GENERAL TERMS AND CONDITIONS AND SERVICE-SPECIFIC TERMS

General Terms and Conditions

These general terms and conditions (the "Terms") apply to all services provided by Early Bird. Terms that deviate from or supplement these Terms are governed by the service-specific terms applicable to each service.

This is an English translation of the Swedish original. In the event of any discrepancy, the Swedish version shall prevail.

1. Services Covered

- Home Delivery
- Early Bird Box
- Returns
- Home to Home
- and the additional services Express and Premium

DEFINITIONS:

Agreement: The framework agreement for distribution services entered into between Early Bird and the Customer.

Consignment: A parcel or other addressed item, or an unaddressed item, handled within Early Bird's operations.

Domestic Consignment: A Consignment handed over in Sweden and addressed to a Recipient in Sweden.

Recipient: The addressee of the Consignment.

Service: The agreed service or services provided by Early Bird to the Customer under the Agreement.

Undeliverable Consignment: An addressed Consignment that cannot be delivered to the Recipient. An Undeliverable Consignment shall be returned to the Customer at the Customer's expense.

2. Obligations of the Parties

2.1 Information

The Parties acknowledge the importance of, and shall provide each other with, the information necessary for the performance and/or fulfilment of the Service.

2.2 Provision of the Service

Early Bird shall provide the Service to the Customer in accordance with the provisions of the Agreement and these Terms.

2.3 Performance of the Service

Early Bird undertakes to perform the Service with due care and in a professional and workmanlike manner and shall ensure that the Service is performed in accordance with the laws, regulations and other applicable rules in force from time to time.

3. Common Rules for Consignments

3.1 Contents

The Consignment shall not contain dangerous goods, with the exception of such cells, batteries and equipment as are covered by an exemption under the applicable regulations for the transport of dangerous goods pursuant to Special Provision 188 (SP 188), provided that all conditions of SP 188 are met. For the definition of dangerous goods, reference is made to the Swedish Civil Defence and Resilience Agency (MCF), www.mcf.se.

In addition, the Consignment shall not contain cash, securities, gift cards, tickets, precious metals, precious stones, works of art, antiques, weapons, weapon parts, ammunition, live or dead animals, human remains, narcotics, counterfeit products or any other contents that may not be transported under law or regulations issued by a public authority.

Alcohol, pharmaceuticals, nicotine products, temperature-sensitive goods, biological material or other goods requiring special handling may only be transported following a separate written agreement with Early Bird. Early Bird is entitled to refuse to accept, stop, return or otherwise deal with a Consignment that does not comply with these Terms, and the Customer shall be liable for all costs, loss and damage arising as a result.

Prohibited contents are governed by applicable legislation and by Early Bird's terms and conditions in force from time to time.

3.2 Packaging

The packaging of the Consignment shall be suited to the contents, protect the contents well and withstand normal distribution handling. For liquids, in addition to the ordinary packaging requirements, absorbent material shall

be used in sufficient quantity to fully protect surrounding goods and handling equipment.

The sender is responsible for ensuring that the packaging is suited to the nature of the contents and that the Consignment withstands normal distribution handling, including sorting, internal transhipment, transport, exposure to weather and the delivery method applicable to the Service, for example delivery into a mailbox, hanging on a door or mailbox, or delivery to a parcel locker. If the packaging is deficient or unsuitable, Early Bird is entitled to refuse carriage, discontinue performance of the order or charge any additional costs incurred.

3.3 Addressing and Contact Details

The Recipient's mobile number and/or email address shall be stated correctly. If these details are missing, the booking cannot be completed.

When addressing a Consignment, it is important that the address is stated correctly to ensure delivery to the correct recipient. The full address shall always be written out (for example "vägen" rather than "v." and "gatan" rather than "g."). Check in particular that any spaces in the street address are entered correctly. If in doubt, the address can be verified at www.postnummerservice.se.

The address shall be stated with the following details:

- Address line 1: Street address and street number (PO box addresses are not supported)
- Address line 2: Additional information, for example a c/o address
- Postcode stated without spaces or hyphens
- Town: Post town

The Customer is responsible for ensuring that all address, contact and booking details are correct, complete and up to date. Early Bird is entitled to rely on the details provided at booking or via EDI/integration and is not liable for errors, delays or additional costs caused by incorrect, incomplete or missing details. If mandatory contact details are missing or incorrect, Early Bird is entitled to cancel the booking, refuse carriage and charge a surcharge in accordance with the applicable price list.

3.4 Labelling

The Consignment shall be labelled in accordance with Early Bird's instructions and technical specifications in force from time to time. Labels, codes or other markings shall be correct, machine-readable and positioned so that the Consignment can be identified and processed without manual intervention. If labelling is missing, incorrect or not machine-readable, Early Bird is entitled to charge a surcharge, correct the labelling at the Customer's expense or refuse carriage.

4. Booking, Integration and Invoicing Data

The Service is available via most established transport administration (TA) system providers or through direct integration between the Customer's system and Early Bird's system.

The EDI file submitted is used as the basis for invoicing and is adjusted following registration of the Consignment's arrival at Early Bird.

The Customer is responsible for ensuring that the booking, EDI information, label data, address details, choice of service and any additional services are correct and correspond to the physical Consignment. Early Bird is entitled to re-measure and re-weigh Consignments and to verify booking details after handover or collection. In the event of any discrepancy, Early Bird may adjust the invoicing data, change the Service, charge a surcharge or return the Consignment in accordance with the applicable terms and price list.

Objections to an invoice shall be made within 90 (ninety) days of the invoice date.

5. Handover and Collection

Handover or collection takes place in accordance with a separate agreement and in accordance with the booking registered for the Service concerned. The Consignment shall be fully packed, correctly labelled and ready to be handed over at the agreed time. If goods are missing, unavailable, not ready for handling or deviate materially from the booked details, Early Bird is entitled to charge for a wasted journey, waiting time or a new collection, or to levy any other applicable charge.

6. Notification, Tracking and Delivery

Early Bird sends notifications to the extent specified for each Service and via the contact channels provided by the Customer or the Recipient. Consignments can be tracked in Early Bird's system and, where applicable, in external tracking services with which Early Bird cooperates. Early Bird is not liable for any failure to notify or any delay in notification caused by incorrect contact details, technical disruptions at third parties or circumstances beyond Early Bird's control.

If delivery cannot be carried out in accordance with the selected Service because the address is incorrect, the Recipient cannot be reached, the delivery location is inaccessible, the parcel locker lacks capacity, or because of any other circumstance attributable to the Recipient or

the Consignment, Early Bird is entitled to apply the applicable fallback procedure. Such procedure may involve a new delivery attempt, redirection to another parcel locker, pick-up point or other delivery point, or alternatively return to the sender.

7. Charges and Additional Services

Charges and additional services are governed by the Price List – Additional Services and Surcharges in force from time to time, published at www.earlybird.se. Early Bird is entitled to charge surcharges in accordance with the applicable terms. Unless otherwise specifically agreed, Early Bird's prices and charges in force from time to time shall apply.

8. Liability, Complaints and the Customer's Responsibility

The Customer is responsible for ensuring that Consignments are prepared, booked and handed over in accordance with these Terms. Deviations that have not been approved in writing by Early Bird entitle Early Bird to charge surcharges in accordance with the applicable terms and price list.

The Customer is responsible for ensuring that the Consignments comply with all applicable terms, that the contents are permitted and correctly declared, and that the Consignment is correctly booked, correctly labelled and suitably packaged. Early Bird's liability for loss, shortage, damage or delay is governed by the service-specific terms of the respective Service and, where applicable, by NSAB 2015 or mandatory law. Unless otherwise provided by mandatory law, a complaint shall be made without undue delay and no later than seven (7) calendar days after receipt in the case of visible damage or as soon as the damage ought to have been discovered in the case of concealed damage. When making a complaint, the Customer shall be able to substantiate the extent of the damage or loss and, upon request, retain the packaging and contents for investigation. Unless otherwise provided by mandatory law, any claim against Early Bird shall be made no later than one (1) year from the date on which the Consignment was delivered or ought to have been delivered, or on which the damage was otherwise discovered or ought to have been discovered.

9. Remedying of Defects

Early Bird is responsible for errors or deficiencies in the Service that have arisen as a result of negligence on Early Bird's part. Early Bird shall, at its own expense, rectify such error or deficiency with the promptness that the circumstances warrant. Early Bird's obligation does not apply if rectifying the error or deficiency can be considered to entail costs that are unreasonably high in relation to the significance of the error or deficiency to the Customer. Under no circumstances shall Early Bird be liable for any deficiency or error that arises because the Customer has provided Early Bird with incorrect or inadequate documentation, information, input data or other material necessary for the Service.

10. Force Majeure

If a Party is prevented from performing an obligation, or its performance is substantially impeded, by a circumstance which the Party could not reasonably have foreseen or influenced, such as war, epidemic, pandemic, insurrection, strike, sabotage, vandalism, fire, lightning strike, natural disaster, action by a public authority, interruption in the supply of electricity, data and/or telecommunications, or any other similar circumstance, or by Early Bird's subcontractors being prevented from performing their deliveries due to any of the circumstances specified herein, this shall constitute grounds for exemption ("**Force Majeure**").

A Party wishing to invoke Force Majeure shall, without delay, notify the other Party in writing of its occurrence and of its cessation.

Notwithstanding anything else provided in the Agreement, either Party may terminate the Agreement by written notice to the other Party if performance of the Agreement is prevented for more than three (3) months due to Force Majeure.

11. Equipment and Software

To the extent that the Service involves the Customer providing its own equipment or software, the Customer shall be responsible for it as follows:

- Equipment and software shall meet the technical specifications that Early Bird may communicate from time to time;
- Equipment and software shall not contain computer viruses or similar;
- Equipment and software shall be capable of correct date handling;
- Equipment and software shall, if Early Bird so requests, be approved in accordance with Early Bird's procedures in force from time to time before being connected to Early Bird.

If a disruption or error in the Service occurs because the Customer has provided incorrect or unapproved equipment/software, or as a result of any other act or

omission on the Customer's part, the Customer shall immediately take appropriate troubleshooting and corrective action. Should such troubleshooting and correction not be sufficient, Early Bird may suspend the Customer from the Service. Early Bird is entitled, but not obliged, to remedy the disruption or error at the Customer's expense.

If Early Bird has provided equipment for use of the Service, such equipment shall be returned when the Customer's access to the Service ends, unless otherwise specifically agreed.

12. Intellectual Property Rights and Software

12.1 Intellectual Property Rights

All intellectual property rights and technical solutions relating to Early Bird's Services and associated software are the property of Early Bird, are not transferred to the Customer and shall not be used by the Customer beyond what is expressly permitted under the Agreement. Accordingly, the Customer shall not make any such systems, programs, methods, documentation or the like available to the public. Nor is the Customer entitled to modify, develop or sublicense the Service and/or associated software.

12.2 Software

If Early Bird provides software, the Customer is entitled to use it only together with the Service and only for as long as the Customer has access to the Service, after which the software and any copies shall immediately be returned to Early Bird.

13. Miscellaneous

13.1 Responsibility for Traffic Regulations

Early Bird is responsible for ensuring compliance with regulations on vehicles and road load limits, vehicle speeds, drivers' working hours and rest periods and the special regulations applicable to the transport of dangerous goods, and is otherwise responsible for ensuring that such regulations are observed in the performance of the transport operations.

13.2 Insurance

Early Bird shall ensure that both Early Bird and any subcontractors engaged by it hold customary and valid liability insurance (haulier's liability insurance/general liability insurance) covering the liability agreed under the Agreement. Early Bird is obliged to ensure that subcontractors engaged by it meet corresponding requirements towards Early Bird.

13.3 Certifications

Early Bird is quality-certified to ISO 9001:2015 and environmentally certified to ISO 14001:2015.

14. Confidentiality

Early Bird is subject to the General Data Protection Regulation (GDPR) and to the provisions of the Swedish Electronic Communications Act on the duty of confidentiality, secrecy and privacy protection. This means, among other things, that Early Bird may not, without authorisation, disclose or use information about individuals' dealings with Early Bird, such as the content of a message or who has sent or received a message.

The Parties undertake not to disclose any confidential information to any third party and not to use any confidential information for any purpose other than the performance of their obligations under the Agreement, unless otherwise agreed in writing. In the Agreement, "confidential information" means all information relating to the Parties' business, such as financial information, remuneration levels, trade secrets and other business or operational information that warrants confidentiality, regardless of its form and regardless of whether or not the information has been documented, with the exception of:

a) information which is or becomes generally known other than through a breach of the Agreement or any other confidentiality agreement between the Parties;
b) information which a Party can show was already known to it before it received the information from the other Party;
c) information which a Party lawfully receives from another source without any obligation of confidentiality; and
d) information which a Party is obliged to disclose by mandatory law, a court judgment or a final decision of any other competent authority.

In the cases referred to in points b) and c) above, however, a Party is not entitled to disclose that it has also received the information from the other Party. Each Party shall ensure that its employees who may gain access to confidential information are informed of and comply with these confidentiality provisions. Access rights and protection against unauthorised access are not an end in themselves but are intended to manage and protect the Customer's/suppliers' information and to protect the business and competitiveness of both Parties.

Each Party is, however, entitled to disclose such information about the Agreement as is necessary to enable a supplier or contractor to perform its engagement.

If either Party is required to provide information about the Agreement to a public authority, it shall do so with a request that the authority treat the Agreement as confidential. The other Party shall be notified of this in writing.

The Customer is responsible for ensuring that documentation and instructions provided under the Agreement with Early Bird are stored securely and are not made available to unauthorised persons, and that such documentation and instructions are returned to Early Bird upon expiry or termination of the Agreement.

Early Bird is responsible, in accordance with its data security rules, for ensuring that data stored with Early Bird is not lost and that no unauthorised person gains access to it. Early Bird is not liable for transmission errors, corruption or loss of data, or otherwise for the security of data transmitted over the telecommunications network.

The confidentiality provisions in this section apply during the term of the Agreement and for five (5) years thereafter.

15. Liability and Limitation of Liability

15.1 The Customer's Liability

The Customer is responsible for fulfilling the requirements and obligations set out in the Agreement and these Terms.

The Customer shall indemnify and hold Early Bird harmless against any damage, loss or liability incurred by Early Bird because a) details concerning the goods or information and documents relating to the Service are incorrect, unclear or incomplete; b) the goods are inadequately packed, labelled or declared, or incorrectly loaded, stowed or secured by the Customer or any other party acting on its behalf; c) the goods have harmful properties; and/or d) the goods are illegal, defective, deficient or incorrect, incomplete or not compliant with applicable rules or regulations, are suspected or proven to infringe third-party intellectual or industrial property rights, or the official permits required for the import, export, handling, storage or transport of goods are lacking or not available on site; and against all costs and all other loss and damage incurred by Early Bird as a result of the Customer's use of the Service in breach of the Agreement and these Terms.

15.2 Early Bird's Period of Liability

Early Bird's liability for a Consignment commences when Early Bird has received the Consignment and ceases when the Consignment has been delivered to the Recipient's address or to another location agreed with the Recipient.

For Consignments picked up at Early Bird's service points or other pick-up points, liability ceases when the Consignment has been picked up by the end customer. Early Bird's liability also ceases when the Consignment is deemed to be an Undeliverable Consignment and has been returned to the Customer.

15.3 Early Bird's Liability and Limitation of Liability

Early Bird is liable for Domestic Consignments in accordance with the Swedish Domestic Road Transport Act (SFS 1974:610), NSAB 2015 and the Swedish Postal Services Act (2010:1045). The Domestic Road Transport Act and NSAB 2015 apply to Consignments constituting carriage of goods, and the Postal Services Act applies to Consignments constituting conveyance of letters. Early Bird's "Box" service is subject to the rules on carriage of goods, and the "Home Delivery", "Home to Home" and "Returns" services are subject to the rules on conveyance of letters.

In addition, Early Bird is liable for damage caused by accident, fire or theft, and for financial loss caused to the Customer through Early Bird's negligence in performing the Service.

Early Bird is not liable for loss, shortage, damage or delay caused by the Customer's fault or negligence (including failure to fulfil obligations under the Agreement and these Terms).

In the case of carriage of goods, liability for both Domestic and international Consignments is limited to an amount corresponding to the value of the Consignment at the relevant time. The value shall be substantiated by a receipt, invoice or similar document. However, the maximum compensation payable in the event of damage to or loss of a Consignment corresponds to SEK 150 per kg. In the event of total loss of, or complete damage to, the contents, Early Bird shall also refund the transport charge. Early Bird's liability does not cover the sentimental value or the functionality of the contents of the Consignment. In the case of postal conveyance, liability is limited to the amount of the transport charge.

15.4 General Limitation of Liability

Neither Party shall be liable to the other Party for indirect loss, including but not limited to loss of production, loss of profit, loss of the benefit of contracts and/or other consequential financial loss or indirect loss. However, this limitation shall not apply where the defaulting Party has acted with gross negligence.

16. Assignment

The Customer's rights and obligations under the Agreement shall not be assigned or otherwise transferred to any other party without Early Bird's written consent.

Early Bird is entitled, without the Customer's consent, to assign or transfer its rights and obligations, in whole or in part, to another company within the Early Bird group. Early Bird is further entitled to engage subcontractors to perform its obligations.

17. Termination of the Agreement

Either Party is entitled to terminate the Agreement with immediate effect if the other Party materially breaches its obligations under the Agreement and has not remedied the breach within thirty (30) days of a written request to do so, or if the other Party suspends its payments, enters into negotiations for a settlement with its creditors, becomes the subject of a bankruptcy petition, files an application for company reorganisation or composition or the like, goes into liquidation, or if an administrator is appointed in respect of all or part of that Party's assets.

Early Bird is also entitled, by written notice, to terminate the Agreement with immediate effect if the Customer's ownership or management changes in a way which, in Early Bird's assessment, significantly impedes cooperation between the Parties.

18. Governing Law and Dispute Resolution

The Agreement shall be construed in accordance with Swedish law, without regard to its choice-of-law rules.

Disputes arising out of or in connection with the Agreement shall be finally settled by arbitration administered by the SCC Arbitration Institute ("SCC"). The Rules for Expedited Arbitrations shall apply unless the SCC, taking into account the complexity of the case, the amount in dispute and other circumstances, determines that the Arbitration Rules shall apply. In the latter case, the SCC shall also decide whether the arbitral tribunal shall be composed of one or three arbitrators. The seat of arbitration shall be Stockholm. The language of the proceedings shall be Swedish.

Arbitral proceedings commenced with reference to this arbitration clause are confidential. The confidentiality covers all information disclosed in the course of the proceedings, as well as any decision or award made in connection with the proceedings. Information covered by the confidentiality shall not be disclosed to any third party without the other Party's consent. The confidentiality undertaking does not cover disclosure of information required by mandatory law or by a decision of a court or public authority, disclosure in order to safeguard legitimate legal interests, or disclosure in order to enforce, appeal or challenge a judgment or arbitral award.

Service-Specific Terms – Home Delivery

Home Delivery is a delivery service for smaller parcels to private individuals' homes within Sweden. The Service is available via established TA providers or through direct integration with Early Bird's system. The Consignment is trackable from sender to Recipient, and the Recipient can be notified by email or SMS.

Dimensions and Weight
Maximum dimensions:
• Length: 600 mm
• Width + Length + Height: max. 900 mm
• Maximum weight: 5,000 g
Minimum dimensions:
• Length: 140 mm
• Width: 90 mm
• Height: 10 mm
• Minimum weight: 150 g (minimum chargeable weight)

It is the sender's obligation to ensure that the Consignment does not exceed the dimension and weight limits of the Service. Consignments exceeding the permitted dimensions or weight are charged the "Product terms exceeded" surcharge in accordance with the applicable price list and are then returned to the sender. The sender may, for a separate fee, rebook the Consignment to another service.

Booking
Ad hoc collections must be booked with Early Bird by email to logistik@earlybird.se no later than 13:00 on the working day before transport. Scheduled collections are available by separate agreement.

Address validation is performed at booking to ensure that the address is correct and falls within Early Bird's distribution area. Delivery is made exclusively to private residential addresses.

Delivery Information
Early Bird sends two notifications by email or SMS:

- Parcel on its way – generated on arrival at Early Bird's terminal (by email)
- Parcel delivered – generated on delivery (by email or SMS)

All scan events can be followed on the tracking page.

Delivery Time
Delivery takes place overnight, Tuesday to Saturday, excluding public holidays. The lead time is 1–3 days (excluding Sundays and public holidays) from handover.

Express – lead time normally 0.5 days (excluding Sundays and public holidays) from handover.

The Service is not covered by any delivery time guarantee.

Delivery Location and Fallback
Home Delivery Consignments are delivered in the first instance into the mailbox. If the Consignment does not fit in the mailbox, it is delivered in a bag hung on the door handle or the mailbox or, in the case of blocks of flats, outside the door.

The sender is responsible for obtaining the Recipient's consent to delivery at the door or by hanging the Consignment on the mailbox. Before consent is obtained, the Recipient must be informed in writing of what the Service entails, including that the Consignment is deemed delivered when Early Bird has left it at the specified address and that any complaints shall be directed to the sender.

If delivery to the Recipient's address is not possible, Early Bird will endeavour to ensure that the Recipient nevertheless receives their parcel, for example by delivery to a parcel locker or parcel shop through cooperation with other operators.

Premium
Premium is an additional service that enables smarter, more situation-adapted deliveries, automatically and without the Recipient having to make any active choices.

Premium is based on an extensive database containing detailed information about each address, for example type of dwelling (flat, detached house or terraced house), type of receiving point (communal mailbox unit, letter slot or mailbox), temperature classification (heated or unheated address) and level of theft risk.

Using this information, delivery is adapted to both regulatory requirements and specific needs. This means, for example, that:

- Consignments with special requirements, such as pharmaceuticals, are only delivered when Early Bird knows that they will fit in the mailbox and are not at risk of being left unprotected
- Deliveries of higher-value goods are handled differently depending on the delivery environment, with increased caution in higher-risk areas and greater flexibility where the risk is lower

The result is safer deliveries, better control and a more optimised customer experience in each individual case.

Service-Specific Terms – Early Bird Box

Early Bird Box is a delivery service for parcels to parcel lockers within Sweden. The Service is secure and is available via established TA providers or through direct integration with Early Bird's system. Parcels are delivered to parcel lockers within Early Bird's locker network, and the Recipient is notified by email or SMS when the Consignment is ready for pick-up. Parcels are released upon secure identification, and the Consignment is trackable from sender to Recipient.

Dimensions and Weight
Maximum dimensions:
• Length: 580 mm
• Width: 460 mm
• Height: 510 mm
• Maximum weight: 5,000 g
Minimum dimensions:
• Length: 140 mm
• Width: 90 mm
• Height: 10 mm
• Minimum weight: 150 g (minimum chargeable weight)

It is the sender's obligation to ensure that the Consignment does not exceed the dimension and weight limits of the Service. Consignments exceeding the permitted dimensions or weight are charged the "Product terms exceeded" surcharge in accordance with the applicable price list and are then returned to the sender. The sender may, for a separate fee, rebook the Consignment to another service.

Booking
The Service is provided through integration with a TA provider or via direct integration between Early Bird's system and the Customer's system. In both cases, shipping documents (label) and an EDI file are generated.

When booking Early Bird Box, a correct telephone number is required to enable pick-up.

Ad hoc collections must be booked with Early Bird by email to logistik@earlybird.se no later than 13:00 on the working day before transport. Scheduled collections are available by separate agreement.

Delivery Information
Early Bird sends two notifications by email and SMS:

- Parcel on its way – generated on arrival at Early Bird's terminal
- Parcel delivered to locker – generated on delivery

Delivery Time
Delivery takes place overnight, Tuesday to Saturday, excluding public holidays. The lead time is 1–3 days (excluding Sundays and public holidays) from handover. Pick-up requires a third-party app.

Express – lead time normally 0.5 days (excluding Sundays and public holidays) from handover.

The Service is not covered by any delivery time guarantee.

Delivery Location and Storage Period
Delivery is made in the first instance to the parcel locker selected by the Recipient. If the selected parcel locker is not available at the time of delivery, Early Bird is entitled to place the Consignment in another available parcel locker within a reasonable distance. If no parcel locker is available nearby at the time of delivery, Early Bird will make a new delivery attempt on the next delivery day. Such delivery attempts may be made on no more than five (5) consecutive days. If delivery to a parcel locker still cannot be carried out after that, the Consignment will be redirected to a parcel shop through cooperation with other operators, in accordance with the applicable fallback procedure.

The Consignment is available for pick-up from the parcel locker for five (5) calendar days from the time the Recipient was notified that the parcel is ready for pick-up.

If the Consignment cannot be delivered, or is not picked up within the specified storage period, Early Bird is entitled to return the Consignment to the sender. The return and any surcharges are charged in accordance with the prices in force from time to time.

Service-Specific Terms – Returns

Early Bird Returns is a convenient service for returning Consignments directly from the consumer to the online retailer. The Service makes returns easier for businesses and consumers by offering label-free returns from door to warehouse. The Service is climate-smart, secure and cost-effective for return flows within Sweden. The Service is available via most established TA providers or through direct integration between the Customer's system and Early Bird's system. The Consignment is trackable throughout the return flow.

Dimensions and Weight
Maximum dimensions:
• Length: 600 mm
• Width + Length + Height: max. 900 mm
• Maximum weight: 5,000 g
Minimum dimensions:
• Length: 140 mm
• Width: 90 mm
• Height: 10 mm
• Minimum weight: 150 g (minimum chargeable weight)

It is the sender's obligation to ensure that the Consignment neither exceeds nor falls below the dimension and weight limits of the Service. If the Consignment is outside the permitted dimensions or weight, an extra charge may be made in accordance with the applicable price list and surcharges.

Booking and Collection
A return is booked either via the online retailer or via the message sent by Early Bird upon delivery of the Consignment.

At booking, the consumer is informed of the earliest possible collection date.

The parcel must be clearly marked with the code provided at booking. Early Bird is responsible for labelling the parcel with an STE label before distribution to the Recipient.

Collection takes place at the sender's address in accordance with the information in the booking. The parcel must be placed in an unlocked mailbox or next to it. If the sender lives in a flat and there is no such mailbox by the front door, the parcel must be placed in accordance with the instructions provided.

Collection Conditions
Collection cannot be carried out in the following cases:

- If the parcel is outside the permitted dimensions or weight
- If the parcel does not have a collection code
- If it is unclear which door or mailbox belongs to the sender
- If the parcel is not available for collection in accordance with the booking

If collection cannot be carried out due to an error on the part of the sender, an extra charge may be made in accordance with the applicable price list and surcharges.

Delivery Information
Early Bird sends notifications by SMS to the sender:

- Reminder of the collection assignment and of putting out the return item – generated the evening before the collection assignment is to be carried out
- Confirmation of collection
- Information in the event of a failed collection (maximum of two collection attempts)

All scan events can be followed on the tracking page.

Delivery Time
Collection takes place overnight, Tuesday to Saturday, excluding public holidays. The lead time is 1–5 days (excluding Sundays and public holidays) from collection to arrival at the online retailer. The Service is not covered by any delivery time guarantee.

Service-Specific Terms – Home to Home

Early Bird Home to Home is a convenient delivery service aimed at deliveries between private individuals (C2C). The Service collects parcels from the sender and delivers them to the Recipient's address. The Service is climate-smart, secure and cost-effective for the distribution of parcels within Sweden. The Consignment is trackable from sender to Recipient.

Dimensions and Weight
Maximum dimensions:
• Length: 600 mm
• Width + Length + Height: max. 900 mm
• Maximum weight: 5,000 g
Minimum dimensions:
• Length: 140 mm
• Width: 90 mm
• Height: 10 mm
• Minimum weight: 150 g (minimum chargeable weight)

It is the sender's obligation to ensure that the Consignment neither exceeds nor falls below the dimension and weight limits of the Service. If the Consignment is outside the permitted dimensions or weight, an extra charge may be made in accordance with the applicable price list and surcharges.

Booking and Collection
At booking, the consumer is informed of the earliest possible collection date.

The parcel must be clearly marked with the code provided at booking. Early Bird is responsible for labelling the parcel with an STE label before distribution to the Recipient.

Collection takes place at the sender's address in accordance with the booking. The parcel must be placed in an unlocked mailbox or next to it. If the sender lives in a flat and there is no such mailbox by the front door, the parcel must be placed in accordance with the instructions provided.

Collection Conditions
Collection cannot be carried out in the following cases:

- If the parcel is outside the permitted dimensions or weight
- If the parcel does not have a collection code
- If it is unclear which door or mailbox belongs to the sender
- If the parcel is not available for collection in accordance with the booking

If collection cannot be carried out due to an error on the part of the sender, an extra charge may be made in accordance with the applicable price list and surcharges.

Delivery Information
Delivery takes place in accordance with the Service-Specific Terms – Home Delivery.

Early Bird sends notifications by SMS to the sender:

- Reminder of the collection assignment and of putting out the parcel – generated the evening before the collection assignment is to be carried out
- Confirmation of collection
- Information in the event of a failed collection (maximum of two collection attempts)

Early Bird sends notifications by SMS to the Recipient:

- Parcel collected – generated on arrival at Early Bird's terminal
- Parcel delivered – generated on delivery (by email or SMS)

All scan events can be followed on the tracking page.

Delivery Time
Collection and delivery take place overnight, Tuesday to Saturday, excluding public holidays. The lead time is 2–5 days (excluding Sundays and public holidays) from collection to delivery. The Service is not covered by any delivery time guarantee.