

## NORWAY

### Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Norway.

As a result of this legislation, consumers have a right to a minimum guarantee of two years on goods provided the defect existed at the time of delivery. Within this period the consumer is entitled to have the goods brought back into conformity. The consumer is entitled to ask for the goods to be repaired or replaced free of charge.

Within the first six months any lack of conformity shall be presumed to have existed at the time of delivery, unless proved otherwise. After this period of six months consumers are still protected against faulty products. Within two or five years from delivery of the goods the trader can be held liable for any lack of conformity. However, it is then up to the consumer to prove that the lack of conformity existed at the time of delivery.

Voluntary guarantees given by a producer do not restrict the statutory rights of consumers.

### Exchange

A consumer does not have a legal right to an exchange. However, traders often give consumers a right to exchange purchased products.

The consumer should ask the trader whether there is a right to exchange the product.

### Pricing

- ❖ The Norwegian currency is the Kroner (NOK).
- ❖ The price should be stated directly to consumers, for example in windows, shops, and in direct mail.
- ❖ All prices given to consumers must include VAT.
- ❖ The trader is obliged to issue a receipt to the consumer.

### Tax

On most goods and services a 25% value added tax (VAT) is charged in Norway.

The VAT on food products is 14%. The VAT on passenger transport and accommodation is 8%.

### Methods of payment

The methods of payment that are most commonly accepted in Norway are cash, credit, and payment cards. When using a credit card, consumers may be asked to show a picture identity card.

### Sales

There are no regular sales-periods in Norway.

### Opening hours

Shops' general opening hours are:

Monday – Friday: 09:00 - 18:00

Saturday: 10:00 - 15:00

Sunday: closed

Some shops and shopping centers have longer opening hours. Shops in rural areas may have shorter opening hours.

Banks' general opening hours are:

Monday – Friday: 09:00 - 15:30 (Summertime: 09:00 – 15:00)

Saturday & Sunday: closed

Post Offices' general opening hours are:

Monday – Friday: 09:00 - 17:00.

Saturday: 10:00 – 15:00

Sunday: closed

### **Deposit**

There is a deposit on most bottles and cans.

### **Tourist information**

Tourist information can be found via the following link to the official website for tourism and travel:

<http://www.visitnorway.com/>