

# Standard conditions

For parcels and pallets sent in the Nordic region

Valid from 01-01-2022

	Business Parcel	Business Parcel Bulk
<b>Sender</b>	Business	Business
<b>Recipient</b>	Business	Business
<b>Destinations</b>	Nordic region	Nordic region
<b>Price</b>	Customer-specific solution	Customer-specific solution
<b>Volume surcharge</b>	Customer-specific solution	Customer-specific solution
<b>Dimensions<sup>1</sup></b>	<p><b>Maximum</b> Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p><b>Minimum</b> Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>	<p><b>Maximum</b> Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p><b>Minimum</b> Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>
<b>Maximum weight<sup>1</sup></b>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet</p>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet</p>
<b>Transport-documents</b>	<p>Transport label according to Bring's requirements.</p> <p>Shipments abroad to/from non-EU countries must be accompanied customs documents.</p>	<p>Transport label according to Bring's requirements.</p> <p>Bulk shipments must be accompanied with routing label, waybill/CMR and customs documents to/from non-EU countries.</p>
<b>EDI</b>	Yes	Yes
<b>Collection</b>	Customer-specific solution	Customer-specific solution
<b>Delivery</b>	To the recipient's door <sup>2</sup>	To the recipient's door <sup>2</sup>
<b>Time guarantee</b>	No	No
<b>Tracking</b>	Yes	Yes

	Business Pallet	Express Nordic 09.00 Bulk
<b>Sender</b>	Business	Business
<b>Recipient</b>	Business	Business
<b>Destinations</b>	Nordic region	Sweden, Norway
<b>Price</b>	Customer-specific solution	Customer-specific solution
<b>Volume surcharge</b>	Customer-specific solution	Customer-specific solution
<b>Dimensions<sup>1</sup></b>	<p><b>Maximum</b>  Length 180 cm  Width 80 cm  Height 180 cm  (EUR pallet or the equivalent)</p> <p><b>½ Pallet</b>  Length 80 cm  Width 60 cm  Height 150 cm</p> <p><b>¼ Pallet</b>  Length 60 cm  Width 40 cm  Height 120 cm</p>	<p><b>Maximum</b>  Length 200 cm  Length + circumference = maximum 300 cm</p> <p><b>Minimum</b>  Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>
<b>Maximum weight<sup>1</sup></b>	<p>750 kg per pallet incl. packaging and the pallet</p> <p><b>½ Pallet</b>  400 kg per pallet incl. packaging and the ½-pallet</p> <p><b>¼ Pallet</b>  200 kg per pallet incl. packaging and the ¼-pallet</p>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>
<b>Transport-documents</b>	<p>Transport label according to Bring's requirements.</p> <p>Shipments abroad to non-EU countries must be accompanied customs documents.</p>	<p>Transport label according to Bring's requirements.</p> <p>Bulk shipments accompanied with routing label, waybill/CMR and customs documents to non-EU countries.</p>
<b>EDI</b>	Yes	Yes
<b>Collection</b>	Customer-specific solution	Customer-specific solution
<b>Delivery</b>	To the recipient's door <sup>3</sup>	To the recipient's door <sup>2</sup> , Monday-Friday before 09.00 (to some areas before 16.00) in accordance with the separate timetable
<b>Time guarantee</b>	No	No
<b>Tracking</b>	Yes	Yes

	Business Parcel Return	Business Parcel Return Bulk
<b>Sender</b>	Business	Business
<b>Recipient</b>	Business	Business
<b>Destinations</b>	Nordic region	Nordic region
<b>Price</b>	Customer-specific solution	Customer-specific solution
<b>Volume surcharge</b>	Customer-specific solution	Customer-specific solution
<b>Dimensions<sup>1</sup></b>	<p><b>Maximum</b> Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p><b>Minimum</b> Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>	<p><b>Maximum</b> Length 200 cm within the Nordics Length + circumference = maximum 300 cm</p> <p><b>Minimum</b> Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>
<b>Maximum weight<sup>1</sup></b>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>	<p>35 kg per parcel</p> <p>A parcel exceeding the maximum weight or with a volume weight above 70 kg is considered and charged as a pallet.</p>
<b>Transport-documents</b>	<p>Transport label according to Bring's requirements.</p> <p>Shipments abroad to non-EU countries must be accompanied customs documents.</p>	<p>Transport label according to Bring's requirements.</p> <p>Bulk shipments accompanied with routing label, waybill/CMR and customs documents to non-EU countries.</p>
<b>EDI</b>	Yes	Yes
<b>Collection</b>	Customer-specific solution	Customer-specific solution
<b>Delivery</b>	To the recipient's door <sup>2</sup>	To the recipient's door <sup>2</sup>
<b>Time guarantee</b>	No	No
<b>Tracking</b>	Yes	Yes

<b>Business Pallet Return</b>	
<b>Sender</b>	Business
<b>Recipient</b>	Business
<b>Destinations</b>	Nordic region
<b>Price</b>	Customer-specific solution
<b>Volume surcharge</b>	Customer-specific solution
<b>Dimensions<sup>1</sup></b>	<p><b>Maximum</b>            Length 120 cm            Width 80 cm            Height 180 cm            (EUR pallet or equivalent)</p> <p><b>½ Pallet</b>            Length 80 cm            Width 60 cm            Height 150 cm</p> <p><b>¼ Pallet</b>            Length 60 cm            Width 40 cm            Height 120 cm</p>
<b>Maximum weight<sup>1</sup></b>	750 kg per pallet including packaging and pallet weight  <p><b>½ Pallet</b>            400 kg/pallet including packaging and the            ½-pallet's weight</p> <p><b>¼ Pallet</b>            200 kg/pallet including packaging and the            ¼-pallet's weight</p>
<b>Transport-documents</b>	Transport label according to Bring's requirements Shipments abroad accompanied with routing label, waybill/CMR and customs documents to non-EU countries.
<b>EDI</b>	Yes
<b>Collection</b>	Customer-specific solution
<b>Delivery</b>	To the recipient's door <sup>2</sup>
<b>Time guarantee</b>	No
<b>Tracking</b>	Yes

	PickUp Parcel	PickUp Parcel Bulk
<b>Sender</b>	Business	Business
<b>Recipient</b>	Consumers	Consumers
<b>Destinations</b>	Nordic region	Nordic region
<b>Price</b>	Customer-specific solution	Customer-specific solution
<b>Volume surcharge</b>	Customer-specific solution	Customer-specific solution
<b>Dimensions<sup>1</sup></b>	<p><b>Maximum</b>            Length to Norway and Finland: 200 cm            Length to other countries: 150 cm            Length + circumference = maximum 300 cm</p> <p>To PickUp Locker: L 60 cm, W 40 cm, H 40 cm</p> <p><b>Minimum</b>            Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>	<p><b>Maximum</b>            Length to Norway and Finland: 200 cm            Length to other countries: 150 cm            Length + circumference = maximum 300 cm</p> <p>To PickUp Locker: L 60 cm, W 40 cm, H 40 cm</p> <p><b>Minimum</b>            Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>
<b>Maximum weight<sup>1</sup></b>	35 kg per parcel to Norway and Finland 20 kg per parcel to other countries To PickUp Locker: 20 kg	35 kg per parcel to Norway and Finland 20 kg per parcel to other countries To PickUp Locker: 20 kg
<b>Transport-documents</b>	Transport label according to Bring's requirements  Shipments abroad to non-EU countries must be accompanied customs documents.	Transport label according to Bring's requirements  Bulk shipments accompanied with routing label, waybill/CMR and customs documents to non-EU countries.
<b>EDI</b>	Yes	Yes
<b>Collection</b>	Customer-specific solution	Customer-specific solution
<b>Delivery</b>	Delivery via pickup point in the Nordic Region. In other countries depending on the local regulations, ie either to the recipient's door <sup>2</sup> or delivery via pickup point.  In the event of full capacity at pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Client originally selected or specified in the EDI.	Delivery via pickup point  In the event of full capacity at pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Client originally selected or specified in the EDI.
<b>Time guarantee</b>	No	No
<b>Tracking</b>	Yes	Yes

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

	PickUp Parcel Return Bulk	Home Delivery Parcel Return
<b>Sender</b>	Consumer	Consumer
<b>Recipient</b>	Business	Business
<b>Destinations</b>	Nordic region	From Sweden and Denmark
<b>Price</b>	Customer-specific solution	Customer-specific solution
<b>Volume surcharge</b>	Customer-specific solution	Customer-specific solution
<b>Dimensions<sup>1</sup></b>	<p><b>Maximum</b>            Length from Norway and Finland: 200 cm            Length from other countries: 150 cm            Length + circumference = maximum 300 cm</p> <p>From PickUp Locker: L 60 cm, W 40 cm, H 40 cm</p> <p><b>Minimum</b>            Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>	<p><b>Maximum</b>            Length 200 cm            Length + circumference = maximum 300 cm</p> <p><b>Minimum</b>            Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>
<b>Maximum weight<sup>1</sup></b>	35 kg per parcel from Norway and Finland 20 kg per parcel from other countries From PickUp Locker: 20 kg	35 kg per parcel
<b>Transport-documents</b>	Transport label according to Bring's requirements.  Shipments abroad to non-EU countries must be accompanied customs documents.	Transport label according to Bring's requirements.  Shipments abroad to non-EU countries must be accompanied customs documents.
<b>EDI</b>	Yes	Yes
<b>Collection</b>	Handed in by the sender to PickUp Point	Included
<b>Delivery</b>	To the recipient's door <sup>2</sup>	To the recipient's door <sup>2</sup>
<b>Time guarantee</b>	No	No
<b>Tracking</b>	Yes	Yes

	Bring Parcel Connect	Bring Parcel Return Connect
<b>Sender</b>	Business	Consumers (and Business)
<b>Recipient</b>	Consumers (and Business)	Business
<b>Destinations</b>	Within Europe (by agreement)	From Europe (by agreement)
<b>Price</b>	Customer-specific solution	Customer-specific solution
<b>Volume surcharge</b>	Customer-specific solution	Customer-specific solution
<b>Dimensions<sup>4, 5</sup></b>	<p><b>Maximum<sup>4</sup></b>            Length 200 cm, width 120 cm, height 80 cm            Length + circumference: 360 cm            Diameter: 60 cm</p> <p>To Pickup Point: L 120 cm, W 60 cm, H 60 cm            To Pickup Locker: L 60 cm, W 35 cm, H 35 cm</p> <p><b>Minimum</b>            Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>	<p><b>From Pickup Point maximum<sup>4</sup></b>            Length 120 cm, width 60 cm, height 60 cm</p> <p><b>Minimum</b>            Length 23 cm, width 13 cm, height 1 cm</p> <p>Special handling fee is charged for parcels with one side above 120 cm, two sides above 60 cm or one/several sides below minimum dimensions. The fee also applies to parcels that cannot be sorted by machine, e.g. parcels of irregular shape, roll/tube and parcels without outer packaging.</p>
<b>Maximum weight<sup>1</sup></b>	<p><b>Delivery home/delivery to door</b>            31,5 kg per parcel</p> <p><b>To Pickup Point and Pickup Locker</b>            20 kg per parcel</p>	<p><b>From Pickup Point</b>            20 kg per parcel</p>
<b>Transport-documents</b>	Transport label according to Bring's requirements. Shipments abroad must be accompanied routing label and waybill/CMR.	Transport label according to Bring's requirements.
<b>EDI</b>	Yes	Yes
<b>Collection</b>	Customer-specific solution	Handed in by sender to Pickup Point
<b>Delivery</b>	<p>Standard: Delivery to the door<sup>2</sup></p> <p>To certain destinations the recipient can redirect the shipment to Pickup Point, choose Flex Delivery or choose another delivery day via e-mail/SMS.</p> <p>Additional services: Optional Pickup Point, Pickup Locker</p> <p>In the event of full capacity at pickup point, or other factors beyond Bring's control at the time of delivery, Bring reserves the right to deliver to a pickup point other than the Customer originally selected or specified in the EDI.</p>	<p><b>Standard</b>            Delivery to recipients door<sup>2</sup></p>
<b>Times guarantee</b>	No	No
<b>Tracking</b>	Yes	Yes

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

## Other conditions

### Labelling and addressing

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

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

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

### Delivery note for customs clearance

It is the responsibility of the sender to complete the necessary customs documents correct. For shipments outside the EU tax area, commercial or proforma invoice is required (at least 3 copies, signed by hand).

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

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

### Customs clearance to / from non-EU countries

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

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

### Packaging

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

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

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

### EDI transfer

Bring shall be notified in advance for each parcel/pallet by EDI transfer. Complete and correct EDI information, according to Bring's requirements and specifications, must be provided to Bring before collection or injection of the goods. In the event of delayed, incorrect or missing EDI information, Bring reserves the right to charge additional fees to the Customer.

### Restricted content

Shipments may not contain:

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

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

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

### Limited Quantities of dangerous goods

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

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

### Flex Delivery

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

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

### Receiver selected delivery choices

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

### Tracking

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

### Returns

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

### **Liability**

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

### **Complaints**

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

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

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

### **Special Conditions**

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

Bring reserves the right to make changes to the existing product, with reference to the individual customer agreement.

### **Force Majeure**

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

### **Special terms**

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

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

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

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

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

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