

Arbitration form

You can use this form to refer your case for arbitration if you are unhappy with a product, vehicle, or service that you've bought/sold.

Please attach any relevant documentation (receipt, contract, correspondence, pictures etc).

In order for us to arbitrate in your case, you must meet the following criteria:

- You are 18 or over (or you have a legal guardian who is authorized to submit the case on your behalf)
- The product/service has been bought/sold/agreed with a business or private individual in Norway
- You have sought to resolve the issue with the other party
- The case does not concern customer service

About your case

What's your role in the case?

I'm the buyer

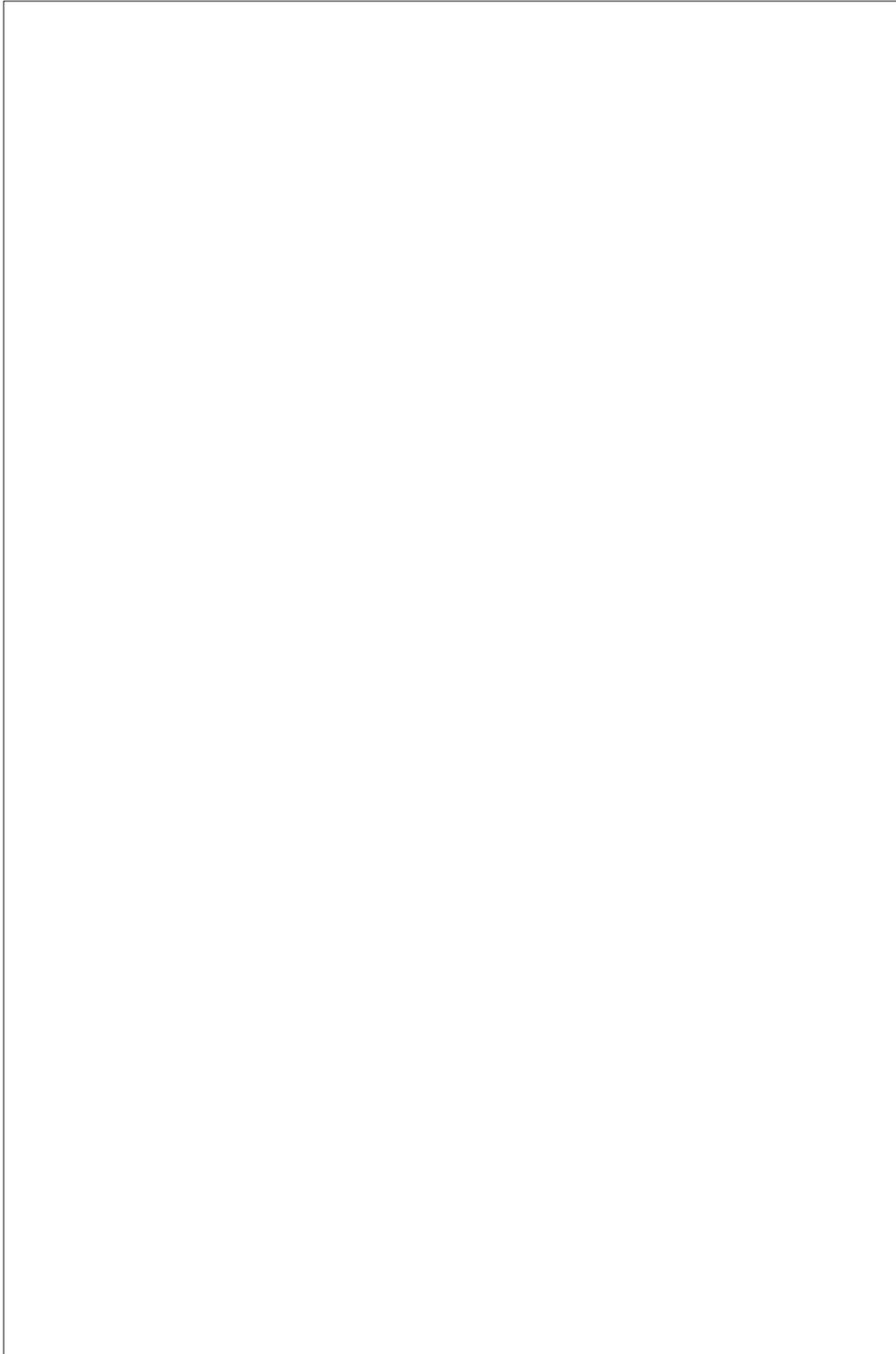
I'm the seller

What does the case concern (e.g. car, mobile phone, tradesperson)?

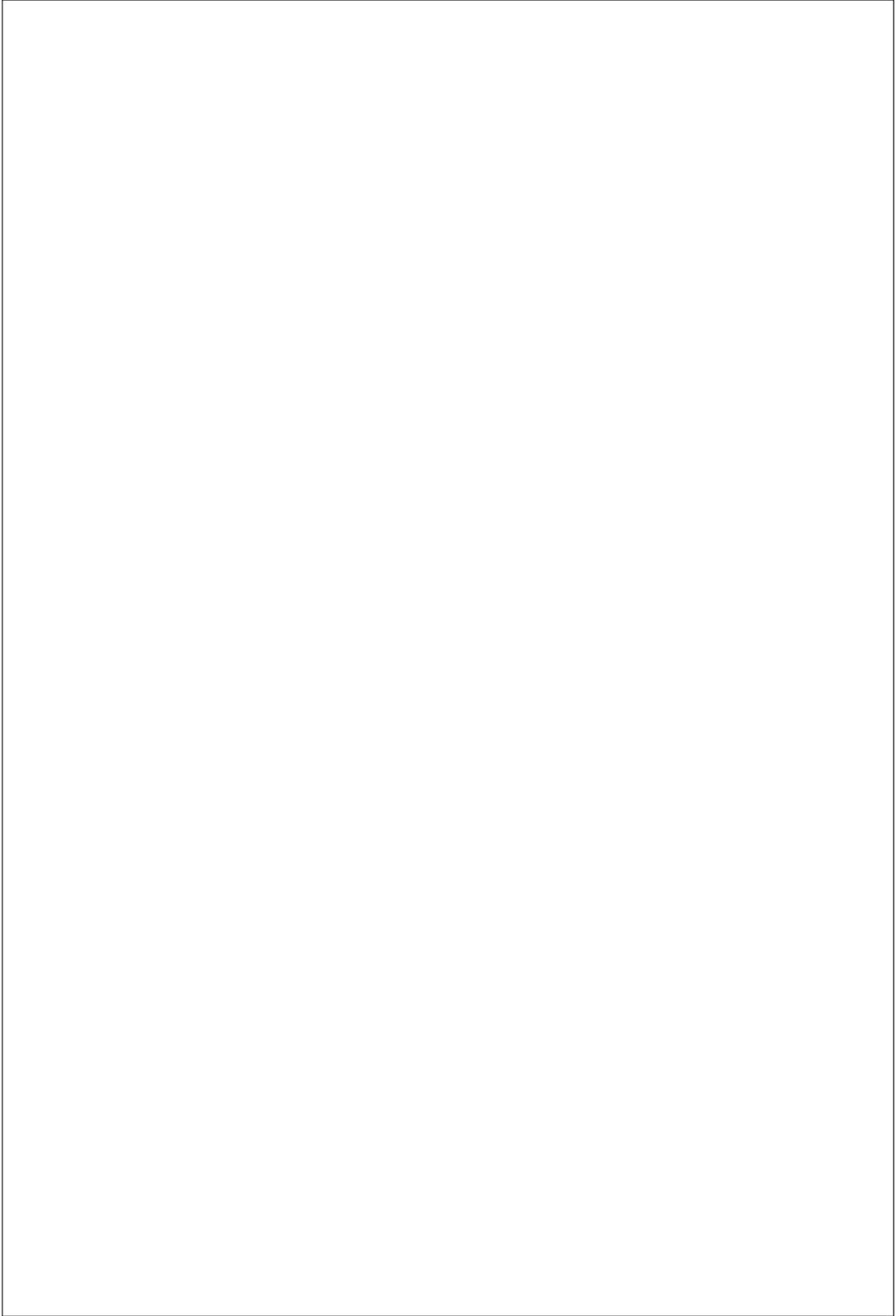
If it concerns a product, what's the make and model of the product?

What was the price of the product/service?

Please provide a brief description of the case (avoid personal and sensitive information; the information you provide will be shared with the other party).

A large, empty rectangular box with a thin black border, intended for the user to provide a brief description of the case. The box is currently blank.

You can continue on the next page



Which solution are you seeking (e.g. repair, price reduction, fulfilment of the contract, cancellation of the purchase, late payment interest)?

The other party's contact information

We need as much information as possible about the other party in order to arbitrate in the case. Please complete as many fields as you can.

Name/company

Organization number (only applies to businesses; you can find the 9-digit organization number on the receipt or contract)

Address

Post code and town

Telephone

Email

Your contact information

Name/company

Organization number (only applies to businesses)

Address

Post code and town

Telephone

Email

Scan and email the form to: post@forbrukertilsynet.no. Please put "Arbitration form" in the subject field.

You can also send it by post to:
Forbrukertilsynet
Postboks 2862 Kjørbekk,
3702 SKIEN

We will contact you by phone or email in due course to inform you of the next steps.
