



Bring Parcels

Standard Terms & Conditions for parcels and pallets

Valid from 1 February 2023

Section A General Terms

Bring Parcels Standard Terms & Conditions for parcels and pallets apply to services that Bring Parcels AB, comp reg no. 556546-4939 ("Bring") provides for customer (the "Customer"), jointly the "Parties". The terms & conditions are valid for shipments sent to and from the Nordic Region.

All assignments are carried out by Bring according to:

- The Customer Agreement
- Bring's Standard Terms & Conditions for parcels and pallets, section B Service Terms ("Service Terms")
- Bring's Standard Terms & Conditions for parcels and pallets, section A General Terms ("General Terms")
- The General Conditions of the Nordic Association of Freight Forwarders, currently NSAB 2015 ("NSAB")

In the following, the Service Terms and the General Terms are jointly referred to as "the Terms".

If the provisions above contain contradictions, they shall take precedence in the order mentioned above. The Terms apply unless otherwise agreed in writing.

"Mybring" refers to Bring's self-service solution for creating and transferring EDI, printing transport labels, and tracking and following up on deliveries.

"Bulk shipment" refers to a shipment with several parcels for several recipients, which are transported together on a pallet, from pickup to the sorting terminal in the recipient country. Minimum volume requirement for bulk shipment is 20 parcels per sending occasion and receiving terminal.

The latest version of this document always applies and is available at bring.com.

1. Prices and fees

The Customer shall pay prices and fees as agreed. If there are no specially agreed upon prices, Bring's standard price lists in effect at the time, shall apply, see bring.com. All prices are stated exclusive of VAT.

Bring reserves the right to, in addition to the freight cost, charge fees for fuel surcharges and sulfur surcharges. Unless otherwise agreed in writing, Bring has the right to change these surcharges continuously, without prior notice to the Customer.

2. Payment terms

The Customer is invoiced according to what has been agreed. If there are no specifically agreed payment terms, Bring has the right to invoice weekly in arrears, and to apply a due date 10 days from the invoice date.

If payment has not been received on the due date, Bring reserves the right to refuse to provide further services, as well as charge a notice fee and interest rate as stated on the invoice at the time. If Bring assesses that the Customer's creditworthiness has deteriorated, Bring has the right to reduce the number of credit days or require advance payment, by notifying the Customer about this in writing.

3. Weight- and volume calculation

If not stated otherwise in the Service Terms, freight cost for parcel services is calculated based on shipping weight, i.e., the highest value of actual weight or volumetric weight. The volumetric weight is obtained by multiplying the parcel's volume, expressed in cubic meters, by a factor of 280 (volume factor 280 kg per m³).

4. EDI

Each parcel and pallet shall be notified to Bring in advance via EDI transfer (Electronic Data Interchange). Complete EDI information, according to Bring's requirements and specifications, see developer.bring.com, must be available to Bring before shipment collection or drop-off. In the event of delayed, incorrect or missing EDI information, Bring has the right to charge surcharges.

Complete and correct delivery address, as well as recipient address if this differs from the delivery address, according to the recipient country's standard and format, must be provided. Shipments may not be addressed to P.O box addresses or box postal codes.

EDI and transport labels can be created via:

- Mybring (Booking API or web interface)
- TA supplier, which is approved by Bring
- Other system, after agreement with Bring

5. Marking and shipment documents

Marking of shipments must comply with Bring's requirements and specifications, see developer.bring.com.

5.1 Transport label and barcode

Transport label must be attached clearly visible on each parcel and pallet and be legible both by machine and manually. Printing shall be done via thermal printer or laser printer, on non-reflective white paper.

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

5.2 Routing label and CMR

All bulk shipments, as well as pallets to/from abroad, must, in addition to the regular transport label, be supplemented with routing label and CMR/waybill.

5.3 Customs documents

Shipments to/from a country or area outside the EU tax area must be supplemented with complete customs documents. For fast-track clearance (simplified customs), the recipient country's requirements for a certificate of origin applies, for example through EUR 1 or invoice declaration and customs declaration.

6. Packaging

The Customer is responsible for packing shipments correctly. The goods must be packed to withstand normal transport handling, which may involve several reloading and sorting during the transport.

The shipment's outer and inner packaging must be well suited to the contents. Fragile contents shall be surrounded by shock-absorbing material. Proper packaging is a prerequisite for the possibility of compensation in the event of depreciation or damage.

Goods on a pallet must be accommodated inside the edge of the pallet and packed to remain stable and collected on the pallet during the entire transport. Liquid contents and powder must be packed so that the entire contents can be absorbed inside the outer packaging, in event of damage to the inner packaging.

7. Shipment contents

7.1 Dangerous goods

Dangerous goods may not be sent with Bring. For certain services and routes however, limited quantities of dangerous goods ("LQ") is permitted. Bring handles LQ according to current regulations (ADR, IMDG Code etc.). The Customer must follow Bring's instructions.

The Customer is responsible for following current regulations, which include, for example, quantity, content, packaging, and marking. For more information on LQ and dangerous goods, please refer to unece.org.

7.2 Prohibited content

Shipments may not contain:

- Valuable documents and securities, including banknotes and money
- Valuables, e.g., precious metals, gemstones, real pearls, exclusive watches, antiques, or the like

- Weapon and parts of weapons, according to applicable law and classification in the customs tariff, or ammunition
- Tobacco, nicotine products or similar
- Human remains, body parts, organs, and urns or similar containing ash
- Living or dead animals
- Temperature sensitive goods
- Biological substances category B (UN 3373) and diagnostic samples that are not packaged and marked in accordance with the IATA instructions.

7.3 Content that requires special written agreement with Bring

- Alcoholic beverages
- Tires for motor vehicles

7.3 Maximum permitted value

Shipments may not have a content with a value that exceeds EUR 10,000 per parcel and EUR 100,000 per pallet.

8. Pickup

Pickup of shipments is carried out normal workdays Monday to Friday. Shipments must be properly marked and ready at pickup.

8.1 Fixed pickup

Customers with recurring volumes normally agree on a fixed pickup arrangement. Deviations from the agreed arrangement must be notified to Bring well in advance. For pickup of pallets, deviations must be notified no later than 12:00, the last workday before pickup.

8.2 Other pickup

Pickup without fixed pickup agreement, or outside a fixed pickup agreement, can be booked in Mybring or via Bring's customer service.

8.3 Unsuccessful pickup

In the event of failed pickup which is due to the Customer, e.g., no goods to collect or no one on site, the pickup assignment is considered completed after the attempt has been made. In such cases, Bring has the right to charge a surcharge.

9. Special handling

For parcels that Bring deems cannot be handled and sorted according to standard procedure, a fee for special handling is added. This applies, for example, to parcels whose longest side (length) exceeds 120 cm, where two sides exceed 60 cm each, or when one or several sides are below the minimum dimensions. This may also apply to parcels of irregular shape, rolls, tubes etc. and parcels without proper packaging.

10. Delivery

Delivery is made to the specified delivery address, provided that the transport route consists of a passable road. Shipments to islands without a road bridge connection are normally delivered to the harbor office or quay.

10.1 Flex Delivery

Flex Delivery means that the shipment is delivered outside the recipient's door, or at another specified location in direct connection to the delivery address, without signature from the recipient.

Upon delivery, Bring registers the shipment as delivered, which is considered sufficient proof that the delivery has taken place. When the shipment has been delivered in this way, the goods and the packaging are considered to have been in visibly good condition. Bring is not liable for damage or loss that occurred after delivery.

11. Recipient-selected delivery choices

Bring has the right to offer the recipient alternative delivery choices, via notification or in digital interfaces. Examples of such delivery choices can be change of delivery place (redirection), extended stay, and delivery outside the recipient's door without signature (Flex Delivery).

Recipient-selected delivery choices are performed only after and provided that the recipient first has made an active choice or order, and for certain delivery choices only after that Bring has received payment from the recipient.

In cases where the recipient is offered to choose Flex Delivery, this delivery choice is carried out only after and provided that the recipient has accepted the terms for Flex Delivery, which includes, among other things, that the responsibility for the shipment passes to the recipient after delivery has been made.

12. Customs clearance and customs declaration

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

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

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

13. Returns (undeliverable shipments)

Shipments that cannot be delivered or are not collected within the deadline, are returned to the sender, at the Customer's expense. If nothing else has been agreed in writing, the same price as for the previous outbound freight will be charged.

14. Deviations from the Terms

Bring is not obliged to distribute shipments that deviate from the Terms and reserves the right to handle and deliver such shipments in a way that deviates from the Terms.

The Customer is responsible for choosing the correct service for the shipment. If deviations occur, Bring has the right to revise the service and invoice a surcharge and charges for the service provided. Differences in relation to regular delivery and lead time may occur. If Bring deems correction not to be possible, the shipment can be returned to the sender.

Parcels with a length over 200 cm, length + circumference over 300 cm, actual weight over 35 kg or volume calculated weight over 70 kg, are considered and charged as pallets.

15. Liability

Bring has the right to transfer its rights, responsibilities, and obligations to its affiliates, and at its own risk use subcontractors to fulfill its obligations. Bring shall in no case be liable for any indirect or other consequential loss or damage.

Unless otherwise stated in the Service Terms, Bring's services do not have any form of time guarantee. If a storage assignment should become relevant, the Parties must enter into a special storage agreement. The Customer is responsible to obtain and pay for insurance as specified in §25 A., NSAB 2015.

For parcels sent as bulk shipments, Bring is responsible for each individual parcel only from the first performed scanning point of the individual parcel, which normally takes place at the sorting terminal in the recipient country, after split of the pallet/load carrier.

The Customer is obliged to ensure that shipments do not contain anything that violates the Terms and must compensate Bring and other injured parties for damage that occurs due to the Customer violating the Terms.

The Customer is responsible for keeping up to date on and complying with applicable trade restrictions, laws, and regulations, and for not to export or import anything not permitted in the sending or receiving country.

16. Claims

16.1 Claim about a shipment

Notice of claim shall be given to Bring, without undue delay, in writing via web form on Bring's website or via e-mail to Bring's customer service.

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

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

16.2 Claim about an invoice

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

17. Changes

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

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

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

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

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

18. Written messages

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

19. Other contact

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

20. Personal data

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

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

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

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

When Bring offers tracking of shipments, Bring has the right to pass on information and personal data concerning senders and recipients to external partners, in order to enable tracking in current interfaces and tracking tools. The Customer is responsible for obtaining the necessary consent from the sender and recipient.

Bring's processing of personal data is further described in Bring's privacy policy, see bring.com/privacy-policy.

21. Confidentiality

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

22. Force Majeure

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

It is the responsibility of a Party who decides to invoke such a circumstance as has now been said, to inform the other Party as soon as possible of the origin thereof as well as of its termination. Circumstances of the kind set out in this provision release a Party who has invoked them from fulfillment of their obligations as agreed, for as long as the circumstance exists.

23. Disputes and applicable law

The Agreement with Bring shall be subject to Swedish law. Any dispute shall, as far as possible, be resolved through negotiations between the Parties. If a dispute cannot be resolved through negotiation between the Parties, the dispute shall be resolved at the Stockholm City Court.

24. Further information

For further information, please contact Bring's customer service by phone (+46) 020 765 000 or by email to cs@bring.com.

Section B Service Terms

Parcels to business recipients, incl. returns

	Business Parcel (0330) Business Parcel Bulk (0332)	Express Nordic 09.00 Bulk (0334)	Business Parcel Return (0331) Business Parcel Return Bulk (0333)
Briefly about the service	Parcels up to 35 kg to businesses. Delivery to the recipient's door.	Parcels up to 35 kg to businesses. Delivery to the recipient's door the next day (calculated from arrival at the terminal in the recipient country), primarily before 09.00.	Return of parcels from businesses. Possibility for business recipients to, on behalf of the Customer, return parcels to the Customer.
Sender	Business	Business	Business
Recipient	Business	Business	Business
Destinations/availability	Sweden, Denmark, Norway, Finland The rest of the Nordic region ¹⁾	Sweden, Norway	Return from Sweden, Denmark, Norway, Finland
Dimensions per parcel	<p>Maximum Length to SE, DK, FI, NO: 200 cm Length to other countries: 150 cm Length + circumference = 300 cm</p> <p>Minimum SE, DK, FI: 15 cm x 10 cm x 1 cm NO: 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm, where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>	<p>Maximum Length: 200 cm Length + circumference = 300 cm</p> <p>Minimum SE: 15 cm x 10 cm x 1 cm NO: 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm, where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>	<p>Maximum Length: 200 cm Length + circumference = 300 cm</p> <p>Minimum From SE, DK, FI: 15 cm x 10 cm x 1 cm From NO: 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm, where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>
Weight per parcel	<p>Maximum 35 kg</p> <p>Minimum 150 grams</p>	<p>Maximum 35 kg</p> <p>Minimum 150 grams</p>	<p>Maximum 35 kg</p> <p>Minimum 150 grams</p>
Weight and volume calculation	Shipping weight, i.e., the highest value of actual weight or volume calculated weight.	Shipping weight, i.e., the highest value of actual weight or volume calculated weight.	Shipping weight, i.e., the highest value of actual weight or volume calculated weight.
Pickup	By agreement. Business Parcel Bulk: at pickup, the parcels must be loaded together on a pallet.	By agreement. At pickup, the parcels must be loaded together on a pallet.	Sweden, Denmark, Finland: yes, pickup at the return sender's address is included. Norway: no, handed in to drop off point by the return sender. For pickup a separate special pickup agreement, with Posten/Bring Norway, is required.
Delivery	To the recipient's door, i.e., door/port, reception desk or goods reception.	To the recipient's door, i.e., door/port, reception desk or goods reception. The sender is responsible for booking within the coverage area of the service. In case of deviation, delivery is carried out as a regular Business Parcel.	To the recipient's door, i.e., door/port, reception desk or goods reception. Bulk return shipment can also be delivered to loading dock or ground level.
Tracking	Yes	Yes	Yes

1) Business Parcel Bulk (bulk shipment) to the rest of the Nordic region is only available to the Faroe Islands and Iceland.

Pallets to business recipients, incl. returns

	Business Pallet (0336)	Business Pallet Return (0337)
Briefly about the service	Pallet (standard EUR) to businesses. Delivery to the recipient's door. The service is a complement to Bring's parcel services, intended for lower quantities of pallets. A shipment should not exceed more than three pallets per recipient and shipment occasion.	Return of pallet (standard EUR) from businesses. Possibility for business recipients to, on behalf of the Customer, return pallet to the Customer.
Sender	Business	Business
Recipient	Business	Business
Destinations/availability	Sweden, Denmark, Norway ^[1] , Finland	Return from Sweden, Denmark, Norway ^[3] , Finland
Dimensions per pallet	Maximum Pallet: length: 120 cm, width: 80 cm, height: 180 cm ½ pallet: length: 80 cm, width: 60 cm, height: 150 cm ¼ pallet: length: 60 cm, width: 40 cm, height: 120 cm For pallets where one or several sides exceed the maximum dimensions, or when the maximum weight is exceeded, a Special Handling Fee is added.	Maximum Length: 120 cm, width: 80 cm, height: 180 cm For pallets where one or several sides exceed the maximum dimensions, or when the maximum weight is exceeded, a Special Handling Fee is added.
Weight per pallet	Maximum Pallet: 750 kg ½ pallet: 400 kg ¼ pallet: 200 kg	Maximum Pallet: 750 kg ½ pallet: 400 kg ¼ pallet: 200 kg
Pickup	By agreement.	Yes, pickup at the return sender's address is included. Booked via additional service AdHoc Pickup.
Delivery	To the recipient's door, i.e., door/port, reception desk, goods reception, loading dock or ground level.	To the recipient's door, i.e., door/port, reception desk, goods reception, loading dock or ground level.
Tracking	Yes	Yes

1) Norway: only pallet and ½ pallet.

Parcels to private recipients (consumers)

	PickUp Parcel (0340) PickUp Parcel Bulk (0342)	Home Delivery Mailbox (0345)	Home Delivery Parcel (0349)
Briefly about the service	Parcels to private recipients (consumers). Delivery to pickup point or parcel locker.	Smaller parcels up to 5 kg to private recipients (consumers). Delivery to the recipient's mailbox. The service is offered in collaboration with Early Bird.	Parcels up to 35 kg to private recipients (consumers). Home delivery to the recipient's door.
Sender	Business	Business	Business
Recipient	Consumer	Consumer	Consumer
Destinations	Sweden, Denmark, Norway, Finland The rest of the Nordic region ¹⁾	Sweden	Sweden, Denmark, Norway, Finland
Dimensions per parcel	<p>Maximum Length to NO, FI: 200 cm Length to SE, DK: 150 cm Length + circumference = 300 cm</p> <p><u>Parcel locker</u> SE, DK, NO: 59 cm x 50 cm x 44 cm FI: 59 cm x 59 cm x 36 cm</p> <p>Minimum SE, DK, FI: 15 cm x 10 cm x 1 cm NO: 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm (to Finland: 100 cm), where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>	<p>Maximum Length: 60 cm Length + width + height = 90 cm</p> <p>Minimum 15 cm x 10 cm x 1 cm</p> <p>For parcels where one or several sides exceeds 35 cm x 25 cm x 8 cm, a Large Parcel Fee is added.</p>	<p>Maximum Length: 200 cm Length + circumference = 300 cm</p> <p>Minimum SE, DK, FI: 15 cm x 10 cm x 1 cm NO: 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm (to Finland: 100 cm), where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>
Weight per parcel	<p>Maximum NO: 35 kg FI: 25 kg SE, DK: 20 kg</p> <p><u>Parcel locker</u> 20 kg</p> <p>Minimum 150 grams</p>	<p>Maximum 5 kg</p> <p>Minimum 150 grams</p>	<p>Maximum SE, DK, NO: 35 kg FI: 25 kg</p> <p>Minimum 150 grams</p>
Weight and volume calculation	Shipping weight, i.e., the highest value of actual weight or volume calculated weight.	Actual / weighed weight. Volume calculated weight is not applied for the service.	Shipping weight, i.e., the highest value of actual weight or volume calculated weight.
Pickup	By agreement. PickUp Parcel Bulk: at pickup, the parcels must be loaded together on a pallet.	By agreement. At pickup, the parcels must be loaded together on a pallet.	By agreement. Bulk shipment: at pickup, the parcels must be loaded together on a pallet.
Delivery	SE, DK, NO, FI: to pickup point/parcel locker. Other destinations: depending on local regulations. Delivery either to the recipient's door or to pickup point/parcel locker. In Sweden, Denmark and Finland, the recipient can be offered to order redirect to home delivery. In the event of full capacity, or other factors beyond Bring's control at the time of delivery, delivery may be made to a different pickup point/pickup locker than that specified in the EDI.	To the recipient's mailbox. If the parcel doesn't fit in the recipient's mailbox, it is normally placed in a bag, which is hung on the mailbox or the door handle. If the recipient's door is located indoors, the parcel can also be placed outside the door.	To the recipient's door. Sweden: Flex Delivery, ie delivery outside the door without signature, is standard and added automatically at booking. For delivery against signature, additional service must be chosen and added in the EDI. In Sweden, Denmark and Finland, the recipient can be offered to order redirect to pickup point. In Denmark and Norway, the recipient can be offered to order delivery outside the door without signature.
Tracking	Yes	Yes	Yes

1) PickUp Parcel Bulk (bulk shipment) to the rest of the Nordic region is only available to the Faroe Islands and Iceland.

Return parcels from private recipients (consumers)

	Pickup Parcel Return (0341) Pickup Parcel Return Bulk (0343)	Home Delivery Parcel Return (0348)
Briefly about the service	Return of parcels from private persons (consumers), via hand in to drop off point. Possibility for private recipients to, on behalf of the Customer, return parcels to the Customer.	Return of parcels from private persons (consumers), including pickup at the return sender's address. Possibility for private recipients to, on behalf of the Customer, return parcels to the Customer. The return service is primarily intended for parcels that, due to size/weight, cannot be returned via drop off point in Sweden and Denmark, i.e., parcels longer than 150 cm or over 20 kg.
Sender	Consumer	Consumer
Recipient	Business	Business
Availability	Return from Sweden, Denmark, Norway, Finland	Return from Sweden, Denmark
Dimensions per parcel	<p>Maximum Length from NO, FI: 200 cm Length from SE, DK: 150 cm Length + circumference = 300 cm</p> <p><u>Parcel locker</u> From DK: 59 cm x 50 cm x 44 cm From FI: 59 cm x 59 cm x 36 cm</p> <p>Minimum From SE, DK, FI: 15 cm x 10 cm x 1 cm From NO: 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm (from Finland: 100 cm), where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>	<p>Maximum Length: 200 cm Length + circumference = 300 cm</p> <p>Minimum 15 cm x 10 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm, where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>
Weight per parcel	<p>Maximum From NO: 35 kg From FI: 25 kg From SE, DK: 20 kg</p> <p><u>Parcel locker</u> 20 kg</p> <p>Minimum 150 grams</p>	<p>Maximum 35 kg</p> <p>Minimum 150 grams</p>
Weight and volume calculation	Shipping weight, i.e., the highest value of actual weight or volume calculated weight.	Shipping weight, i.e., the highest value of actual weight or volume calculated weight.
Pickup	No, handed in to drop off point by the return sender.	Yes, pickup at the return sender's address.
Delivery	To the recipient's door, i.e., door/port, reception desk or goods reception. Bulk return shipment can also be delivered to loading dock or ground level.	To the recipient's door, i.e., door/port, reception desk or goods reception. Bulk return shipment can also be delivered to loading dock or ground level.
Tracking	Yes	Yes

Parcels to private recipients (consumers) in Europe, incl. returns

	Bring Parcel Connect (0370)	Bring Parcel Connect Return (0372)
Briefly about the service	<p>Parcels to private persons (consumers) outside the Nordic countries, to countries in Europe. Delivery to the recipient's door as standard, but delivery can also be made to pickup point (assuming booking via API).</p> <p>The service is offered in collaboration with DHL.</p>	<p>Return of parcels from private persons (consumers) outside the Nordics, via hand in to drop off point. Possibility for private recipients in Europe to, on behalf of the Customer, return parcels to the Customer.</p> <p>The service is offered in collaboration with DHL.</p>
Sender	Business	Consumer
Recipient	Consumer	Business
Destinations/availability	To countries in Europe (by agreement)	Return from countries in Europe (by agreement)
Dimensions per parcel	<p>Maximum <u>To the door/home delivery</u> Length: 200 cm, width: 120 cm, height: 80 cm Diameter: 60 cm Length + circumference = 360 cm</p> <p><u>Pickup point</u> Depending on local regulations. Agreed customer specific. To most countries: length: 120 cm, width: 60 cm, height: 60 cm Length + circumference = 360 cm</p> <p><u>Parcel locker</u> Depending on local regulations. Agreed customer specific.</p> <p>Minimum 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm, where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>	<p>Maximum <u>Drop off point</u> Depending on local regulations. Agreed customer specific. From most countries: length: 120 cm, width: 60 cm, height: 60 cm Length + circumference = 360 cm</p> <p>Minimum 23 cm x 13 cm x 1 cm</p> <p>For parcels whose longest side (length) exceeds 120 cm, where two sides exceed 60 cm each, or when one/several sides are below the minimum dimensions, a Special Handling Fee is added.</p>
Weight per parcel	<p>Maximum To the door/home delivery: 31.5 kg Pickup point: 20 kg (to some countries a higher weight is allowed) Pickup locker: 20 kg</p> <p>Minimum 150 grams</p>	<p>Maximum Drop off point: 20 kg (from some countries a higher weight is allowed)</p> <p>Minimum 150 grams</p>
Weight and volume calculation	Shipping weight, i.e., the highest value of actual weight or volume calculated weight. Volume calculation factor is agreed customer specific.	Shipping weight, i.e., the highest value of actual weight or volume calculated weight. Volume calculation factor is agreed customer specific.
Pickup	By agreement. At pickup, the parcels must be loaded together on a pallet.	No, handed in to drop off point by the return sender.
Delivery	<p>As standard delivery takes place to the recipient's door. When using additional service Optional Pickup Point or Pickup Locker, delivery to pickup point or pickup locker is also possible.</p> <p>In some destinations the recipient can be offered to order redirect to pickup point or delivery outside the door without signature.</p> <p>Pickup point/pickup locker: in the event of full capacity, or other factors beyond Bring's control at the time of delivery, delivery may be made to a different pickup point/pickup locker than that specified in the EDI.</p>	To the recipient's door, i.e., door/port, reception desk, goods reception, loading dock or ground level.
Tracking	Yes	Yes