

OUR TERMS OF SALE

General

These terms regulate the customer's use of services provided by ECOVIS Mobility Services AS, hereinafter referred to as the seller. The terms apply to all services provided by the seller unless otherwise agreed in writing between the parties.

Terminology

An assignment may consist of services for one or more persons. Services performed for a family or a company related to the same trip are considered one assignment, regardless of the number of travelers. Third parties refer to partners such as public authorities, translators, or transportation companies.

Prices

All prices are stated in NOK and exclude VAT of 25% for our services unless otherwise specified. Some third-party fees may be exempt from VAT. The seller reserves the right to correct any technical errors that may affect prices. Prices apply to all nationalities, but third-party price changes may occur. The customer is responsible for familiarizing themselves with the prices of the seller's services, including processing fees and transportation costs.

Ordering

Once an application or documents have been submitted to a third party, the full processing fee for Norwegian public authorities must be paid, even if the assignment is withdrawn. If the seller has started processing the request, a processing fee for the hours incurred must be paid, regardless of the status of the assignment. The customer always covers expenses related to third parties, including fees charged by public authorities. Once the application has been submitted and paid for to public authorities, it cannot be canceled or refunded.

Payment

Payment is made via bank transfer after receiving an invoice.

Refund for Invoice Payments

If a purchase is canceled after payment via invoice or installment payment, ECOVIS will refund the amount after the return is approved by the seller.

Customer Responsibilities

Customers ordering services must be **18 years or older** and are responsible for the payment of services provided by the seller or partners. The customer is also responsible for verifying that the service matches the order. All orders must be confirmed via the seller's online ordering system.

Processing Time

Processing times vary among public authorities, but it is recommended to apply for work and residence permits **2-3 months before arriving in Norway**. The seller does not guarantee

processing times or the approval of work and residence permit applications, as these decisions are made by Norwegian authorities. Document requirements and regulations may also change on short notice, and the customer is responsible for applying in a timely manner.

Seller's Responsibilities

The seller is responsible for correcting any errors within a reasonable time before the customer's arrival in Norway. Price reductions or termination of the agreement may occur if the error is significant and the seller has been notified in time. The seller's liability is limited to a maximum of the invoiced amount for the service, excluding fees paid to public authorities.

Additional Liability

The seller is not responsible for delays, errors, or lost documents caused by third parties, including public authorities or transportation companies. Indirect losses, such as missed travel opportunities or invalid documents upon arrival, are not covered by the seller.

Complaints

The customer must verify that the service matches the order, and any claims must be made within a reasonable time. Failure to file a complaint within a reasonable time before arrival may result in the loss of the right to a complaint.

Changes to Terms

The seller reserves the right to change the terms due to changes in legislation or other circumstances.

Force Majeure

The seller disclaims responsibility for deliveries affected by unforeseen events such as labor disputes, war, natural disasters, or changes in Norwegian governmental procedures and laws.

Legal Venue

All disputes arising in connection with these terms shall be settled under Norwegian law. **Oslo District Court** is agreed as the legal venue for all matters related to services provided by ECOVIS Mobility Services AS.