



Terms of Use for Buyer - carbassador.com

Version 1.0, updated November 10, 2025

1. About the Platform Provider

Carbassador AS (" **The Supplier** ") has developed the platform "Carbassador" to make car buying and selling easier, safer and more informed.

The platform connects potential car buyers with current owners of similar car models through chat , allowing car buyers to access real user experiences and ask questions directly to people who have practical experience with the car in question.

By using Carbassador, you are deemed to have accepted these terms of use, which regulate your rights and obligations.

2. Definitions

Terms of Use : These terms of use for Buyer on the Platform.

Buyer : You who are registered as a potential car buyer, and who are given access to communicate with a Carbassador to receive information, answers and recommendations from real car owners for the corresponding model.

Carbassador: A car owner who is approved by us to answer questions from Buyers in Chat via the Platform where Buyers can get recommendations and user experiences about the desired car model.

Chat : The electronic messaging solution on the Platform that connects Buyer and Carbassador together

The Platform: The Platform in the latest official version available on the website carbassador.com with the features and services available from us at all times.

We/us/Supplier: Carbassador AS with company no. 936537537 and registered business address Slemdalsveien 70B, 0370 OSLO.

3. User profile as Buyer

To use the Platform and have the opportunity to speak with a Carbassador, you must create a user account as a Buyer. We record the information you provide about yourself in your user profile:

- Name
- Email address
- Password
- Mobile number
- Postal code
- Check the car make and model you are interested in (more than one is possible)

You must be over 18 years of age to be eligible to register as a Buyer.

4. Your rights and obligations as a Buyer

By accepting these Terms of Use, you are granted a non-exclusive right to use the Platform as a Buyer in accordance with the Terms of Use . You have no rights in or ownership of the Platform, and you therefore have no right to distribute, license or otherwise transfer the Platform or your user profile to any third party.

As a Buyer, you get access to chat with approved Carbassadors to ask questions about their experience with a specific car make or model. The platform is designed so that you can filter by car model, car color, or owners of the desired car model who live near you to get more information about how the car performs in your area.



It is not permitted to use the Platform to provide false information, impersonate others, or send spam, threats, advertising or other illegal content.

It is not permitted to use inappropriate language, bully, threaten, or violate the privacy of Carbassadors, other Buyers, or other persons. Such actions may result in banning from the Platform. Any Buyer may be reported for inappropriate language or actions that violate Norwegian law or these Terms of Use.

As a Buyer, you agree that we, or any of our partners, cannot under any circumstances be held liable for any errors or omissions in the Platform, or any loss or damage of any kind arising as a result of your use of the Platform.

5. Disseminate information to retailers

The Supplier will share necessary personal information about you as the Buyer with the nearest relevant car dealer so that you can receive relevant information and offers. You can read more about this in *the Carbassador Privacy Policy*.

6. Personal data and privacy

We must process personal data about you that is necessary to fulfill our obligations to you under these Terms of Use, including administering and delivering messages or other services available on the Platform. This includes personal data about your name, email, password, mobile number and postal code. The supplier is the controller of this personal data. All storage and processing of personal data take place within the EU/EEA.

The supplier will have access to information about who you have chatted with, but not to the content of messages between you and a Carbassador.

We explain in our *Carbassador Privacy Policy* how your personal data is processed for these and other purposes and on what legal basis. There you will also find information about which data processors are used.

7. Intellectual property rights etc.

We own all copyright and other intellectual property rights in and to the Platform, including the rights to all technology and underlying databases behind the Platform.

As a Buyer, you receive the right to use your account on the Platform with the services offered via the Platform. You do not receive any ownership rights from using the Platform as a Buyer.

8. Amendment and termination of the Terms of Use

The Terms of Use last as long as you have an active profile and as long as you use the Platform as a Buyer. We reserve the right to change these Terms of Use and/or the Platform if necessary. We may also change, deactivate or delete profiles that do not comply with the terms or are inactive as set out in the Terms of Use at any time.

9. Disclaimer

The Platform and its associated functionality and services are provided "as is". We are not responsible if the Platform is unavailable, and we do not guarantee that it will always be available. We also do not guarantee that the Platform is free from errors or defects, or that it will be suitable for any specific purpose or purposes.

We are not responsible for any loss or deletion of data, software, systems, etc. that occurs as a direct or indirect consequence of using the Platform, unless such liability results from mandatory legislation.



You are responsible for keeping your user information up to date and for securing your password against misuse. You are obliged to notify the Provider immediately if you suspect unauthorized use of your account.

Carbassadors provide personal advice based on their own experience – this is not professional advice. The Supplier is not responsible for any errors or losses resulting from the use of advice from a Carbassador. If you as a Buyer get an expectation or impression about the vehicle's features, quality or equipment based on advice, information or experience shared by a Carbassador through the Platform, this is only to be understood as personal user guidance or recommendation and not as binding, professional advice from the Supplier or a dealer.

Information or advice from a Carbassador does not form part of the legal car purchase between you and the dealer, and therefore does not provide any legal basis for claiming a defect in the product if the car does not meet the expectations created through the chat with a Carbassador. Any discrepancies between the advice or recommendation you have received via the Platform and the actual condition of the car do not provide grounds for a complaint or price reduction against the manufacturer, Supplier or dealer through these Terms of Use.

10. Applicable law and venue

These Terms of Use shall be interpreted in accordance with Norwegian law and any disputes relating to them shall be settled by ordinary courts in Norway. All disputes relating to these Terms of Use may be brought before the Oslo District Court.

If any provision of these Terms of Use is or becomes invalid, this shall not affect the validity of the remaining provisions. The remaining terms of the Terms of Use shall remain binding between us and you.

11. Contact information

You can contact Carbassador AS by e-mail or by post.

Email: support@carbassador.com

Mail: Carbassador AS, Slemdalsveien 70B, 0370 OSLO.