

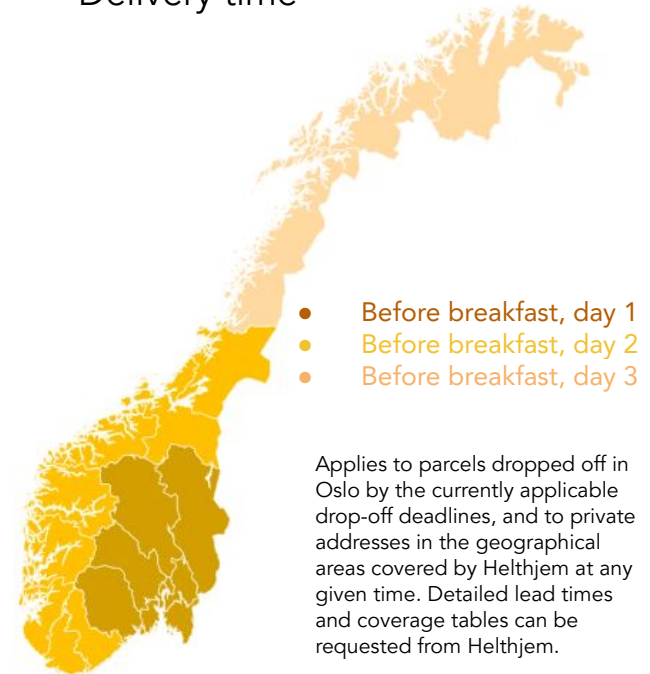


Helthjem Express

Norways fastest mass distribution service for home deliveries, before breakfast, in the geographical areas covered by Helthjem, from Monday to Saturday. The parcels are given priority, are traceable and are signed for by courier on delivery.

- Maximum weight and dimensions: 5 kg (actual weight) and 25 x 35 x 12 cm.
- Delivery point: Private addresses in Norway, to mailbox, to the door or by "bag and hook" if not enough space in the mailbox.
- Delivery frequency/time: Monday–Saturday, before breakfast. Approx. 55% of recipients have their parcels delivered before breakfast, day 1. First priority through the value chain.
- Geographical areas: Throughout Norway, of which approx. 85% of parcels are delivered to the recipient's home. Parcels that cannot be delivered to the door due to, for example, address quality or no geographical coverage, are automatically delivered via the parcel pick-up point at current prices. Parcels can also be sent as parcel post with Posten Norge subject to special agreement.
- Tracking: When scanning barcodes, transferring in the value chain, and receipts from the courier when delivering.
- Notifications to the recipient: E-mail with planned delivery date after arrival in the distribution terminal (can be switched off) and by text message on delivery.
- Deviation management: We contact the recipient by text message fore-mail when necessary to obtain updated delivery details. If Helthjem is unable to deliver the parcel, it will be delivered via the nearest parcel pick-up point; see Operating Terms and Conditions.

Delivery time





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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

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

Additional services	Description	Price per parcel
Oversized parcel	Special rates apply for delivery of approved packaging sizes exceeding the maximum dimensions.	NOK 15
No presorting	All parcels are delivered together on load carrier(s) rather than being presorted into three geographical areas.	NOK 3
To the door rather than by bag and hook	Parcels that won't fit into the mailbox are delivered to the door instead of the standard "bag and hook". Priced separately based on the characteristics of the volume to be delivered.	