



Parcel post (Posten)

Have suitable parcels delivered easily and conveniently to recipients at addresses not covered by Helthjem. Helthjem registers the parcels with Posten Norge so that you receive all your parcels in a single logistic flow under one agreement.

- **Maximum weight and dimensions:** 2 kg and 25 x 35 x 7 cm. A fixed surcharge applies for parcels larger than 7 cm.
- **Delivery point:** Mailbox.
- **Delivery frequency/time:** Every other day throughout Norway. Standard delivery time is 3–5 days after the parcel is collected from the Sender.
- **Geographical areas:** Addresses in sparsely populated areas where Helthjem has no couriers, as well as mailboxes and business addresses.
- **Registration:** Parcel delivery is ordered in the usual manner via Helthjem; see Operating Terms and Conditions. Helthjem measures, weighs and registers the parcels with Posten Norge.
- **Tracking:** No. The parcel is not scanned into the value chain. The parcels are labelled with standard transport labels with a tracking number. The recipient will be notified that the parcel will be delivered by Posten Bring at normal delivery times.
- **Deviation management:** If it is not possible to deliver the parcel to the mailbox, the parcel is delivered to the recipient via the nearest in-store post office.

Delivery time



Day 2-4

Applies to parcels dropped off in Oslo by the currently applicable drop-off deadlines. Parcel post complies with Posten Bring's currently applicable delivery terms and conditions and lead times for parcel post deliveries.



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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	For parcels larger than 25 x 35 x 7 cm, provided the longest length is < 60 cm and the total length + width + depth is < 90 cm.	NOK 26