

# CUSTOMER INFORMATION

## CONTACT US

If you have questions regarding your order or our products, you are welcome to send us an email at [webshop@opsvik.no](mailto:webshop@opsvik.no) or call us on telephone.

We will do our best to answer your request within one day. You will also find answers to many questions here.

### **Peter Opsvik A/S**

Pilestredet 27 H  
0164 Oslo  
Norway

Org 935 842 492 mva

### **Contact**

[webshop@opsvik.no](mailto:webshop@opsvik.no)

## Peter Opsvik AS

Peter Opsvik AS is a Norwegian company with headquarters in Oslo. We design and sell chairs.

# ORDERING

## Order at [Opsvik.no](https://opsvik.no)

All prices on this website are including VAT and other taxes.

# PAYMENT

## Payment at [Opsvik.no](https://opsvik.no)

At [Opsvik.no](https://opsvik.no) payment can be made with:

- Paypal
- Visa Electron
- Visa
- MasterCard
- Maestro
- JCB
- American Express

The total amount will be drawn from your card when the items are dispatched from our warehouse.

# SHIPPING

## Shipping and delivery when you order on this website

We only deliver to addresses within Norway.

Orders are delivered by Bring, normally within 2-5 work days.

If a product is sold out, delivery may take longer, and you will be informed about this.

# RETURNS

## Return and withdrawal of purchase

If you regret your purchase (Right of withdrawal and return)

According to the Norwegian Sale of Goods Act, a 14-day return policy shall apply when you shop with us.

The withdrawal period will expire 14 days after the day on which you;

1. receive your product
2. gain physical possession of the last product, when it comes to an agreement for several products that have been ordered in one order and delivered separately.

**Withdrawal:** Here, the product is returned unused and in original packaging and the entire purchase price is refunded

**Return:** Here, the product is returned after the chair has been assembled and tested. The purchase price is refunded wholly or in part after an assessment of the product's condition.

### Withdrawal:

Within 14 days of receipt, you must notify us that you want to withdraw your purchase. The notification must be provided to [webshop@opsvik.no](mailto:webshop@opsvik.no). In your notification, you must clearly indicate that you want to use your right of withdrawal.

This right of return only applies to products in unopened packaging that have not been used. You cannot withdraw simply by refusing to receive the product without notifying us thereof at the same time.

### Right of return:

Within 14 days of receipt, you must notify us that you wish to return your purchase. The notification must be provided to [webshop@opsvik.no](mailto:webshop@opsvik.no). In your notification, you must clearly indicate that you want to use your right of return.

You shall only be liable for any depreciation of the value of the product, which results from handling other than what is necessary to determine the nature of the product, characteristics and the way in which it works. In other words - you may try out the product in the same way as if you tried it in a physical store.

If the product has been tried beyond what is described above, we shall consider it used, which means that upon withdrawal of the purchase, you will only be refunded part or none of the purchase amount, depending on the product's commercial value.

In order to be refunded the entire purchase amount you must therefore do the same as you can in a physical store. You may test the product, but not actually use it.

## **Refund of the purchase amount**

If you use your right of withdrawal, we will refund all payments received from you, including delivery costs (excluding additional costs as a result of your own choice of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any case within 14 days from the date we receive notification about your decision to withdraw from this agreement.

If you use your right of return, you will be refunded the amount that you have paid us. In case of depreciation of the value of the product for which you are liable, this depreciation is deducted from the purchase amount.

When you make a return, we will refund all payments received from you, including delivery costs (excluding additional costs as a result of your own choice of delivery other than the least expensive type of standard delivery offered by us). We may withhold the refund until we have received the product return and assessed its condition, however, only up to 14 days after we have received the product.

We shall always provide refunds back to the same payment method that you used for the initial transaction.

## **COMPLAINTS**

### **If something is wrong with the product (defects)**

When you purchase on this website (evomove.com) your order comes with a 24 months' guarantee, meaning that the product can either be repaired, exchanged, refunded or reduced in price, depending on the actual complaint. This naturally depends on whether or not the complaint is justified and that the defect has not arisen as a consequence of using the product incorrectly or other damaging behaviour.

#### **How quickly must I complain?**

You must complain to us within 'reasonable time' after discovering the product defect. We recommend that you notify us as soon as you discover the defect. If you complain within two months after discovering the defect, your complaint will always be on time.

#### **How do I complain?**

You must send an email to: [webshop@opsvik.no](mailto:webshop@opsvik.no), preferably enclosing pictures and a description of the problem. If the product should be returned to us, we will send you a return freight note to use when you send it.

#### **We refund fair freight expenses**

If the complaint is justified, we will naturally refund your return freight expenses, if you use the return freight note provided by us.

Please forward your item to:

Peter Opsvik AS  
Pilestredet 27 H  
0164 Oslo

**Enclose a description:**

When you return the item, please inform us of the problem in as much detail as possible.

**Please note!** We do not receive packages sent cash on delivery or similar. Remember that the product must always be returned to us in appropriate and safe packaging.

## PERSONAL DATA

### What do we do with your personal data?

In order to enter an agreement with us at opsvik.no, we need the following information from you:

Name  
Address  
Telephone number  
Email address

We register this information, so that we can deliver the ordered item to you. Your personal data are registered at Peter Opsvik AS and will be kept for five years, after which it will be deleted. When we obtain personal data via our website, we ensure that you have always given your express permission first, so that you are informed about precisely what information we collect and why.

The CEO at Peter Opsvik AS is responsible for data and has access to the information we register about you. We do not store and transmit data encrypted. Information given to Peter Opsvik AS will not in any way be given or sold to a third party, and we do not register any sensitive personal data. When you are registered at Opsvik.no you maintain the right to protest against the registration. You also have the right to insight into the information we have stored about you. These rights are secured by Persondataloven and requests regarding this issue must be directed at Peter Opsvik AS via email [webshop@opsvik.no](mailto:webshop@opsvik.no)

#### **Cookies**

We use cookies on our website in order to optimise its functionality and make your visit as easy as possible. You can always delete cookies from your computer. How you do this depends on your browser.

#### **Log statistics**

We use log statistics at evomove.com, meaning that a statistics system collects information, which can provide us with a static picture of our many visitors we have, where they come from, where on the website they exit it, etc. The log statistic is only used to optimise opsvik.no