

TERMS AND CONDITIONS OF SALE

Introduction

This purchase is governed by the following standard terms and conditions for consumer purchases of goods over the Internet. Consumer purchases over the internet are mainly regulated by the Agreements Act, the Consumer Purchases Act, the Marketing Act, the Right of Withdrawal Act, and the E-commerce Act, which provide consumers with mandatory rights. These laws are available at www.lovdata.no. The terms of this agreement shall not be understood as a limitation of statutory rights but set out the parties' most important rights and obligations for the transaction. These terms of sale have been prepared and recommended by the Norwegian Consumer Authority (Forbrukertilsynet).

1. The Agreement

The agreement consists of these terms of sale, information provided in the ordering solution, and any specifically agreed terms. In the event of a conflict between the information, what is specifically agreed between the parties prevails, provided it does not conflict with mandatory legislation. The agreement will also be supplemented by relevant legal provisions regulating the purchase of goods between professionals and consumers.

2. The Parties

Seller: Naardic Training AS, Gjerdrumsvei 11, 0484 Oslo. Email: post@naardic.no, Org no: 924 75 8635, Phone: +47 982 19 494. The seller is referred to hereafter as "**Seller/the Seller**".

Buyer: The consumer who places the order, referred to hereafter as "**Buyer/the Buyer**".

3. Price

The stated price for goods and services does not include the standard training fee, which involves a one-month paid notice period effective from the end of the following month. The Buyer shall not bear additional costs that the Seller did not inform the Buyer of before the purchase.

4. Conclusion of Agreement

The agreement is binding for both parties once the Buyer has sent their order to the Seller. However, the agreement is not binding if there have been writing or typing errors in the offer from the Seller in the online store's ordering solution or in the Buyer's order, and the other party realized or should have realized that such an error existed.

5. Payment

The Seller may claim payment for the item from the time it is sent from the Seller to the Buyer. If the Buyer uses a credit or debit card for payment, the Seller may reserve the purchase price on the card upon ordering. The card will be charged on the same day the item is sent. For invoice payments, the invoice is issued upon shipment. The payment deadline is stated on the invoice and is a minimum of 14 days from receipt. Buyers under the age of 18 cannot pay via subsequent invoice.

6. Delivery

Delivery has occurred when the Buyer, or their representative, has taken possession of the item. The item is delivered at the latest 7 days after payment of the subscription. If the delivery time is not specified in the ordering solution, the Seller shall deliver the item to the Buyer without undue delay and no later than 7 days after the order. Delivery shall be made to the Buyer unless otherwise specifically agreed.

7. Risk for the Item

The risk for the item passes to the Buyer once they, or their representative, have received the items in accordance with Section 6.

8. Right of Withdrawal (Angrerett)

Unless the agreement is exempt from the right of withdrawal, the Buyer may cancel the purchase of the goods/services in accordance with the Right of Withdrawal Act. The Buyer must notify the Seller of the use of the right of withdrawal within 14 days from the start of the period. The period includes all calendar days. If the deadline ends on a Saturday or public holiday, it is extended to the next working day.

8.1 Special Provisions for Digital Services and Content For digital subscription services (including live training and digital content), the Buyer's right of withdrawal expires as soon as the Buyer provides express consent to begin the delivery of the service (e.g., by logging into the training platform or accessing digital content) and acknowledges that the right of withdrawal is thereby lost.

8.2 Commencement of the Withdrawal Period The withdrawal period begins to run:

- **For individual goods:** from the day after the item(s) are received.
- **For subscriptions or regular deliveries of identical goods:** from the day after the first shipment is received.
- **For purchases consisting of several deliveries:** from the day after the final delivery is received.

The period is extended to 12 months after the expiry of the original deadline if the Seller does not provide information about the right of withdrawal and the standardized withdrawal form prior to the agreement. If the Seller provides this information within those 12 months, the withdrawal period expires 14 days after the day the Buyer received the information.

8.3 Use of the Right of Withdrawal and Returns Upon use of the right of withdrawal, the item must be returned to the Seller without undue delay and no later than 14 days from the notification. The Buyer covers the direct costs of returning the item unless otherwise agreed. The Buyer may test the item in a responsible manner to determine its nature, characteristics, and function without losing the right of withdrawal. If testing exceeds what is necessary, the Buyer may be held liable for any reduced value of the item.

The Seller is obliged to refund the purchase price to the Buyer without undue delay, and no later than 14 days from the notice. The Seller has the right to withhold payment until the goods are received, or until the Buyer has provided documentation that the goods have been sent back.

9. Delay and Non-delivery

If the Seller fails to deliver or delivers late, and this is not due to the Buyer, the Buyer may, according to the Consumer Purchases Act, withhold payment, demand fulfillment, terminate the agreement, and/or claim compensation. Claims should be made in writing for evidentiary purposes.

10. Lack of Conformity (Defects)

If there is a defect in the item, the Buyer must notify the Seller within a reasonable time after it was discovered or should have been discovered. A 2-month window is always considered timely. The final deadline for claims is two years (or five years if the item is intended to last significantly longer).

The Buyer may choose between repair or replacement. If the defect is not remedied, the Buyer may claim a price reduction or terminate the agreement (if the defect is not insignificant).

11. Seller's Rights in Event of Buyer Default

If the Buyer fails to pay or fulfill obligations, the Seller may withhold the item, demand fulfillment, terminate the agreement, and claim compensation. Late payment interest and debt collection fees may apply.

12. Warranty

Warranties provided by the Seller or manufacturer grant the Buyer rights in addition to mandatory legislation and do not limit the right to claims for delays or defects.

13. Personal Data

The Seller is the data controller. Unless otherwise agreed, the Seller may only collect and store personal data necessary to fulfill the agreement. See the separate Privacy Policy for details.

14. Conflict Resolution

Complaints should be addressed to the Seller within a reasonable time. The parties shall attempt to resolve disputes amicably. If unsuccessful, the Buyer may contact the Norwegian Consumer Council (Forbrukerrådet) at +47 23 400 500 or www.forbrukerradet.no. The European Commission's ODR portal can also be used for EU-resident consumers.

The European Commission's online dispute resolution portal can also be used if you wish to file a complaint. This is particularly relevant if you are a consumer residing in another EU/EEA country. The complaint can be submitted here: <http://ec.europa.eu/odr>.