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1. APPENDIX A LIST OF FEES

Last updated 01.07.2024. This is a translation of the Norwegian version which is found on https://helthjem.no/bedrift-informasjon/vilkar-bedrift.

Thank you for choosing us!

Helthjem Netthandel AS (hereafter "**Helthjem**") is a logistics company providing logistics and transport services to businesses, with Norway as its primary market region.

In order to use our services to distribute goods to your Customers (hereafter "**Recipient(s)**"), you (hereafter the "**Customer**" or "**Sender**") must have entered into a logistics agreement with Helthjem and be registered as a business in Norway or in another market region where Helthjem provides its services.

Helthjem provides a range of delivery services, (hereafter "**(the) Shipping Solution**" or "**(the) Shipping Solutions**"), either independently or through its business partners, from which the Customer can choose for single or multiple consignments and which are described in detail in the Product Terms and Conditions.

These Operating Terms and Conditions (hereafter "Terms and Conditions") regulate the Customer's rights and obligations associated with the Shipping Options, including general delivery and invoicing principles and standard fees (hereafter "**Terms and Conditions**"). These Terms and Conditions replace any prior terms of use and operating agreements between the parties. By using the Shipping Solutions, the Customer accepts these Terms and Conditions, which constitute a binding contract between the Customer and Helthjem.

The Customer's agreement with Helthjem includes these Terms and Conditions as well as Helthjem's privacy policy.

Helthjem may revise the Shipping Solutions and Terms and Conditions from time to time. The currently applicable version of our terms and conditions is always available at https://Helthjem.no/bedrift-informasjon. The Customer is responsible for keeping updated on the Terms and Conditions that apply at any given time. By continuing to use the Services after revisions are made, the Customer accepts the revisions.

1 DEFINITIONS

Address finder API	An information interface from Helthjem with which Customers and third parties can integrate to gain access to and provide correct addresses and apartment/floor numbers according to official data.
API	An application programme interface (API) is a software-based interface that enables two-way transmission of information between IT systems, typically for single parcels or at order level.
Disposal	Handling of packages it not has been possible to deliver to recipients, either done as a gift to charity or inspection of content and recycling
EDI	Electronic data interchange (EDI) is a standard method of one-way transmission of data between computer systems in batches, typically information about multiple parcels simultaneously.
Billable weight	The higher of the actual weight and the volume weight.

Shipping Solution	The type of delivery service selected for a consignment. The specific Shipping Solution is defined in the Product Terms and Conditions.
Fee	An amount which Helthjem may charge the Customer should the Customer fail to meet its obligations under the Price and Product Specification, the Terms and Conditions and/or the Product Terms and Conditions. A list of the fees applicable at any given time is provided in Appendix A to the Terms and Conditions.
Geographical areas/Helthjem's geographical areas	The geographical locations where the Shipping Solution can currently be delivered to and collected from.
Helthjem parcels	Helthjem's Standard, Express and Frequent shipping solutions, which enable delivery directly to the Recipient, are specified in the Product Terms and Conditions.
Helthjem labels/labels	Approved parcel labels showing necessary information about Helthjems shipping structure, such as route ID and delivery point.
Collection agreement	Under the Price and Product Specification, Helthjem and the Customer have entered into an agreement regarding pick-up from the Customer's warehouse.
Collection time window	The time window within which the parcels will be collected, in accordance with a specific agreement with the Customer.
Label API	An information interface from Helthjem which Customers and third parties can use to request and retrieve pre-formatted labels for the Shipping Solutions.
Load carrier	A container for goods, such as a pallet, cage, sack, box, etc.
Maximum weight and dimensions	The maximum weight and size of a parcel allowed for the relevant Shipping Solution in accordance with the Product Terms and Conditions, without paying an additional service fee for oversized/overweight parcels.
Delivery/delivered	When delivery of a consignment is confirmed either in the form of courier registration, parcel scanning or the Recipient's signature.
Parcel(s)/the parcel(s)	A collective term for all consignments that are delivered from the Sender to the Recipient, regardless of Shipping Solution.
Parcel pick-up points	A parcel pick-up point other than the Recipient's address. Normally an in-store parcel pick-up point, a parcel collection box or other secure location of which the Recipient will be advised.
Price and Product Specification	A customer-specific agreement detailing the agreed Shipping Solutions, item prices, additional services, service level, etc.

Product Terms and Conditions	The Product Terms and Conditions, provided in the form of a product sheet, contain a summary of currently applicable maximum sizes, weights and other important features of the Shipping Solutions the Customer has purchased according to the Price and Product Specification.
Actual weight	The actual/physical weight of a parcel.
Sorted/sorting Pre-sorted/pre-sorting	Sorting refers to splitting the parcels in the warehouse into separate Shipping Solutions that are shipped by the Supplier. Pre-sorting refers to splitting the parcels into different geographical locations for a Shipping Solution.
Additional service(s)	An element of a Shipping Solution that is not included automatically and must be ordered separately according to the Price and Product Specification.
Track & Trace API	An information interface from Helthjem with which Customers and third parties can integrate to check the delivery status of their parcels.
Transport surcharge	A transport surcharge to cover diesel-, electricity-, and general infrastructure costs. Adjusted according to regular price adjustments. Current price can be found under product terms and conditions
Value chain(s)	The logistics chain is from sent Sender to delivery to the Recipient. Helthjem's part of the value chain applies from when a parcel is scanned at the first Helthjem terminal to when it is delivered to the Recipient.
Volumetric weight	Weight that is calculated using the following formula: (length x width x depth) in dm/5.

2 THE CUSTOMER'S OBLIGATIONS AND HELTHJEM'S REMEDIES FOR BREACH OF CONTRACT

The Customer must ensure that the size and weight of parcels in consignments are within the maximum weight and size for the selected Shipping Solution stated in the Product Terms and Conditions. In cases where parcels exceed the maximum allowed size or weight stated in the Product Terms and Conditions and for which no additional service was paid, Helthjem may take the following action:

a) In the case of minor deviations from the stated maximum weight and size: deliver in accordance with the selected Shipping Solution but invoice the Customer a fee for an oversized/overweight parcel in the highest weight category in the Customer's price schedule stated the Price and Product Specification.
b) In the case of major deviations from the stated maximum weight and size: modify the original Shipping Solution to another, more applicable Shipping Solution at the first terminal. The Customer will be invoiced for the shipping cost for the modified Shipping Solution and will be charged a fee per parcel for breach of the product terms and conditions.

3 GEOGRAPHICAL AREAS

Helthjem can deliver parcels to all addresses in Norway with the exception of Svalbard and Jan Mayen. Deliveries to addresses in these locations can be arranged by separate agreement.

Helthjem distributes parcels with newspaper carriers in Norway to addresses that are covered for delivery and at Helthjem's currently applicable distribution frequency in the relevant geographical location.

Helthjem currently covers around 82% of all private addresses in Norway. The actual coverage ratio is however slightly lower due to inadequate address data quality, such as incomplete or incorrect addresses, and/or because a large proportion of addresses in the Sender's customer database includes business addresses, which Helthjem does not serve. Helthjem offers an address finder API to customers for use in their online store checkout to help the Recipient enter the correct and complete address so that the actual home delivery coverage ratio is improved.

Where Helthjem does not have coverage for home delivery, recipients can pick up their packages at one of Helthjem's Pickup Points, which cover most of Norway. In areas where Helthjem does not have its own Pickup Points, coverage will be provided through subcontractors to ensure nationwide coverage

4 ACCESSIBILITY

The Shipping Solutions are normally available to the Customer on days when Helthjem conducts normal operations, which usually means every day of the year except Sundays, official holidays and certain days between public holidays and weekends. Helthjem will notify the Customer of distribution schedules in connection with public holidays.

5 PROHIBITED ITEMS

Shipment of consignments containing the following items is prohibited:

- Live animals
- Refrigerated or heated items
- Explosives, chemicals, flammable materials or other hazardous goods (ADR)
- Replicas of grenades, mines, explosive devices, smoke bombs, weapons, etc.
- Alcohol, tobacco, snuff and all forms of illegal substances
- Consignments containing items that are illegal in the Sender's or Recipient's country.

Parcels containing suspected prohibited or hazardous items may be examined by Helthjem itself or with the assistance of competent personnel. The same applies to parcels that are not properly packed and that may cause personal injury or damage to property or to other parcels.

Helthjem may destroy consignments that are deemed to be hazardous. Helthjem will notify the Sender prior to destruction, insofar as this is possible. Any direct costs incurred by Helthjem in connection with Disposal of hazardous items will be passed on to the Customer in full according to “Disposal fee”.

6 ORDERING AND INFORMATION

The Shipping Solutions are ordered via API or EDI using a TA system provider, direct integration with Helthjem or Helthjem's self-service solution.

The Customer must regularly register information about the parcels via API or EDI. EDI messages must be transmitted for all consignments that leave the warehouse. The Sender is responsible for ensuring the timely transmission of EDI messages, meaning no later than when the driver collects the parcels from the warehouse.

Helthjem will store information on registered parcels for 90 days. If the registered parcel is not received within 90 days, information on the registered parcel will be deleted.

Helthjem may charge the Customer a fee for missing EDI information if a consignment lacks EDI information when it arrives at one of Helthjem's terminals.

The Sender must ensure that Helthjem receives the required and correct information to deliver the parcel on the Customer's behalf. The following information must accompany all bookings submitted:

- Recipient
  - name and address
  - postal code and postal area
  - e-mail address and mobile phone number
  - customer reference, where appropriate
- The Sender: :
  - customer number/store ID
  - business name
  - return address
  - order/reference, where appropriate
- About the parcel:
  - Shipping Solution
  - weight
  - size: length x width x depth
  - product-specific information/additional services, such as selected parcel pick-up point.

Helthjem manages and operates an address register necessary for delivering parcels to Recipients as ordered. If the address provided by the Customer is inadequate for delivering in accordance with a Shipping Solution, such as a floor level or apartment number for parcels to be delivered to the Recipient's home, Helthjem notify the Recipient by text message or e-mail. The notification will ask the Recipient to update its address details, which will then be updated automatically in our address register.

Although Helthjem tries to deliver booking and integration solutions to the best of its ability, these systems are provided “as is” without any form of explicit or implicit guarantees, unless otherwise required under Norwegian law.

7 THE PARCEL'S JOURNEY THROUGH THE VALUE CHAIN

This section describes the parcel's journey through the value chain and the parties' respective obligations. The process of sending a physical parcel typically begins with the picking and packing of

items in appropriate packaging at the Customer's warehouse. The packaged parcel is then labelled with a shipping label giving details about the Recipient. The parcel is made ready by placing it in appropriate, labelled load carriers for each Shipping Solution. For Customers with collection agreements, the load carriers are collected from the Customer's warehouse and transported to the Supplier's terminal, where parcels are scanned into the value chain and geographically sorted, and tracking details are made available to the Recipient and the Sender. The parcels are then delivered to the Recipient's delivery point.

7.1 CONTENTS AND PACKAGING

The Customer must ensure that a parcel's contents are properly packaged. Parcels are often reloaded and sorted during transport, so packaging must be solid and appropriate for the content of the consignment. As a general rule, packaging must enable a parcel to withstand a fall of 3 metres without causing damage to the contents.

Goods that are placed on pallets must be shrink-wrapped, strapped or otherwise properly packaged in such a way as to ensure that the goods are secured on the pallet during the entire journey. The use of disposable pallets should be avoided; the preferred standard is EUR or EPAL pallets, with dimensions of 120x80 cm. The pallet height should not exceed 200 cm, and the weight should not exceed 800 kg.

The Sender is encouraged to use packaging that reduces the amount of air in order to minimize environmental impacts and ensure best possible utilisation of resources. Excessively large packaging/boxes may give justification to revise prices and terms and conditions in the Customer's Price and Product Specification.

Helthjem is not responsible for assessing whether items are adequately packaged. If the contents of a parcel in the value chain are damaged or impaired as a result of the Sender's packaging, the parcel will be returned to the Sender at the Sender's expense and risk or given “Disposal fee”.

7.2 LABELLING AND LABELS

The Sender is obliged to ensure that all packages are correctly labelled with approved labels that are clearly visible and contain the necessary information about the Shipping Solution's shipping structure.

Labels may:

- be produced by the Customer according to Helthjem's specifications
- be obtained in customised format from Helthjem's label API, or
- produced by third-party solutions of the Customer's choice.

The Customer must ensure that labels are readable in all parts of the value chain. Labels must not:

- be folded around corners
- be covered with plastic film unless the film lies flush with the label
- be covered by straps in such a way that barcodes are rendered unreadable
- be incompletely printed / illegible barcode printed
- be creased and/or uneven.

If the Customer reuses packaging, old labels must be removed or covered completely by new labels.

Helthjem is not responsible for checking labels. Should Helthjem detect deficiencies in a label attributable to the Customer and must provide new labels, the Customer may be charged a fee for relabelling.

7.3 MAKING READY AND SORTING

Unless specifically agreed otherwise, the Customer must make ready all parcels to be shipped in a single Shipping Solution in the same load carrier(s). The Customer must clearly label the load carrier with the relevant Shipping Solution.

As a standard, the Customer bears the cost of suitable load carriers. If the Customer wishes to use load carriers from Helthjem, the Supplier can offer the following:

- Cardboard pallet collars attached to EUR pallets at a cost of 80 NOK per collar.
- Roll cages or pallets that circulate between the Customer and the Supplier for better flow and environmental profile. The Customer will be charged an operational cost of 100 NOK per month per roll cage, according to the agreed number of roll cages used as part of the operational setup.

All Helthjem labels carry a clearly visible and distinctive mark which the warehouse can use for manual presorting of parcels. Customers with access to automatic sorting systems can use data from Helthjem's APIs to sort parcels into the correct load carriers.

7.4 COLLECTION

Collection must be specifically agreed between the Customer and Helthjem as part of the Price and Product Specification, including detailed information on collection address, capacity and times, etc.

The Customer must ensure that load carriers to be collected by Helthjem are clearly labelled, do not exceed the agreed quantity, and are left at the agreed parcel collection point and within the agreed collection time window. Helthjem is not obliged to wait if a consignment is not ready for collection at the agreed time and place. The driver may decide to collect only the load carriers that are ready for collection.

The Customer must notify Helthjem no later than three working days prior to the agreed collection time if it wishes to change the agreed collection terms, such as changing the collection schedule in connection with public holidays/high season or the number of load carriers. Helthjem will attempt to accommodate changes requested by the Customer after this time limit provided notification is given no later than 12.00 one working day prior to the originally agreed collection time.

Should the Customer fail to perform its collection obligations, such as failing to make load carriers ready for collection, Helthjem may charge the Customer the standard collection fee and an additional fee for a wasted trip.

If Helthjem, in agreement with the Customer, increases the number of or capacity for collections beyond the standard schedule stated in the Price and Product Specification, the Customer will be charged the normal collection fee stated in the Price and Product Specification, but if this is less than «Minimum rate for additional collections» the customer is charged with this. If packages must be returned to the Customer in addition to what has been agreed upon in the standard return setup,

Helthjem can charge the Customer the maximum of the normal collection cost and «Minimum rate for additional collections».

7.5 TRACKING AND RECIPIENT NOTIFICATION

Helthjem scans the barcodes on the parcels into and out of the value chain. The customer is given access to real-time tracking. The first general tracking point is "Scanned in at the terminal" and the last general tracking point is "Delivered to customer". Depending on the Shipping Solution, the parcel may also pass through further tracking points in the value chain; see the Product Terms and Conditions.

The Customer can find information on the parcel's location by:

- tracking on Helthjem.no by logging into the corporate site at Helthjem.no,
- from Helthjem's Track & Trace-API or
- through third-party services using the Customer's own solution integrated with Helthjem

Helthjem cannot be held liable for uptime, response times or data quality in any third-party solutions the Customer uses to check status and statistics on parcels shipped by Helthjem. Although Helthjem tries to deliver tracking systems to the best of its ability, these systems are provided "as is" without any form of explicit or implicit guarantees, unless otherwise required under Norwegian law.

Unless otherwise agreed, Helthjem will notify the Recipient when a parcel has been delivered and/or is ready for collection at a parcel pick-up point.

7.6 DELIVERY TO THE RECIPIENT

Helthjem delivers parcels to Recipients at the normal newspaper delivery points:

- mailboxes,
- on the doormat, or
- in some cases a parcel collection box

Helthjem packages that do not fit in the mailbox will typically be delivered to the doormat if the mailbox is the recipient's usual delivery point. If the recipient's usual delivery location is the mailbox and it is more than 250 meters to the door, the package may be delivered in a bag and hook on the mailbox.

For customer agreements made before 2023, "Door Delivery" is not necessarily standard, so packages too large for the mailbox may be delivered in a bag hanging on the mailbox.

If the delivery location is deemed unsafe, the package will be delivered to the recipient via a Pickup Point. When parcels are delivered to a parcel pick-up point, a pick-up code will be sent to the Recipient when the parcel is ready for collection at the parcel pick-up point.

In order to pick up a parcel at the parcel pick-up point, the Recipient must:

- present the pick-up code, and
- present ID and/or a signature before for the parcel is released, if specified by the Sender.

The Recipient will be given a collection deadline as defined for parcels delivered via parcel pick-up points in the Product Terms and Conditions. Before a parcel is returned to the Sender, the Recipient will receive a reminder by text message and email to collect the parcel.

7.7 NON-DELIVERY AND RETURNS

Helthjem will sometimes be unable to deliver a parcel for various reasons, such as incomplete address, non-response from the Recipient regarding updated address, inadequate labelling of door/mailbox or because a delivery point is not considered to be secure. In such cases, and unless otherwise agreed, Helthjem will try to deliver the parcel to the Recipient via the nearest parcel pick-up point. This additional process will incur a cost equivalent to an agreement for Delivery to a Pickup Point.

Parcels which are not collected by the Recipient by the collection deadline will be returned to the Sender at the Sender's expense. The price for this is equivalent to the price for the outbound shipping cost. The same applies for returns initiated by the Recipient. Returned consignments will be delivered to Helthjem's returns depot in Oslo and be returned to the Customer subject to agreement.

Experience shows that better information about delivery methods from the Sender to the Recipient reduces Helthjem's non-delivery rate.

More details on the number of delivery attempts and/or length of deadlines for Shipping Solutions can be found in the Product Terms and Conditions.

Unless otherwise agreed, parcels that are stored at Helthjem's returns depot for more than one week will be charged a storage charge per pallet per week. Packages with more than 3 months storage time where there is no special agreement on this with the Customer, can go to Disposal and the Customer can be charged with "Disposal Fee"

8 INFORMATION TO RECIPIENTS

Pursuant to current privacy legislation, Helthjem is the data controller of the data needed to perform deliveries to Recipients, such as names, addresses and phone numbers. For Helthjem to be able to fulfil its obligations as data controller for such personal data, Recipients must be aware that Helthjem is the responsible carrier. To ensure this, Helthjem sets an non-negotiable requirement that Helthjem's name or logo be displayed on the check-out page or at the foot of the page in online stores.

To ensure best possible quality in the Shipping Solution, satisfied Recipients and understanding from Recipients that Helthjem will handle data on their behalf, the Customer shall notify Recipients of the delivery method before, during and after orders are placed, in the form of order confirmations, etc.

Helthjem is obliged to provide the Customer with relevant logo material and information on the Shipping Solutions for use on the Customer's websites and customer service, to ensure that Recipients are fully informed about how deliveries will be executed.

9 REPORTING AND SELF-SERVICE

The Customer has access to a corporate site where it can track parcel status, obtain labels, view reports on delivery status and retrieve supporting documentation for invoices for specific Shipping Solutions.

The Customer's users are created on request via the Customer's contact point at Helthjem.

10 INVOICING

Helthjem will invoice the Customer for all parcels that are scanned into the value chain. The invoice period for the parcels is determined by the date on which the parcels are scanned into the value chain at the first terminal. In addition to invoices summarising purchases of Shipping Solutions, the Customer will have access to underlying documentation on shipping prices for all parcels delivered on behalf of the Customer.

The Product Terms for the Shipping Product specify whether the packages are priced based on Actual Weight or Calculated Shipping Weight. The Customer must declare the correct weight and size of each parcel. This is done using EDI or another contractually agreed method. If the Supplier measures a greater weight or size for a package at the sorting facility than what was provided by the Customer, the Supplier's measurements will be used as the basis for billing

The Customer must notify Helthjem of any queries regarding invoices prior to the due date, and must under no circumstances retain amounts exceeding the shipping cost or potential compensation applicable to the specific shipment or service in dispute.

Helthjem may charge an invoice fee on invoice amounts less than NOK 2,000 for an invoice period.

11 COMPLAINTS

The Customer must notify Helthjem in writing of any defects or delays in the Shipping Solutions without undue delay when it discovers or ought to have discovered such defects or delays. Insofar as it is possible to agree under current legislation, the Customer may not assert claims for any defects or delays unless a complaint is submitted to Helthjem within six weeks after the consignment was scanned into Helthjem's value chain.

Compensation follows from terms and conditions of each Shipping Solution.

Complaints regarding invoices, such as errors in invoices, prices, quantities, etc. must be submitted to faktura@helthjem.no. Helthjem is obliged to respond to such inquiries within 14 days.

12 CHANGES

Helthjem has the right to revise and change these Terms and Conditions from time to time in order to reflect any changes in the company's needs. Such changes will take effect immediately after they are announced, and continued use of the Shipping Solutions after such announcements of changes means that the Customer accepts and consents to them.

The Terms and Conditions applicable at any given time can be found here: https://helthjem.no/bedrift-informasjon/vilkar-bedrift.

1. APPENDIX: A LIST OF FEES

Fee	NOK ex. VAT	Description
Oversized/overweight parcel	NOK 99 per parcel	Parcels that exceed the stated maximum weight and/or size for the Shipping Solution, where Helthjem decides to deliver the parcels according to the Shipping Solution ordered.
Breach of Product Terms and Conditions	NOK 99 per parcel	Parcels that exceed the stated maximum weight and/or size for the Shipping Solution and that require the Shipping Solution to be changed.
Deficient EDI documentation	NOK 79 per parcel	Manual labour created by deficiencies in parcel information in our IT systems due to deficient orders placed by the Customer.
Relabelling of parcels	NOK 79 per parcel	Parcels must be relabelled if labels are unreadable and/or if other labelling errors necessitate new labels to be provided by Helthjem.
Svalbard surcharge	NOK 350 per parcel	Currently valid surcharge. According to currently applicable terms and conditions issued by Posten/Bring as the subcontractor.
Subcontractor surcharge	NOK 30 per parcel	Parcels which are too big, too heavy, or by any other reason delivered via subcontracted pick up point
Wasted trip	Cost pr wasted trip: 499,- stor-Oslo 899,- sentrale Østlandet 2 999,- sør for Trondheim 4 999,- fra Norge nord for Trondheim & Norden	Fee for cases where the Customer fails to fulfill its obligation to have parcels ready for collection within the collection window and without notifying Helthjem of cancellation.
Minimum rate for additional collections	Cost pr pick-up: 499,- stor-Oslo 899,- sentrale Østlandet 2 999,- sør for Trondheim 4 999,- fra Norge nord for Trondheim & Norden	Minimum charge invoiced to the Customer for collections exceeding those defined in the collection agreement.
Disposal fee	NOK 1500 pr pallet	Content Disposal Costs for a Secure and Environmentally Friendly Handling of Packages, Whether Recycled or Charitable Gifts

Storage fee at returns depot	NOK 99 per pallet per week	Storage fee per pallet space, invoiced per full pallet per week for parcels that are stored for more than one week in Helthjem's returns depot.
Invoice fee	NOK 79 per invoice	Fee charged on invoices totalling less than NOK 2,000.