



Standard conditions

For parcels and pallets in the Nordic region. Applies to contract customers.
Valid from 01-01-2019

	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>A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually. The parcel is classed and charged as a pallet if the physical maximum weight is exceeded or the volume weight is more than 70 kg</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>A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually. The parcel is classed and charged as a pallet if the physical maximum weight is exceeded or the volume weight is more than 70 kg.</p>
Maximum weight¹	35 kg/parcel	35 kg/parcel
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>	<p>Mybring Transport label</p> <p>Own system/extern TA-system Transport label Parcels to countries outside EU compl. with customs documents, routing label and waybill/CMR</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 120 x 80 cm Height 180 cm (EUR pallet or the equivalent)</p> <p>½ Pallet Length 80 cm Width 60 cm Height 150 cm</p> <p>¼ Pallet Length 60 cm Width 40 cm Height 120 cm</p>	<p>Maximum Length 200 cm within the Nordics, rest of the world 150 cm Length + circumference = maximum 300 cm</p> <p>Minimum 23 X 13 X 1 cm</p> <p>A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually. The parcel is classed and charged as a pallet if the physical maximum weight is exceeded or the volume weight is more than 70 kg.</p>
Maximum weight¹	<p>750 kg/pallet including packaging and the pallet's weight</p> <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>	35 kg/parcel
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Pallets to other countries must be accompanied by customs documents and CMR/waybill</p>	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Bulk shipments must be accompanied by customs documents (to Norway), routing label and CMR/waybill</p>
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>A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually. The parcel is classed and charged as a pallet if the physical maximum weight is exceeded or the volume weight is more than 70 kg.</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>A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually. The parcel is classed and charged as a pallet if the physical maximum weight is exceeded or the volume weight is more than 70 kg.</p>
Maximum weight¹	35 kg/parcel	35 kg/parcel
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guideline. Parcels to non-EU countries must be accompanied by customs documents</p>	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Bulk shipments must be accompanied by customs documents (to Norway), routing label and CMR/waybill</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 120 x 80 cm Height 180 cm (EUR pallet or the equivalent)</p> <p>½ Pallet Length 80 cm Width 60 cm Height 150 cm</p> <p>¼ Pallet Length 60 cm Width 40 cm Height 120 cm</p>
Maximum weight¹	750 kg/pallet including packaging and the pallet's 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 in compliance with Bring's label guidelines (provided by Bring). Pallets to other countries must be accompanied by customs documents and CMR/waybill.
EDI	Yes
Collection	Customer-specific solution
Delivery	To the recipient's door ²
Time guarantee	No
Tracking	Yes



Standard conditions

For parcels to the Nordic region. Applies to contract customers.
Valid from 01-01-2019

	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>Minimum 23 X 13 X 1 cm</p> <p>To Sweden: Minimum 23 X 13 X 3.5 cm</p> <p>Maximum Length to Norway and Finland 200 cm, rest of the world 150 cm Length + circumference = maximum 300 cm</p> <p>To PickUp Locker: Maximum 60 x 40 x 40 cm for delivery to PickUp Locker A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually.</p>	<p>Minimum 23 X 13 X 1 cm</p> <p>To Sweden: Minimum 15 X 11 X 3.5 cm</p> <p>Maximum Length within the Nordics 200 cm, rest of the world 150 cm Length + circumference = maximum 300 cm</p> <p>To PickUp Locker: Maximum 60 x 40 x 40 cm for delivery to PickUp Locker A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually.</p>
Maximum weight¹	35 kg/parcel to Norway and Finland, and for parcels with Flex Delivery. 20 kg/parcel to the rest of the world.	35 kg/parcel to Norway and Finland, and for parcels with Flex Delivery. 20 kg/parcel to the rest of the world.
Transport-documents	<p>Mybring Transportlabel</p> <p>Own system or external TA system Transportlabel in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>	<p>Mybring Transportlabel</p> <p>Own system or external TA system Transportlabel in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by routing label, waybill/CMR and customs documents.</p>
EDI	Yes	Yes
Collection	By agreement	By agreement
Delivery	Delivery via collection point	Delivery via collection point
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>Minimum 23 X 13 X 1 cm</p> <p>Maximum Length within the Nordics 200 cm, rest of the world 150 cm Length + circumference = maximum 300 cm</p> <p>A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually.</p>	<p>Minimum 23 X 13 X 1 cm</p> <p>To SE: Minimum 23 X 13 X 3.5 cm</p> <p>Maximum Length from Norway and Finland 200 cm, rest of the Nordics 150 cm Length + circumference = maximum 300 cm</p> <p>From PickUp Locker: Maximum 60 x 40 x 40 cm when returned from PickUp Locker. A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually.</p>
Maximum weight¹	35 kg/parcel	35 kg/parcel to Norway and Finland. 20 kg/parcel to the rest of the world.
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transportlabel in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by routing label, waybill/CMR and customs documents.</p>	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>
EDI	Yes	Yes
Collection	By agreement	Via Bring's collection points
Delivery	Delivery to the recipient's door ²	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>Minimum 23 X 13 X 1 cm</p> <p>To SE: Minimum 23 X 13 X 3.5 cm</p> <p>Maximum Length from Norway and Finland 200 cm, rest of the Nordics 150 cm Length + circumference = maximum 300 cm</p> <p>From PickUp Locker: Maximum 60 x 40 x 40 cm when returned from PickUp Locker. A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually.</p>	<p>Minimum 23 X 13 X 1 cm</p> <p>Maximum Length within the Nordics 200 cm Length + circumference = maximum 300 cm</p> <p>A charge is imposed for all parcels whose length exceeds 120 cm, length and width exceed 60 cm, length and height exceed 60 cm, or width and height exceed 60 cm. This charge is also imposed for all parcels smaller than the minimum dimensions and all parcels that have to be handled manually.</p>
Maximum weight¹	35 kg/parcel to Norway and Finland. 20 kg/parcel to the rest of the world.	35 kg/parcel
Transport-documents	<p>Mybring Transport label</p> <p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>	<p>Own system or external TA system Transport label in compliance with Bring's label guidelines. Parcels to non-EU countries must be accompanied by customs documents.</p>
EDI	Yes	Yes
Collection	Via Bring's collection points	Included
Delivery	To the recipient's door ²	To the recipient's door ²
Time guarantee	No	No
Tracking	Yes	Yes

1 If a shipment exceeds the maximum permitted weight or dimensions, it is classed as a pallet and charged accordingly.

2 Delivery to door/gate, reception desk or goods reception. Deliveries to islands without bridge connection will normally be delivered to the harbour office or quayside.

3 Delivery to door/gate, goods reception, platform or ground level. Deliveries to islands without bridge connection will normally be delivered to the harbour office or quayside.

Other conditions

Valid from 01-01-2019

Timetable

See timetable for each service at bring.com/parcels

Customs clearance

It is the responsibility of the sender to correctly complete the required customs documents. Expenses for standard export and import declarations shall be paid by the sender. This applies to all products, except for PickUp Parcel where expenses for standard import declarations shall be paid by the recipient. Customs duties and VAT shall always be paid by the recipient. The sender may demand payment if the recipient has not paid the amount by the due payment date.

Delivery note for customs clearance

Only transport labels are required for shipments in the EU (parcels, pallets). Bulk shipments also require routing labels and CMR/waybills. A commercial or proforma invoice (in at least triplicate and signed by hand) is required for shipments outside the EU. For shipments to be eligible for fast-track clearance (simplified customs procedure), they must comply with the destination country's requirement for a certificate of origin, for example, an EUR1 certificate or a declaration on the invoice and a customs declaration. The commercial or proforma invoice must contain information about all incoming goods and the number of packages. The necessary licences/permits must also be attached. Senders of BulkSplit shipments are also required to have an agent or representative in the destination country who can pay the customs duties, VAT and any special charges for all of the parcels and pallets in the shipment. The agent or representative must be a legal entity registered for VAT with a credit facility with customs. The fees for export and import declarations respectively shall be paid by the sender (does not apply to PickUp Parcel). A customs/pro forma invoice can be printed out from www.bring.com

Complaints

Subject to the General Conditions of the Nordic Association of Freight Forwarders (NSAB, current version), www.nordicfreight.org. Complaints must be made in writing and sent by email to Bring's Customer Service Department or via the online complaints form available at www.bring.com. 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.

Force Majeure

Bring is not liable for events beyond the control of Bring or for events that Bring could not have foreseen (such as natural disasters, delays in air and road transport services due to severe weather conditions, fire, flooding, war, civil unrest, industrial disputes) etc.

Tracking

In those cases Bring offers traceability, Bring has the right to convey information and personal information regarding senders and recipients, and related thereto, to external partners to enable tracking in current tracking tools. Customer agrees to this procedure and is responsible in relation to Bring to obtain necessary consent from the sender and the consignee of the consignment.

Collection

Included in the price, unless otherwise agreed

Address details

The correct delivery address must be stated. Business Parcel or Business Pallet may not be delivered to a postbox. Bring reserves the right to charge a wrong address fee if the delivery address is incorrect.

Packaging

It is the responsibility of the sender 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 such that spills can be absorbed inside the outer packaging, even if this means that the inner packaging will be damaged. Cargo on pallets should be wrapped so that it remains intact on the pallet while in transit from source to destination. The cargo must not overhang the edges of the pallet. Special rules apply when transporting limited quantities of dangerous goods (Limited Quantities).

The cargo must be properly packed in order to receive compensation in the event of any damage. If you would like to be guaranteed full compensation, we recommend our special transport insurance, Cargo Insurance. (Can not be subscribed for Home Delivery Mailbox). In other cases, compensation is paid according to the terms of NSAB (current version).

Flex Delivery

Once Bring has delivered the cargo in accordance with the instructions, the goods and their packaging are considered to have been in visibly good condition. A written confirmation from the driver shall constitute sufficient evidence that this is the case. Bring is not liable for loss or damage that occurs after the goods have been delivered to the recipient in accordance

with the instructions for Flex Delivery. Shipments containing a limited amount of dangerous goods (Limited Quantities) cannot be sent as Flex Delivery.

Limited Quantities - Limited Quantities of dangerous goods

Shipments cannot contain dangerous goods with the exception for limited quantities of dangerous goods. The customer should always follow and notify Bring according to Bring's current instructions. Bring handles shipments containing a limited amount of dangerous goods according to current regulations (ADR / RID / IMDG-code). The customer is responsible for complying with current regulations, which includes content, packaging and labeling. For information and definition of limited amount of dangerous goods and the current regulations, see msb.se (Civil Protection and Emergency Agency). The additional service Limited Quantities is not available for the services: Flex Delivery, Express, Express Nordic 0900 - services.

Returns

Shipments that cannot be delivered will be returned to the sender, who will be charged for the outgoing freight.

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.

Prohibited content

Shipments may not contain weapons*, ammunition, live animals, human or animal remains, cigarettes, tobacco, alcoholic beverages**, hazardous goods with the exception of limited amount of dangerous goods*** or high-value items such as precious metals, gemstones, coins, banknotes or securities. The value of the content may not exceed SEK 100,000/per parcel and SEK 1,000,000/per pallet. It is the responsibility of the sender to ensure that a shipment does not contain any goods that are prohibited for import into the destination country.

Liability

According to the current version of NSAB (Nordic Association of Freight Forwarders) nordicfreight.org. No compensation is paid for damage or loss of Home Delivery Mailbox. The consignee is required to ensure that the shipments/consignments do not contain anything that violates the provisions of the Prohibited Content and Limited Quantities section and shall replace Bring or other injured parties for damage caused by the customer breaching these provisions.

Tracking

In those cases where Bring offers traceability (Track-n-trace), Bring has the right to supply (mediate) information and personal information regarding senders, recipients and all that is related to external partners, this to enable tracking (track-n-trace) in current tracking system. The Customer agrees to this procedure and is liable in relation to Bring to obtain the necessary consent from the sender and the recipients of the consignment.

Special terms

The most recent version of this document shall always take precedence and is available for viewing at all times on Bring's website www.bring.com

* Weapons: A weapon is considered to be 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 only applies for B2C parcels delivered in Sweden.

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

For further information, please contact Bring's Customer Service on +46 8 400 00 765