

Terms and Conditions

Every submitted repair that wishes to be regarded as a warranty or defect in accordance with “kjøpsloven”, must have a copy of the receipt (Proof of purchase). In the case where such documentation is not shown, the repair will be treated as an out-of-warranty case, which means you as the consumer/final user must pay for the repair.

Warranty repairs

When the proof of purchase is submitted and any other criteria for the warranty repair are met, the repair will be performed without any costs to the consumer.

Note that with foreign purchase / international warranty all documentation that the supplier demands has to be documented, to get the repair covered. Note that also the warranty length of the country the product is bought in does not count in Norway; If you wish to use the warranty of the product, it has to be sent to the retailer. In cases where the product is out of warranty or the problem is due to user error, or conditions that are not covered by the products' factory warranty; such as an error on externally connected equipment, external influences namely sand, water, shocks, or the likes, the repair will not be covered by the warranty.

This will trigger a 'price estimate'. If the repair is not wanted based on the price estimate given, the consumer will be charged for the troubleshooting* and possible freight. Freight to the workshop must be covered by the consumer, regardless if it is a warranty/defect or out-of-warranty repair (applicable rules according to “Forbrukerkjøpsloven”). The supplier will sometimes cover the freight of the product to the workshop, in cases where the repair is covered as a warranty/defect.

Out-of-Warranty repairs

All started repairs are charged with a so-called troubleshooting fee*. The amount covers initial troubleshooting to ascertain the extent of the repair. If the repair is not completed, e.g., because the repair is too expensive, you will only be charged the troubleshooting fee. The fee can be paid beforehand, or afterward. If the repair is completed, the troubleshooting fee will not be charged but accounted for in the final cost of the repair.

A normal repair where no parts are required will be charged with the standard price*. The standard price is the lowest price we charge for a repair. In the cases where parts need to be changed to repair the product, or the required time of labour is longer than that of a standard repair, the charges will be higher depending on the scope.

There is usually always a part that is broken or damaged when a fault occurs, which means the repair price likely will be higher than the standard price. It would therefore be a big help to us if you could provide us with an upper limit on how much you are willing to spend on the repair.

It is not always easy knowing what a reasonable price limit is, and there are many individual circumstances that play a part in how much each and every one wishes to put towards a repair. The limit you set towards a repair does not mean that the repair will be that price, even if you set a high maximum price. Most repairs find themselves to be around 40-60% over the standard price.

Should you still not want to set an upper limit for the repair, ask for a price estimate instead. Then the standard price will in theory be your price limit.

In the event of any major deviations (higher than 15%) from a given price estimate, a new price estimate will be given. If the damage is more extensive than first thought, a new price estimate will be given

If a price estimate given to the consumer is not answered within 10 days, the service assignment will be terminated and the troubleshooting fee will be charged. Usually, a reminder will be sent out beforehand.

If you do not wish to repair your product according to the price estimate, you will be charged the troubleshooting fee and any possible freight. No right is given to know which parts are faulty or defective. If you want to know that, you will be charged according to