

Collection agreement

Save time and optimise delivery times by having your parcels collected from warehouse addresses in Scandinavia within an agreed time window.

- **Collection address:** Helthjem can provide solutions for collection from most warehousing addresses in Norway, Sweden and Denmark.
- **Collection capacity:** Helthjem uses collection vehicles with varying capacities, from vans to articulated lorries. Collection vehicles are adapted to the volumes to be collected on the customer's collection route.
- **Collection time window:** Collection time window agreements are based on warehouse location and delivery speed (Standard or Express) to optimise the time the customer can pack the parcels in relation to the deliver time to the recipients.
- **Carrier policy:** The carriers serving Helthjem are usually either Nordic or English-language speakers and use vehicles with environmental classification of at least EURO X or equivalent. The carriers are subject to Norwegian laws and regulations.
- **Collection prices:** Collection prices are a function of driving distance, driving time and number of parcels for collection, and are agreed on an individual basis with each customer.

