

## 1. In general

The terms of sale (which are approved when creating an account) apply to the sale of goods and services on easymeeting.net to consumers.

The seller is: Easymeeting (Easymeeting AS).

Buyer is: The person who is stated as the buyer in the order, and is hereinafter referred to as you, you (and corresponding terms are used as yours or yours).

easymeeting.net: The actual online store / platform associated with the domain [www.easymeeting.net](http://www.easymeeting.net).

At easymeeting.net you can buy goods and services directly from easymeeting. To make purchases on easymeeting.net, you must accept the terms of this agreement, and follow these in full.

The terms of sale, together with your order and order confirmation, will constitute an overall contractual basis for the purchase.

If you are under 18, you can only shop, if you have your own bank card (debit card) that can be used for that. You can not use the other payment methods that apply (see for example point 4). You can also get a supervisor to do the trading for you.

We only deliver to mainland Norway and Svalbard.

easymeeting.net will charge for goods with VAT.

All items delivered by easymeeting.no can be used in Norway.

Consumer purchases are regulated by the Consumer Purchases Act, the Right of Withdrawal Act, the Marketing Act, the Personal Data Act, the E-Commerce Act and the Credit Purchases Act.

You can find these laws at <https://lovdata.no/>.

If you contact easymeeting.net via e-mail, your e-mail inquiry and contact information will be stored with us. This information is necessary to be able to complete your inquiry and to be able to contact you if there is a need for follow-up.

## 2. Ordering and agreement process

Your order is binding when the order is registered with us. We are also bound by your order if this does not deviate from what is offered by us in our online store, our marketing or in any other way. You nevertheless have the right to withdraw from the purchase in accordance with the Right of Withdrawal Act, see further section 6 of the agreement.

easymeeting.net is bound by the price stated to you at check-out from the checkout, see also point 3 below.

In the event of deviations in our stock or if an item is sold out, your order, or parts of it, can be canceled. In such a situation, you will be notified of this, possibly together with information about what we can offer instead.

## Prices

All prices include VAT. The total cost of the purchase will appear before the completion of an order and include all expenses associated with the purchase as expenses for postage, shipping, packaging etc.

When purchasing goods from easymeeting.net for deliveries to places where VAT is not to be paid, the prices will still be inclusive of VAT, which may have to be refunded afterwards.

Prices are constantly changing and we reserve the right to change prices until the completion of each individual purchase, as a result of changed prices from our suppliers or currency changes.

## 4. Payment

The purchase price can, at your own choice at check-out, be settled via bank or credit card or invoice. When using a card, the purchase price will be deducted from the card when ordering.

When choosing an invoice from Easymeeting, a credit check can be made and a copy of the letter is thus sent electronically or by post. If the credit is granted, the invoice will be sent by e-mail when the goods are sent from us. The invoice has a 14-day payment deadline and in the event of non-payment, a reminder fee of NOK 70 will be added as well as default interest of 9,25%. In the event of continued omission of payment, a debt collection notice is sent and the claim is sent to debt collection in accordance with current regulations.

Uncollected and unpaid packages will be charged a fee of NOK 250 + return shipping of current orders, to cover our expenses.

In the event of non-payment, the claim will, after prior notice, be sent for collection.

## 5. Delivery

All general delivery times stated on easymeeting.no must be considered as indicative. When delivery time is stated in number of days, is meant weekdays, and the charterer's time is always in addition. The seller reserves the right to change the stated general delivery time without further notice.

If there have been typing or printing errors of significant size from easymeeting.net in advertisements etc. and / or in general presentations in the online store that are larger than 15% of the normal retail price, easymeeting.net may unilaterally delete or reject orders. However, such errors must be corrected within a reasonable time after the error is discovered.

If the delivery of the products is delayed, easymeeting will provide you with information as soon as we know about it, together with information about and possibly when delivery can take place, or if the product (s) are sold out.

If delivery is delayed, you have the right to cancel the purchase. In case of cancellation of purchase due to delayed delivery, we will refund the purchase price within 14 days. The refund of the purchase price is made by the same means of payment that you used when ordering.

Delivery of the products takes place in the manner, at the place and at or within the agreed time (see points 1 and 2 above). Easymeeting is responsible for the products until they are taken over by you, ie when you have received the products in your possession.

After you have received the products, you should, as soon as you have the opportunity, check whether the delivery is in accordance with the shipment confirmation. Examine whether the products have been damaged during transport, or whether the products otherwise have defects or defects. If during shipment damage has occurred to the shipment, or what you have received does not match what you have ordered, please contact us as soon as possible. Take care of packaging and product until the case has been processed and you have received feedback from us.

Any price changes that occur after the time of ordering will not have retroactive effect.

Instructions for use will be included or available on the manufacturer's website.

## 6. Right of withdrawal

The Right of Withdrawal Act gives you the right to cancel your purchase. The right of withdrawal applies to goods and to certain services (see exceptions in the last section). The right of withdrawal presupposes that you notify the Seller of the delivery within 14 days of receiving the delivery (withdrawal period). The item must be sent to us no later than 14 days from the day the notice of use of the right of withdrawal was given.

Get in touch and inform that you want to use the right of withdrawal. We can be contacted by phone +47 4000 4887, chat or via contact info that you find [here](#).

If you have not received a right of withdrawal form either in the consignment confirmation or upon delivery of the products, the withdrawal period expires 12 months after the expiry of the original withdrawal period. If you receive the right of withdrawal form within these 12 months, the withdrawal period expires 14 days after the day you received the right of withdrawal form.

In order for the right of withdrawal to be enforced, the product must be returned to the Seller of the product in approximately the same quantity and condition as you received it. If you use or examine the item (s) in a manner that goes beyond what is necessary to determine the item's nature, properties and function and this results in the item being reduced in value, the Seller may deduct an amount corresponding to the reduction in value in the purchase price to be refunded. .

All products must be returned to the Seller within a reasonable time using the right of withdrawal.

The Buyer bears the risk of transporting the item back to the Seller.

The seller is obliged to pay back to you what you have paid, including postage for the shipment, handling fee, customs fees, collection fee, etc. This only applies when the entire purchase is returned. If you have expressly chosen a special shipping in addition to what is necessary to ship the item, this must be paid by you.

Refund shall take place within 14 days after the Seller has received the cancellation of the message, but still not until 2 days after the Seller has received the return from you, or documentation from you that you have sent the return back to the Seller.

The product is sent back to the Seller in the original packaging, together with a completed right of withdrawal form. The return must be made to the Seller in accordance with the applicable terms.

The refund of the purchase price is made by the same means of payment as you used when ordering, unless otherwise agreed or there are obstacles to a refund using the payment method used.

Further information on how to exercise the right of withdrawal can be found in the right of withdrawal form.

The right of withdrawal does not apply to the following types of goods:

CDs, DVDs and computer programs when the seal on the physical product is broken. The right of withdrawal also does not apply to the purchase of products in electronic format (audio or video recordings, computer programs, word files, pdf files, etc.) as you have received the electronic shipment with the file on your server or license code / information has been made available. Then the customer is clearly informed that the right of withdrawal does not apply.

The right of withdrawal also does not apply when it otherwise follows from the law. Please read our more detailed information about the cancellation deadline which is in a separate link on our pages.

## 7. Delay of delivery

If the Seller does not deliver the goods, or delivers them too late in accordance with the agreement, and this is not due to you or circumstances on your part, you can, according to the rules in the Consumer Purchase Act Chapter 5, withhold the purchase price, demand fulfillment, terminate the agreement or demand compensation from Seller.

In the event of a delay, claims must be addressed to the Seller within a reasonable time.

## 8. Complaint and warranty

If an error or defect is discovered, you must within a reasonable time after you discovered, or should have discovered it, notify the Seller that you want to invoke the defect (complaint). However, the deadline for filing a complaint is not less than two months from the time you discovered the defect. Complaints must in any case be made no later than two years after you took over the item. If the product or parts of it in normal use are intended to last significantly longer, the

latest deadline for advertising is five years. If you do not complain in time, the right to claim the defect will be lost.

Notification of defects in the products can be conveyed to the Seller orally or in writing. For evidentiary reasons, we recommend that the complaint is sent to Sellers in writing, primarily by contacting Seller at support@easymeeting.net with information about the order you want to attach complaint requirements to. We can also be contacted by phone +47 4000 4887, chat or via the contact info that you find [here](#).

You will receive a confirmation (return number) upon receipt of the complaint inquiry, which will be sent by e-mail to the e-mail address you have registered on the account page. In the confirmation, it will also be informed if special conditions / handling are required from the buyer in connection with. return of the item. (eg antistatic protection or return directly to manufacturer).

If there is a defect in the item and this is not due to you or circumstances on your part, and you have complained within the mentioned deadlines, you can in accordance with the rules in the Consumer Purchase Act Chapter 6:

- withhold all or part of the purchase price (if it has not already been paid)
- under certain conditions choose between correction or redelivery
- under certain conditions require price reductions
- under certain conditions claim compensation
- demand cancellation, if the defect is not insignificant (it is normally a prerequisite for cancellation that the item is returned in the same condition and quantity, cf. the Consumer Purchases Act § 51)

If there is no defect, the Seller may only demand payment for inspections that have been necessary to determine whether there is a defect, and payment for repair of the item, if we have made you expressly aware that you must cover such costs, The Consumer Purchases Act § 30.

If you on your own initiative implement measures to remedy the defect beyond what may have been agreed with the Seller, the Seller will not pay these expenses.

The seller reserves the right to reject a complaint if it turns out that the item has no defect under current consumer legislation.

Seller can repair an item 2 times for the same defect. In the event of the same error 3 times, the buyer can demand a refund. The amount will be refunded within 14 days.

The seller is responsible for return shipping for approved complaints.

When sending to a service partner, of goods purchased from easymeeting.net, you must contact the service partner to arrange a return. See under Service routines, on «Complaints and guarantees» on our customer service pages.

If the Seller's correction or re-delivery will result in you, during normal postage / shipping time being barred from using the item for more than ten days, you have, under certain conditions, the right to demand that a replacement item be made available at the Seller's expense.

If you submit your product to one of easymeeting.net's service partners, or easymeeting.net forwards your product to a service partner, the service partner can contact you as a customer directly.

If you ask us to delete your customer account, all purchase history will also be deleted. It is important that you take care of receipts for your purchases in connection with any future complaints. Without a receipt, a guarantee / complaint cannot be used. If, after deleting a customer account, there should be a need to return the item to us in connection with a complaint, a new customer account must be created so that we can have the opportunity to handle the complaint.

## 9. Payment by card

In principle, we do not undertake to store card numbers beyond what is necessary to ensure efficient handling of any problems with debit, cancellation of reservation and credit.



To make it easier to shop with us next time, you can, when paying at checkout, choose to store your card information securely with us. It is important that you log out of your customer account once you have completed the trade. You are responsible for not sharing your username and password with others. To make the payment, we pass on your information to our payment provider Stripe. They store the information in a safe and secure way.

## 10. Privacy Policy

By accepting our terms of sale, you also give your consent to store and process your personal information.

Please read our privacy policy which is located in a link at the bottom of our pages.

If you choose to write a product or review, the review and the name you choose to use will be made visible to other customers. The processing of data regarding mention of a partner is regulated through a data processor agreement (DPA) where easymeeting is responsible for processing.

## 11. Sales pledge

Easymeeting AS has, unless otherwise agreed, a sales pledge in the delivered products as security for the purchase price, including interest and costs, until these have been paid in full, cf. Pantelovens § 3-14 flg.

## 12. The customer's duties

The person who is registered as a customer with Easymeeting AS, is responsible for payment of the services Easymeeting AS delivers in accordance with these terms. The responsibility also includes others' use of the customer's access, including unauthorized use, if it can not be demonstrated that unauthorized use is made possible through negligence on the part of Easymeeting AS. You as a customer are also responsible for ensuring that the information provided in your

account is correct. This information can be managed on "my page". Changes to the name must be made by contacting our customer center.

### 13. Extraordinary circumstances

The seller is only responsible for loss of value for the item, if errors or defects have been proven. However, this does not apply if we prove that the defect is due to circumstances beyond our control, and which we could not reasonably be expected to avoid or overcome the consequences of.

The Seller is not liable for indirect losses as a result of defects unless the loss is caused by gross negligence or intent on the part of the Seller.

In the case of consumer purchases, the terms cannot be worse than the terms in the law, cf. Consumer Purchase Act of 2002-06-21 no. 34. See separate link to this on our website.

### 14. Change in the terms

We reserve the right to change these terms, including as a result of changes in legislation.

### 15. Force majeure

Are we prevented from delivering or make compulsory delivery, or does such a delivery obligation become unreasonably burdensome as a result of a labor dispute or any other circumstance when the parties cannot control it, such as in the event of fire, war, mobilization or unforeseen military conscription of a similar extent; requisitions, seizures, currency restrictions, riots and riots, shortages of means of transport, general shortages of goods, reductions in the supply of fuel, as well as deficiencies or delays in deliveries from subcontractors or manufacturers as a result of such circumstances referred to in this section, Sellers are exempt for all other responsibilities than in the event of a complaint and credit it to the associated purchase price of the defective item.

## 16. Disputes and choice of law

Disputes in connection with the conditions and associated provisions, as well as disputes that otherwise concern trade on easymeeting.no follow Norwegian law and belong to the ordinary dispute resolution bodies and courts, with Nord-troms district court as venue for any proceedings before the district court.

If you want to complain about a product or service purchased from us, you can submit a complaint to the Consumer Council or via the EU's online platform for dispute resolution (ODR portal). The Consumer Council is a state administrative body that guides consumers and brokers in disputes between consumers and businesses.

The Consumer Council

Fred Olsens gate 1

0152 Oslo

<https://www.forbrukerradet.no/>

The ODR portal is an online complaints portal provided by the European Commission and provides access to dispute resolution tools. This is especially relevant if you are a consumer residing in another EU country.

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=NO>

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