

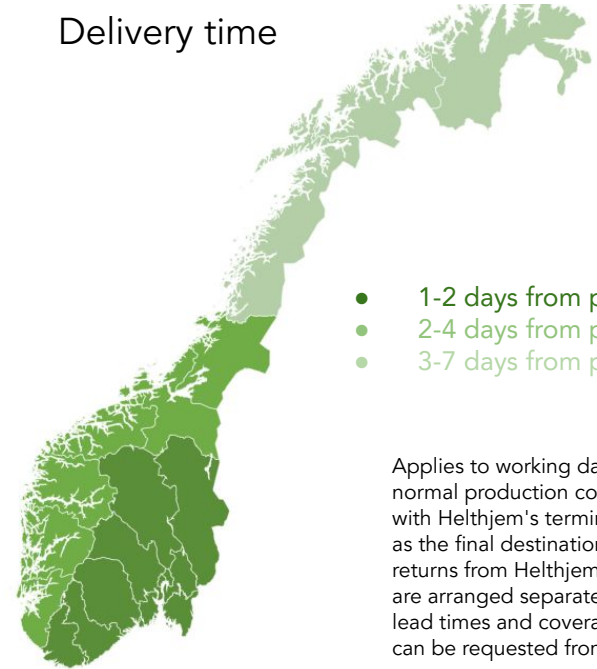


Helthjem Return

Convenient and time-saving collection of parcels from private households during the night in the geographical areas covered by Helthjem, Monday to Saturday. All parcels are traceable, are signed for by the courier on collection, and the customer is notified by e-mail

- Max dimensions: 5 kg (actual weight) and 25 x 35 x 12 cm
- Collection points: From the mailbox or doormat from private households in Norway.
- Collection frequencies/times: The customer must order collection before 23.00 for same-night collection. Collected Monday–Saturday between 23.00–07.00
- Geographical areas: All households throughout Norway can return parcels either via Helthjem Return or via a pick-up point. Approx. 70% are handled via Helthjem Return while other addresses are handled by the customer returning the parcel via a pick-up point for an agreed price.
- Tracking: The courier signs an electronic receipt on collection. Labels with bar codes are scanned at the first terminal and then scanned through the value chain.
- Customer notifications E-mail receipt for collections ordered and a reminder via text message to leave the parcel out on the evening it is to be collected
- Deviation management: If Helthjem's courier does not find the address or the parcel, we contact the customer by text message/e-mail to obtain updated information /delivery information and to arrange a new collection. In the event of repeated failures, Customer Service will assist with handling collections or converting collections into returns via stores.

Delivery time



- 1-2 days from pick up
- 2-4 days from pick up
- 3-7 days from pick up

Applies to working days under normal production conditions with Helthjem's terminal in Oslo as the final destination. Batch returns from Helthjem's terminal are arranged separately. Detailed lead times and coverage tables can be requested from Helthjem.



Helthjem Return

Convenient and time-saving pick-up of parcels from private households during the night in the geographical areas covered by Helthjem, Monday to Saturday. All parcels are traceable, are signed for by the courier on collection, and the customer is notified by e-mail.

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

In compliance with the industry standard for postal deliveries, under which no compensation is payable.

Additional services	Description	Price per parcel
Return services	Helthjem can, subject to agreement, provide a range of return services such as registration, inspection, storage and declaration documents.	By agreement.