

# **Instructions on withdrawal from the sales agreement**

**(information regarding the right to withdraw from the sales agreement)**

## **The right of withdrawal from the agreement**

We hereby inform you that you have the right to withdraw from this agreement within 14 days without giving any reasons if you meet all the criteria specified in our T&C.

The time for withdrawal from the agreement expires after 14 days from the day:

1. when you came into the possession of an item, or of the last of items if the agreement referred to the transfer of ownership of several items delivered separately, or of the last lot or piece of items if the agreement referred to the transfer of ownership of items delivered in different lots or pieces,
2. when a person other than the carrier and indicated by you came into the possession of an item, or of the last of items if the agreement referred to the transfer of ownership of several items delivered separately, or of the last lot or piece of items if the agreement referred to the transfer of ownership of items delivered in different lots or pieces.

In order to exercise the right of withdrawal from the agreement you must inform Noremax AS, Kirkegata 20, 0153 Oslo, Norway, email: [claim@noremak.com](mailto:claim@noremak.com), phone.: +47 48955260 about your decision to withdraw by way of a unilateral declaration (for example a letter sent by post or electronic mail).

You may use the form of withdrawal from the agreement, but this is not obligatory.

In order to meet the deadline for withdrawal from the agreement it is enough to send the information regarding the exercise of your right to withdraw from the agreement before the lapse of the deadline for withdrawal from the agreement.

## **Consequences of withdrawal from the agreement**

If you withdraw from this agreement, we shall return all the payments we have received from you, including the costs of delivery of the item (apart from additional costs resulting from the form of delivery you have selected other than the cheapest regular form of delivery we offer), immediately, and in any case not later than within 14 days from the day when we are informed about your decision about your exercise of the right to withdraw from this agreement. We will return the payment in the same manner you have selected for the original transaction unless you have expressly agreed to another solution; in any case, you shall not cover any costs in connection with such a return.

We may withhold the return payment until we receive the item or the proof of its return dispatch, whichever comes first if the agreement referred to sales of an item.

If the agreement referred to a purchase of an item, please send us or hand us over the item to the address notify Noremax AS, Kirkegata 20, 0153 Oslo, Norway, immediately, but in any case not later than within 14 days from the day when you informed us about withdrawal from this agreement. The deadline is deemed kept if you send us the item back before the lapse of 14 days.

You will have to incur the direct costs of returning the item.

You are liable for any diminished value of the item if the deterioration in value is attributable to the items having been handled in a manner other than that necessary for ascertaining their nature, features and how they function.