's home (indoor). For indoor delivery, installation and return including recycling of old goods can be booked as additional services.

### 1. DESTINATIONS

Sweden, Denmark

All deliveries to/within Denmark are provided and invoiced by Bring's Danish company Bring E-commerce & Logistics A/S, Ventrupparken 4, 2670 Greve, org no. 29390142. A separate agreement is required to book the service with delivery to Denmark.

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Maximum dimensions per pallet/unit

Pallet (EUR)	120 cm x 80 cm	height 200 cm
Long pallet	240 cm x 80 cm	height 180 cm
Half pallet	80 cm x 60 cm	height 150 cm
Quarter pallet	60 cm x 40 cm	height 130 cm

For Home Delivery Indoor, in addition to above, a maximum length of 240 cm and a maximum length + girth of 640 cm apply for each unit/parcel to be carried in.

#### 2.2 Maximum weight per pallet/unit

Pallet (EUR)	750 kg
Long pallet	750 kg
Half pallet	400 kg
Quarter pallet	200 kg

For Home Delivery Indoor, in addition to above, a maximum weight of 70 kg applies for each unit/parcel to be carried in.

### 3. FREIGHT CALCULATION

Freight is calculated per shipment based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup> in Sweden and 200 kg per m<sup>3</sup> in Denmark.

For special goods, shipping is calculated based on the cargo space or number of pallet spaces the goods occupy. Special goods refer to goods which, due to its nature, packaging or other reasons, cannot be loaded with other goods.

### 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. In the event of incomplete data in the EDI, Bring reserves the right to charge additional fees.

#### 5.2 Delivery procedure

Delivery is carried out during the day/evening 8-22, normal weekdays Monday to Friday and Saturdays, on the selected date within selected time window. The shipment is delivered to the recipient's address with physical delivery and registered as delivered. For signature or ID requirement at delivery, additional service is 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 carried in and delivered to one and the same place in the home designated by the recipient. The recipient must clear the way for delivery and make sure to protect sensitive floors. Due to work environment reasons Bring's staff keep their shoes on throughout the delivery execution.

#### 5.3 Recipient-selected delivery choices

##### 5.3.1 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.

##### 5.3.2 Upgrade to Home Delivery Indoor

Upgrade/change from Curbside to Indoor delivery. The shipment is carried in and delivered according to terms for Home Delivery Indoor. Offered for shipments ordered as Home Delivery Curbside in selected areas in Sweden, and carried out after Bring has received payment from the recipient.

#### 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

If booking of a delivery attempt has not been received by Bring within 14 days from the first arrival registration at the terminal, the shipment is sent in return, at the Customer's expense. Five (5) days of intermediate storage is included. From day six (6) a storage fee is added per day until delivery or return of the shipment.

### 6. ADDITIONAL SERVICES

Additional services	Destinations
Signature Required	Sweden, Denmark
ID Verification	Sweden, Denmark
Installation	Sweden, Denmark (only for HD Indoor)
Unpacking	Sweden, Denmark (only for HD Indoor)
Swap Return	Sweden, Denmark (only for HD Indoor)
Recycling Return	Sweden, Denmark (only for HD Indoor)
Limited Quantities	Sweden, Denmark

### 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 stating the correct dimensions and weight for shipments. Bring reserves the right to check and correct dimensions and weight, and in case of deviations to correct the shipping price and charge additional fees.

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.



## Value adding services | Parcels and pallets

Additional services to customize deliveries based on different needs and conditions. The following outlines a description of what each additional service adds or modifies in the regular execution of the selected main service.

### 1. ADDITIONAL SERVICES

#### 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 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. A person other than the specified recipient can also receive the shipment and show ID. Any possibility for Flex Delivery and delivery against power of attorney is blocked.

#### 1.4 Individual Verification (1134)

Delivery only to the specified recipient in EDI, against presentation of valid ID. In Sweden, delivery to another person is accepted if they present both their own ID and the specified recipient's ID. Any possibility for Flex Delivery and delivery against power of attorney is blocked.

#### 1.5 Signature Required (1280)

Signature is required upon delivery. A person other than the specified recipient can also receive the shipment and sign for it. Option for Flex Delivery and delivery against power of attorney is blocked.

#### 1.6 Social Control (1082)

ID check for alcohol delivery. Mandatory additional service for alcohol delivery to consumers in Sweden, through distance sales from another EU country. Valid ID must be presented upon delivery. Verification of recipient's legal drinking age (20 years), general condition, etc. is performed.

#### 1.7 Flex Delivery (0041)

The shipment is delivered outside the recipient's door or at another specified location on the delivery address, without anyone needing to be present to receive or sign for the shipment. Any door code/intercom information should be provided in EDI.

At delivery Bring registers the shipment as delivered, which is considered sufficient proof of delivery. Bring may also take a photo documenting that delivery has been made. Once 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 responsible for damage or loss occurring after delivery.

#### 1.8 Delivery Indoors (0039)

The shipment is carried to a specified location according to delivery instructions in the EDI. Indoor delivery service is provided to the same specified location, regardless of the number of parcels to be delivered.

When the additional service is combined with the service Business Pallet, the pallet is split, and each parcel is carried to the specified location. Each parcel on the pallet is allowed a maximum weight of 35 kg. The packaging and the pallet are returned to Bring's terminal and recycled.

- To perform indoor delivery, the path to the specified location must be clear and free from obstacles, and for deliveries more than four (4) floors up, an elevator must be available.
- The recipient is responsible for protecting any fragile floors.
- If the conditions are not met, the shipment will be delivered without delivery indoors.
- Any additional delivery attempts (in case of delivery obstacles at the first delivery attempt) will be made without delivery indoors.

#### 1.9 Cash On Delivery (0051)

Delivery against payment. Upon delivery, the recipient is required to pay the COD amount specified by the sender. Additional information on applicable terms and rules regarding labelling, documentation, and amount limits, are available upon request.

#### 1.10 Two Delivery Attempts (1179)

Two delivery attempts in Norway. This additional service means that up to two delivery attempts are made for parcels to businesses in Norway, instead of the standard one delivery attempt. Charge for this additional service occurs only when a second delivery attempt has been made.

#### 1.11 E-Advising (0091)

Notification to business recipients via email or SMS. Notifications are sent on two occasions: when the shipment is ordered (EDI delivered to Bring) and when the shipment is loaded for delivery/distribution.

#### 1.12 Telephone Notification (1149)

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

#### 1.13 Delivery Notification to Sender (1094)

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

#### 1.14 Label Free (1288)

Hand-in of parcel to service point without the parcel needing to be marked with a shipping label in advance. Upon hand-in, a QR code shall be presented to the service point, who prints the shipping label to be attached on the parcel. If a service point is unable to print the shipping label, the parcel shall instead be marked with a numerical code, based on which the label will be printed when the parcel arrives to the terminal.

#### 1.15 Limited Quantities (0003)

Mandatory additional service for shipments containing limited quantities of dangerous goods according to applicable regulations.

- Limited quantities of dangerous goods are not allowed to non-bridged islands, except for shipments to Gotland (SE).
- The sender is responsible for ensuring that the goods are shipped as limited quantities of dangerous goods and in the intended quantity, as well as for proper packaging and markings.
- Transport of limited quantities of dangerous goods where part of the transport occurs by boat (e.g., delivery to/from Finland, Faroe Islands, Greenland, Iceland) is subject to regulations for maritime transport of dangerous goods according to the IMDG Code. Special labelling and additional declarations for dangerous goods are required.

#### 1.16 Cargo Insurance (0068)

Additional insurance for the possibility of compensation beyond the provisions of NSAB (Nordic Association of Freight Forwarders' General Conditions). The insurance is arranged through Bring, which acts as the intermediary of the insurance. The insurer is First Marine AS.

As standard, the insurance is arranged per shipment. Upon request, Cargo Insurance can also be arranged as an annual insurance to cover all transports for a specific Customer or customer number throughout the year.

Compensation is based on the full actual value of the goods and does not involve any deductible. The value of the goods should include the invoiced value, freight, insurance policy, and any profit and customs. Maximum compensation is 100,000 SEK per package or 1,000,000 SEK per pallet.

Cargo Insurance can be arranged for most permissible types of goods, except for mobile phones and alcohol, to most countries, with some exceptions such as Iran, Iraq, and Afghanistan. For more information, refer to Bring's website, where there is also a link to the insurance company's website (first.dk) for complete details on insurance terms and conditions.

## Value adding services | Home delivery of large goods

Additional services to customize deliveries based on different needs and conditions. The following outlines a description of what each additional service adds or modifies in the regular execution of the selected main service.

### 1. INSTALLATION

Assembly and installation can be booked as an additional service for several product types, in combination with the service Home Delivery Indoor.

When ordering an indoor delivery with installation, the following is included:

- Carry-in to the designated and prepared place in the recipient's home
- Unpacking, assembly and installation of the product, according to the product's user manual, including connection to existing power outlets or socket box, and connection to water/drainage
- If necessary, easier drilling of holes in cabinets for e.g., hoses and water locks, but no other carpentry work
- Function control of the product
- Removal of packaging and any cargo carriers

As a supplemental additional service, uninstallation, removal of an old/used product can also be ordered in connection with the installation of a new product, see additional service "Removal".

#### 1.1 Connection of electricity and water/drainage

##### 1.1.1 Connection of electricity

Electricity is only connected to an existing power outlet or socket box with intended voltage for the product. Wiring for new outlets or moving of existing ones is not included. The product is connected to electricity with the connection cord that comes with the product, or with the cord from a previous product if the installer deems this to be compatible and in good condition. Power outlets and connection cords must be accessible after installation to separate the product from electricity.

##### 1.1.2 Connection to water and drainage

Water and drainage are connected only to existing connections and sewers. Any plumbing work is not included. Extension of drain hoses is permitted only when installing the product in a wet area with a floor drain.

#### 1.2 Specific conditions per product type

##### 1.2.1 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.

##### 1.2.2 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.

##### 1.2.3 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.

##### 1.2.4 Installation of TV

The TV antenna/input signal is connected to an existing outlet. The installer does an auto search for channels and connects previously connected products to the TV, for example game console, media player, etc. 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 can be refused if the installer judges that the wall is not sufficiently robust for such mounting.

#### 1.3 The recipient's responsibility

The Customer is responsible for ensuring that the recipient is informed of and complies with their responsibilities when providing installation.

- The place for installation shall be suitable and prepared for installation, which includes that the product must fit and that the requirements for the placement of power outlets and connections for water/drainage are met.
- The length of cords and hoses must be sufficient for the installation.
- Any accessories required for the installation, which are not included with the product as standard, must be available at installation.

#### 1.4 Other conditions for installation

Bring reserves the right to cancel/interrupt the installation if the conditions for installation is 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. OTHER ADDITIONAL SERVICES

#### 2.1 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 Flex Delivery and delivery against power of attorney is blocked.

#### 2.2 ID Verification (1133)

Valid ID must be presented upon delivery. A person other than the specified recipient can also receive the shipment and show ID. Any possibility for Flex Delivery and delivery against power of attorney is blocked.

#### 2.3 Unpacking (1139)

Unpacking of one (1) product, e.g., an appliance. The outer packaging of the shipment and any cargo carrier(s) are taken back to the terminal for recycling/destruction. The additional service is only offered with Home Delivery Indoor. The recipient is responsible for ensuring that there is enough room for the unpacking.

#### 2.4 Swap Return (1122)

Return of a product upon delivery of a replacement product of the same type, e.g., in case of warranty matters for the Customer. The product is taken back to terminal and sent in return to the Customer. The additional service is only offered with Home Delivery Indoor when also booking a return shipment corresponding to the same service level as the outgoing shipment and must be added on both the outgoing shipment and the return shipment.

The product must be prepared for transport. If the new delivery is carried out with installation, uninstallation of the return product is included, otherwise the recipient is responsible for uninstallation, packaging and making the product available for Bring at the location of delivery. Bring normally provides a return label, which is brought at the time of delivery/pickup.

#### 2.5 Removal (1123)

Removal of a used product upon delivery of a new product of the same type. The product is taken back to terminal for recycling/destruction. The additional service is only offered with Home Delivery Indoor when also booking a return shipment corresponding to the same service level as the outgoing shipment and must be added on both the outgoing shipment and the return shipment.

The product must be prepared for transport. If the new delivery is carried out with installation, uninstallation of the return product is included, otherwise the recipient is responsible for uninstallation, packaging and making the product available for Bring at the location of delivery. Bring normally provides a return label, which is brought at the time of delivery/pickup.

#### 2.6 Limited Quantities (0003)

Mandatory additional service for shipments containing limited quantities of dangerous goods according to applicable regulations.

- Limited quantities of dangerous goods are not allowed to non-bridged islands, except for shipments to Gotland (SE).
- The sender is responsible for ensuring that the goods are shipped as limited quantities of dangerous goods and in the intended quantity, as well as for proper packaging and markings.

## Return services | Pickup at business address

Business Parcel Return | Business Parcel Return Bulk | Business Pallet Return

Return with pickup at business address. This return solution allows business recipient's, on behalf of the Customer, to return shipments to the Customer.

### 1. AVAILABILITY

#### 1.1 Return of parcels

Business recipients can have return parcels picked up in Sweden, Denmark and Finland. For pickup in Norway, the recipient must have a separate pickup agreement with Posten Bring in Norway. Otherwise, parcels should be returned via drop-off at a designated service point.

#### 1.2 Return of pallets

Business recipients can have return pallets picked up in Sweden, Norway and Finland. Return of pallets is only offered for small quantities of standard EUR pallets (120 cm x 80 cm). It is possible to return goods on half pallet and quarter pallet (not available from Norway), but the return is always charged as a standard EUR pallet (120 cm x 80 cm).

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Parcel

Max. length 200 cm

Max. dim. Length + circumference = 300 cm

Max. volume 0.25 m<sup>3</sup> per parcel

Min. dim. 15 cm x 10 cm x 1 cm from Sweden, Denmark, Finland  
23 cm x 13 cm x 1 cm from Norway

Max. weight 35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

#### 2.2 Pallet

Max. dim. 120 cm x 80 cm x 200 cm (L x B x H)

Max. weight 750 kg per pallet

From Finland zones 2-5, the maximum height is 180 cm. See zone table in regular price list for Business Pallet.

### 3. FREIGHT CALCULATION

#### 3.1 Parcel

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

#### 3.2 Pallet

Freight is calculated per pallet. Volumetric weight is not applied.

### 4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. For parcel returns, the Customer is responsible for providing the recipient with a shipping label, either in advance or when the need for return arises. For pallet returns, Bring normally provides a return label, which is brought at the time of pickup, see 5.1.2. The validity period for a produced return label is 90 days.

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

### 5. PICKUP

#### 5.1 Booking

##### 5.1.1 Parcels

EDI can be created and transferred to Bring both in advance and when the need for a return arises. Pickup shall be booked separately via Mybring or Bring's customer service in the country from which the return is being sent.

##### 5.1.2 Pallet

Booking must be made with additional service AdHoc PickUp, via a form to Bring's customer service in the country from which the return is being sent.

AdHoc PickUp means that Bring, based on a standardized order form, creates and transfers the EDI and produces the shipping label for the Customer. Normally, the driver brings the label at the time of pickup. Alternatively, if agreed upon between Bring and the Customer, the label can be sent to the Customer via email. In such cases, the Customer is responsible for providing the recipient with the shipping label.

#### 5.2 Pickup procedure

Pickup is carried out during office hours, normal weekdays Monday to Friday. Someone needs to be present at the time of 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 PM.

#### 5.3 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.

### 6. DELIVERY

Delivery is made to the Customer's return address according to the terms of the Business Parcel service. Delivery of bulk shipments (parcels returned collectively on a pallet) and delivery of pallets are carried out according to the terms of the Business Pallet service.

### 7. ADDITIONAL SERVICES

Additional services	From and to
AdHoc PickUp	Sweden, Denmark, Norway, Finland
Limited Quantities	Sweden, Denmark, Norway, Finland
Cargo Insurance	Sweden, Denmark, Norway, Finland

## Return services | Drop-off at service point or parcel locker

Return of parcels via service point or parcel locker. This return solution allows recipients, on behalf of the Customer, to return parcels to the Customer. Consumers can return parcels via service point/locker in Sweden, Denmark, Norway and Finland. Business recipients have the option in Sweden, Denmark and Norway, but not in Finland.

### 1. AVAILABILITY

#### 1.1 Return from consumer recipients

Consumer recipients can return parcels via pickup point in Sweden, Denmark, Norway, and Finland. Returns should be booked using the service PickUp Parcel Return (0341), or PickUp Parcel Return Bulk (0343) for parcels that are to be collected at a terminal and returned as bulk shipment.

#### 1.2 Return from business recipients

Business recipients can return parcels via pickup point in Sweden, Denmark, and Norway. Returns should be booked using the service Business Parcel Return (0331), or alternatively Business Parcel Return Bulk (0333) for parcels that are to be collected at a terminal and returned as bulk shipment.

### 2. DIMENSIONS AND WEIGHT

Max. length 200 cm from Norway, Finland  
150 cm from Sweden, Denmark

Max. dim. Length + circumference = 300 cm

Max. volume 0.25 m<sup>3</sup> per parcel

Min. dim. 15 cm x 10 cm x 1 cm from Sweden, Denmark, Finland  
23 cm x 13 cm x 1 cm from Norway

Max. weight 35 kg per parcel from Norway, Finland  
20 kg per parcel from Sweden, Denmark

For parcels longer than 120 cm (100 cm from Finland), wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel based on shipping weight, i.e., the highest value of actual weight and volumetric weight. The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

### 4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. The Customer is responsible for providing the recipient 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.

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 Drop-off at service point

Drop-off is made to at service point for Bring. Confirmation of the parcel handed in is sent via email or SMS.

#### 5.2 Drop-off at parcel locker

In Sweden, Denmark, and Norway, parcels with dimensions up to 58 cm x 49 cm x 43 cm and a maximum weight of 20 kg can be returned via drop-off at a parcel locker, via a mobile app (Android/iOS). The recipient must have a registered user in the app or sign up for a new user. Confirmation of the parcel handed in is received in the app.

### 6. DELIVERY

Delivery is made to the Customer's return address according to terms of the service Business Parcel. Delivery of bulk return shipments (parcels returned collectively on a pallet) are carried out according to terms of the service Business Pallet.

### 7. ADDITIONAL SERVICES

Additional services	From
Label Free	Sweden, Denmark
Limited Quantities	Sweden, Denmark, Norway, Finland
Cargo Insurance	Sweden, Denmark, Norway, Finland

#### From and to

Sweden, Denmark, Norway, Finland

## Return services | Pickup at home address

Return with pickup at the consumer recipient's home address. This return solution allows consumers, on behalf of the Customer, to return parcels and larger goods to the Customer. Return with pickup at the home address is offered in Sweden and Denmark and is intended for shipments that, due to bulky dimensions or weight, cannot be returned via a pickup point.

### 1. AVAILABILITY

#### 1.1 Return of parcels

Consumers can have parcels that need to be returned picked up at the home address in Sweden and Denmark. The solution is primarily intended for parcels with a length exceeding 150 cm and/or a weight over 20 kg, which cannot be returned via a pickup point. Booking should be done using the service Home Delivery Parcel Return (0348) or Return Home Delivery (2778).

#### 1.2 Return of large goods

Consumers can have larger goods, such as furniture and appliances, picked up at the home address in Sweden and Denmark. Booking should be done using the service Return Indoor (3578) or Return Curbside (3577). The customer must have a fixed agreed return address for large return goods.

All returns from/within Denmark booked with the services Return Home Delivery, Return Indoor and Return Curbside are provided and invoiced by Bring's Danish company, Bring E-commerce & Logistics A/S, Ventruparken 4, 2670 Greve, registration number 29390142. A special agreement is required to send returns from Denmark.

### 2. DIMENSIONS AND WEIGHT

#### 2.1 Parcels

Max. length	200 cm
Max. dim.	Length + circumference = 300 cm
Max. volume	0.25 m <sup>3</sup> per parcel
Min. dim.	15 cm x 10 cm x 1 cm
Max. weight	35 kg per parcel

For parcels longer than 120 cm, wider than 60 cm or with one/several sides below the minimum dimensions, a special handling fee is added.

#### 2.2 Large goods (maximum per pallet/unit)

Pallet	120 cm x 80 cm	height 200 cm	750 kg
Long pallet	240 cm x 80 cm	height 180 cm	750 kg
Half pallet	80 cm x 60 cm	height 150 cm	400 kg
Quarter pallet	60 cm x 40 cm	height 130 cm	200 kg

For the service Return Indoor, in addition to the above, the maximum length is 240 cm and length + circumference is 640 cm, and the maximum weight 70 kg per unit/parcel.

### 3. FREIGHT CALCULATION

Freight is calculated per parcel/shipment, based on shipping weight, i.e., the highest value of actual weight and volumetric weight.

#### 3.1 Home Delivery Parcel Return

The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup>.

#### 3.2 Return Home Delivery, Return Indoor, Return Curbside

The volumetric weight is calculated based on a conversion factor of 280 kg per m<sup>3</sup> from/within Sweden and 200 kg per m<sup>3</sup> from/within Denmark.

#### 3.3 Special Goods (applies only to large goods)

For special goods, freight is calculated based on the cargo space or the number of pallet spaces occupied by the goods. Special goods refer to items that, due to their nature, packaging, or other reasons, cannot be consolidated with other goods.

### 4. MARKING AND LABELING

Each shipment must be provided with a complete shipping document. In Sweden Bring normally provides a return label, which is brought at the time of pickup. In Denmark the Customer is responsible for providing the recipient 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.

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. BOOKING

#### 5.1.1 Sweden

EDI (Electronic Data Interchange) should be created and transmitted only when the need for return arises, not in advance during the booking of outgoing shipment. No separate booking for pickup should be made. A pickup assignment is automatically created when Bring receives EDI

#### 5.1.2 Denmark

EDI can be created and transmitted to Bring either in advance or when the need for return arises. Pickup should be booked separately through Bring's customer service in Denmark, and the desired pickup date should also be specified. If no specific date is provided, the recipient will receive a proposal and be asked to choose a pickup date.

### 6. PICKUP

#### 6.1 Notification

The return sender is notified digitally, primarily via SMS. Mobile number and email shall be provided in EDI. In case of incomplete notification details in EDI, Bring reserves the right to charge additional fees.

#### 6.1.1 Sweden

Once the pickup assignment is created, the recipient is notified and requested to book a date and time window for pickup. If the recipient does not respond to the booking, up to two reminders are sent. After that, the customer is contacted to provide correct notification details or other instructions.

#### 6.2 Pickup procedure

Pickup of parcels is made at the recipient's door. Heavier goods are either picked up from a specified location inside the recipient's home (Return Indoor) or at the curbside or plot boundary (Return Curbside). Someone needs to be present at the pickup location for physical handover of the shipment. The customer is responsible for ensuring that the recipient makes the parcel or goods accessible to Bring at the pickup location and that the shipment, at the time of pickup, is properly packaged, labeled, and ready for transport.

#### 6.2.1 Sweden

Pickup is carried out during the day/evening 8-22, normal weekdays Monday to Friday and Saturdays, on the selected date and within the selected time window, according to Bring's applicable route matrix.

#### 6.2.2 Denmark

Pickup is carried out during day 8-17, normal weekdays Monday to Friday, normally on the date specified at booking.

#### 6.3 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

#### 7.1 Parcel

Delivery is made to the Customer's return address according to terms of the service Business Parcel. Delivery of bulk return shipments (parcels returned collectively on a pallet) are carried out according to terms of the service Business Pallet.

#### 7.2 Large goods

Delivery is made to the Customer's return address according to agreement.

### 8. ADDITIONAL SERVICES

Additional services	From
Limited Quantities	Sweden, Denmark
Cargo Insurance	Sweden, Denmark (only for Home Delivery Parcel Return)