

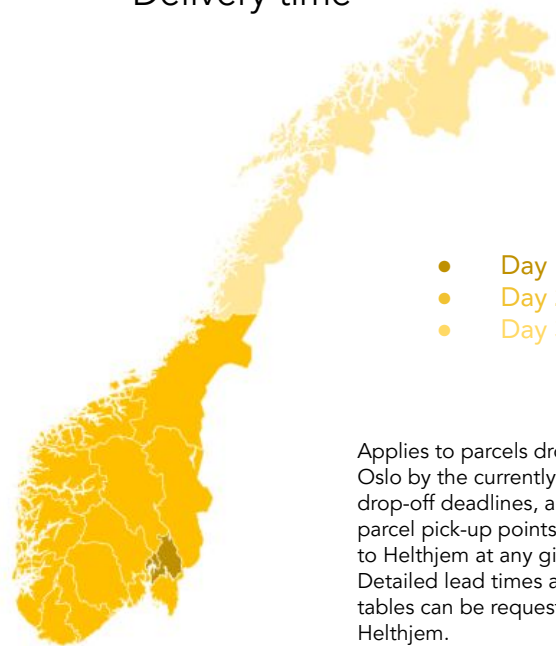


# Helthjem Pick-up points>Returns (Helthjem Hent Selv)

We provide a nationwide network of pick-up points (grocery stores, kiosks and petrol stations) with long opening hours and locations close to where people live and work.

- **Maximum weight and dimensions:** 35 kg (actual weight) and 60 x 60 x 50 cm. Parcels weighing 20+ kg will be handled as home deliveries or MyPack Collect.
- **Delivery point:** To the parcel pick-up point nearest the recipient or an alternative parcel pick-up point of the recipient's choice.
- **Delivery frequency/time:** Monday–Saturday, delivered early during opening hours. Approx. ~ 25% can pick up the parcel on day 1, while it is available to ~ 90% on day 2.
- **Geographical areas:** Approx. 1,3000 pick-up points throughout Norway by Q1 2021.
- **Tracking:** When scanning barcodes on transferring in the value chain, and when releasing to the recipient.
- **Notifications to the recipient:** Text message and/or e-mail when the parcel is ready to collect from the pick-up point. Two return notifications before returning on day 7, with an option for the recipient to actively extend the waiting time by seven days.
- **Pick-up availability:** Any time during the pick-up point's opening times. Some pick-up points are also open on Sundays.
- **Pick-up requirements:** The recipient must present a four-digit pick-up code. As an additional service, the customer can also request an ID check before the parcel is released.
- **Returns:** The recipient can return parcels to any pick-up point. The parcels must have a separate return label.

## Delivery time



Applies to parcels dropped off in Oslo by the currently applicable drop-off deadlines, and to the parcel pick-up points belonging to Helthjem at any given time. Detailed lead times and coverage tables can be requested from Helthjem.



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## Shipping rates

Helthjem offers standard nationwide unit rates based on actual weight. All customers are quoted individual prices based on average sizes, average weights and number of consignments, today and in the future.

## Compensation

Liability for damages for parcels pursuant to NSAB 2015.

Additional services	Description	Price per parcel
No presorting	All parcels are delivered together on load carrier(s) rather than being presorted into three geographical areas.	NOK 3
ID check	ID check for releasing parcels.	NOK 3
Oversized parcel	Surcharge for parcels larger than 50 x 60 x 60 cm but with a longest side measuring maximum 120 cm	NOK 119