Livlost Networks

Vilkår for forbrukere

Version 2026-10, valid from 13.11.2026

Consumers

1. Payment and due date. Invoices are due 14 days after the invoice date. If the due date falls on a weekend or public holiday, payment is due on the next business day.

2. Electronic communication. You expressly accept that invoices, demands, reminders and notices are sent electronically to the registered e-mail address.

3. Late payment. For late payment we may claim interest and reminder fees under Norwegian law (currently 12.25 % p.a. and NOK 38 per reminder); if you live outside Norway, only to the extent permitted by the rules of your country of residence. If we send a written payment reminder, we may charge a reminder fee and interest under the rules of your country of residence where those rules are lower or stricter than the Norwegian rules.

4. Right of withdrawal. You have a 14-day right of withdrawal (Norwegian Cancellation Act); for goods the period runs from the day you received them. If you ask for a service to start before the withdrawal period has expired, you pay for what has been provided if you withdraw, and you lose the right of withdrawal once the service has been fully provided. If you ask for immediate delivery of a licence, you lose the right of withdrawal once it has been delivered. You confirm both with separate tick boxes when you order.

5. Governing law. This agreement is governed by Norwegian law. If you live in another country, you keep the protection of the mandatory consumer rules of your country of residence and may always bring a dispute before its courts.

6. Changes to the service. We may change the content of a service when there is a valid reason, such as security, technical development, requirements in law or from authorities, changes at our suppliers or operational reasons. The change costs you nothing. We notify you by e-mail in reasonable time before the change, stating what changes, from when and why. If the change is to your disadvantage and not minor, you may terminate the agreement free of charge within 30 days after the notice or the change, whichever is later, and you get back what you have paid for the rest of the period within 14 days – unless we let you keep the service unchanged (Norwegian Digital Services Act sections 41–42).

This document is the version of the terms you can save and print before you accept them. Keep it.