



## Terms and Conditions for the Purchase of Tickets from Mehrwerk via Mehrwerk’s Concierge Service

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### 1. Seller and Purchaser

- 1.1. The seller of the tickets is Mehrwerk AS (“we”, “Mehrwerk”). These terms apply between Mehrwerk and you as the purchaser of tickets from Mehrwerk through Mehrwerk’s Concierge Service (“you”, the “Purchaser”). You must be over 18 years old to purchase tickets from us.
- 1.2. Mehrwerk is only seller of the ticket(s) of the event specified in the offer and confirmation you receive from Mehrwerk. Mehrwerk is not responsible for any other bookings you may have made in connection with the event, such as flights, hotels, etc.

### 2. Prices and Payment

- 2.1. The prices and payment terms for tickets and any applicable fees are stated in the offer you receive by email from Mehrwerk or in the booking system. When



you accept the offer, you are bound by the terms in the offer and by these terms and conditions.

### 3. Cancellation

- 3.1. Purchased tickets cannot be cancelled. It is therefore important that you carefully check that you are buying a ticket for the correct day, time, and venue. No refund is provided if you or other ticket users fail to attend the event, regardless of the reason (e.g., cancelled flights, illness, passport/visa issues, or other circumstances).

### 4. Distribution of Tickets and Execution of Events

- 4.1. When selling tickets to concerts, sporting events, etc., Mehrwerk acts solely as the seller of tickets to the relevant event and is not responsible for the execution of the event. **Mehrwerk purchases the tickets from a ticket provider, who may be the event organiser or an intermediary, on behalf of the Purchaser and resells the tickets to the Purchaser at the same price that Mehrwerk obtains from the provider.** This price may be higher than the face value. We have no influence over the execution of the event, and we can therefore only offer refunds if we ourselves receive a refund from the provider we have purchased the tickets from. This entails the following:
  - 4.1.1. The ticket is valid only for the specific event stated in the offer and confirmation. It is important that you check that you are booking a ticket for the correct time and date. If the event is rescheduled to a new time and/or date, the ticket(s) remain valid for the new time and/or date. **No refund is provided if the event is rescheduled. Nor is compensation given for any expenses incurred by you or others due to the new date/time, such as hotel costs, flights, cancellation fees, or other expenses.**
  - 4.1.2. No refund is provided for tickets to events that are cancelled, interrupted, or relocated (even after the event has started) due to hooliganism, weather conditions, or pandemics. **Furthermore, no compensation is provided for any expenses incurred due to such cancellation, interruption, or relocation, including costs for hotels, flights, cancellation fees, or other expenses.**
  - 4.1.3. No refund is provided if the ticket holder (the Purchaser and/or other users) is removed from the event due to clothing or behaviour.



- 4.1.4. Should Mehrwerk nevertheless obtain a refund from the ticket provider, Mehrwerk will pass on an equivalent refund to you.
- 4.1.5. When ordering an even number of tickets, e.g., 4 tickets, no one will be seated alone (e.g., 2 + 2), unless otherwise stated in the offer. When ordering an odd number of tickets, e.g., 5 tickets, seating may be 2 + 2 + 1, meaning one person may be seated alone. Mehrwerk will, however, attempt to provide the best possible seating arrangement. In some cases, an even number of tickets may be placed behind each other. For example, if two tickets are booked, one may be in row E, seat 202, while the other may be in row F, seat 202.
- 4.1.6. If the organiser requires information about the ticket holders (the Purchaser and/or other users), the Purchaser must provide such information to Mehrwerk so that it can be forwarded to the provider or organiser. Mehrwerk is not liable if the Purchaser provides incorrect information.

## **5. Delivery**

- 5.1. Delivery details are provided in the offer and/or confirmation. Mehrwerk will deliver the tickets when we receive them from the provider or ensure that the provider delivers the tickets directly to you. Tickets will be delivered no later than the day of the event.
- 5.2. If you have not received your tickets at least 24 hours before the event starts, you must contact Mehrwerk by telephone.

## **6. Lost Ticket**

- 6.1. If you have received an electronic ticket and you lose the printout or it becomes unreadable, you may reprint it at any time. However, even if a ticket can be printed multiple times, you will be denied entry if someone else uses your ticket number before you. The ticket is only valid for the number of uses stated on it, and attempts at misuse/forgery may be reported to the police. If there is reason to believe that forgery has occurred (e.g., copying of tickets), you may be required to show identification when using the ticket.
- 6.2. If you have lost a ticket you received by post, you must contact Mehrwerk by telephone.



## 7. Right of Withdrawal

- 7.1. The right of withdrawal under the Norwegian *Act relating to the duty of disclosure and the right to cancel distance contracts and off-premises sales* (angrerettloven) does not apply to the sale of tickets for concerts, theatre, sporting events, or other leisure activities or accommodation services tied to a specific date, cf. section 22. The right of withdrawal therefore does not apply to the purchase of tickets under these terms. It is therefore important that you ensure you have selected the correct tickets and carefully check the correctness of the day, time, and location before confirming the reservation.

## 8. Complaints

- 8.1. For questions or complaints regarding your purchase, you may contact Mehrwerk's Concierge Service by phone or email. You may also bring the matter to mediation through the Norwegian Consumer Authority (Forbrukertilsynet) and, if necessary, further to the Consumer Disputes Commission (Forbrukerklageutvalget). More information is available at the Norwegian Consumer Council's website (Forbrukerrådet): <https://www.forbrukerradet.no/>. Disputes that cannot be resolved through negotiation or mediation will be decided by the ordinary Norwegian courts.

## 9. Limitations and Liability

- 9.1. Mehrwerk is obliged to deliver goods and services in accordance with these terms. In the event of delays or defects, you may claim compensation in accordance with applicable law. Mehrwerk is not liable for indirect losses unless otherwise required by applicable law. Mehrwerk is not liable for damage, loss, or delays beyond its control, such as governmental decisions, acts of war, pandemics, strikes, lockouts, fire, explosions, virus attacks, sabotage, or similar force majeure events.

## 10. Mehrwerk's Processing of Personal Data

- 10.1. Mehrwerk is the data controller for personal data that we collect from you in connection with your purchase. Please see our privacy policy at <https://www.mehrwerk.com/regulatory> for information on how we process such personal data. Please note that our payment solution provider is the data controller for personal data it collects from you in connection with your payment.



## **11. Mehrwerk Contact Information**

11.1. Company name: Mehrwerk AS

Company registration number: 939118756 (Norway)

Office address: Kjørbokollen 30, 1337 Sandvika, Norway

Postal address: Mehrwerk AS, P.O. Box 185, N-1377 Billingstad, Norway

Website: <https://www.mehrwerk.com/en/>

Mehrwerk may be contacted via the phone number or email address stated in the general terms for the Concierge Service.

## **12. Governing Law**

12.1. These terms and conditions are governed by Norwegian law.