



# Overview: Terms and Conditions changes

Valid from 1 January 2026

This document provides an overview of the most significant changes to the Standard Terms and Service Terms for Bring E-commerce and Logistics AB, for international customers. Other changes can be found in the full Terms.

## Standard Terms

| Description  | Section                  |
|--|--------------------------|
| The point on temperature sensitive contents has been updated with examples of different types of goods covered by the restriction.           | 9.3 Prohibited content   |
| The terms on pickup have been clarified with an addition regarding terms in the event of discrepancies between the booked and actual volume. | 10.3 Unsuccessful pickup |

## Service Terms

Bring E-commerce & Logistics AB merges the previous separate Service Terms for Swedish and international customers into a single unified version that will apply to both customers groups. Information on service availability for customers outside Sweden can be found under section "Availability", subsection "International customers".

| Description  | Affected services                                  |
|--|--|
| The section "Availability" is updated with information on each service's availability for customers outside Sweden (EU import).                      | All services                                       |
| The service will no longer be offered.   | Express Nordic 09.00 Bulk                          |
| The service is limited to deliveries within the Nordic region. Delivery of pallets to the rest of Europe will no longer be offered.                  | Business Pallet                                    |
| The terms for collection have been clarified.  | PickUp Parcel/Bulk                                 |
| PickUp Parcel Box is renamed to Parcel Locker.   | Parcel Locker (PickUp Parcel Box)                  |
| The service will no longer be offered.   | Home Delivery Mailbox                              |
| The terms are updated with changes and additions, including routines for marking of parcels and clarifications of the terms for collection.          | Bring Pack   |
| The service will no longer be offered to new customers.  | Urban Home Delivery                                |
| The services will no longer be offered for deliveries to Denmark.  | Urban Home Delivery, Home Delivery Curbside/Indoor |
| The service will no longer be offered. For parcel returns from a home address in Sweden, customers are referred to the service Return Home Delivery. | Home Delivery Parcel Return                        |
| eID Verification is renamed to ID Verification Parcel Locker.  | Additional services                                |
| The terms for Label Free have been clarified.  | Additional services                                |
| The terms for Cargo Insurance are amended due to a change of insurance provider.   | Additional services                                |
| The terms for Swap Return, Collection for Recycling, and Collection for Recycling Hazardous have been clarified.                                     | Additional services                                |