

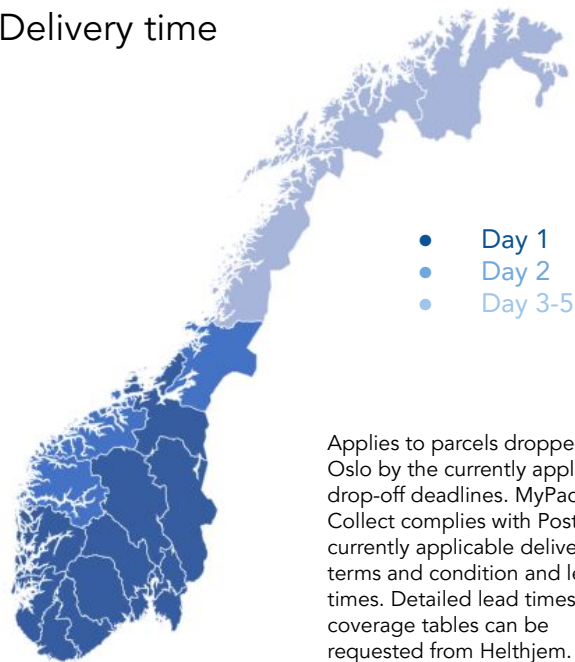


In-store pick-up/returns (PostNord MyPack Collect)

Approx. 1,500 pick-up points with long opening hours and located throughout the country means that most people can pick up their parcels in stores only a short distance away. All parcels are traceable and are signed for by the courier on delivery.

- Maximum weight and dimensions: 35 kg (actual weight), length < 240 cm and length + circumference < 360 cm.
- Delivery point: To the pick-up point nearest the recipient or an alternative pick-up point of the recipient's choice.
- Delivery frequency/time: Monday–Friday during the pick-up point's opening hours.
- Geographical areas: Approx. 1,500 pick-up points throughout Norway.
- Tracking: When scanning barcodes, transferring in the value chain, and when releasing to the recipient.
- Notification to the recipient: Text message and/or e-mail when the parcel can be collected from the pick-up point, and three notifications to the recipient before returning on day 14.
- Pick-up availability: Any time during the pick-up point's opening times. Many pick-up points are open at weekends.
- Pick-up requirements: The recipient must present a five-digit pick-up code and sign a receipt for the parcel.
- Returns: The recipient can return parcels to any pick-up point. The parcels must have a separate return label.

Delivery time



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Shipping rates

Helthjem offers standard nationwide unit rates based on billable 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
Notification by letter	Pick-up notification to recipient by letter	NOK 27
Cash on delivery	The customer pays for the parcel on pick-up. Requires bank account setup.	NOK 70
Oversized parcel	Surcharge for parcels measuring more than 120 cm in length.	NOK 120