

## **1. Company**

The web portal Portal Let Me app is provided by Let Me Work AS org. Number 935338778.

Information and images on the website are owned by the company or partner and cannot be copied without permission.

LetME Work AS is owned by Occasion AS which stands for all invoices to clients.

Contact information:

Phone number: +47 22 07 70 60

Email address: [post@letme.no](mailto:post@letme.no)

Legal address: Drammensveien 114, 0273 Oslo

## **2. Rates**

All prices are shown in local currencies and include VAT. In the shopping cart you will see the total price including all taxes. You will also get updated list of our fees after downloading our app and creating a client profile in our system.

## **3. Payment**

We offer different payment methods. Standard: Payment up front. Can be done with Dintero.com, which offers payment by credit card, vipps and credit payment. To use our services you must also accept Dintero terms and conditions. Premium (For creditworthy companies): Invoicing after the job is done. Daily invoicing. Premium Plus (For creditworthy companies) invoicing with higher credit, which is invoiced with more than 14 days credit. The fee for this service is 4% of the total invoice amount. (Goes through the credit company).

### **3.1 Invoice & partial payment for individuals**

In collaboration with Factoring finans, we offer a secure and easy invoice and part payment solution. When selecting an invoice, the due date is 5 days. Invoice will be sent to the e-mail address you provided or to your people registered address depending on your choice of distribution method at the time of purchase. When choosing an invoice you can choose to pay the full amount immediately. In order to use the service, you must have a permanent and official Norwegian domicile at the time of purchase and be at least 18 years old. The payment method is only available to individuals, and assumes that you have taken care of your financial obligations and have a good payment history. A credit check is performed in connection with the purchase, and the information will not be stored at the online store where the purchase is made. Your

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personal information will only be used to decide whether or not to grant credit. If late or non-payment is made, there will be a fee and late interest and any costs of debt collection.

### 3.2 Questions related to your invoice or part payment

An invoice fee may be added to an invoice with 5 days due. A weekly fee of NOK 100 + mva will be invoiced. Normally, partial payment is offered by Factoring Finans that will invoice the client and pay letME.

### 4. Shift cancellation

Free cancellation fee until 4 hours before shift starts. Staff is not eligible to any payment for cancellation up to 24 hours before shift starts.

When staff cancel the same day, letme will hold a fee of 500 nok netto per shift from the staff payment. If the staff has no outstanding payments, then letme will send an invoice directly to the staff. This is to prevent that staff cancel last minute without any valueable reason. If the staff is sick, he needs to provide letme with a certification from the doctor. This is to avoid any misuse of our services.

### 5. Privacy, Security and Personal Information

In connection with the order, you agree to our storage and use of your information. We do this to fulfill our obligations to you. We also document all communications we have with you via email, in order to provide the service you expect from us. We will not share your personal information with third parties.

### 6. Contact & Support

Contact and support you will find on our webpage [post@letme.no](mailto:post@letme.no)

### 7. Cookies

A cookie is a text file that is sent from a website to the computer where it is stored either in memory (session cookies) or as a text file (text-based cookies). Cookies are used to store your log-in or shopping cart while browsing various websites. If your browser is set to not accept cookies, you will not be able to place any orders on our site. You can easily change this in your browser settings. Please note that we do not use cookies to store personal information about you.

### 8.1 Cookies

Specific circumstances that are not under human control such as war, extensive labor conflict, blockade, fire, environmental disaster, severe infection that prevent the parties from fulfilling their obligations can free a party from the obligations. Such an exception

other party shall immediately be notified of the circumstances of the application of this provision

## **9. Change of contract**

After you as a customer have made a purchase, we have no right to change the terms of that purchase unless otherwise agreed.

## **10. Complaints**

If you have a complaint, please contact us at support@letme.no or by phone: +47 22 07 70

## **11. Disputes and laws**

Norwegian law shall apply to all purchases made under these terms. Disputes regarding purchases under these terms shall be dealt with exclusively by a Norwegian court.

## **12. The principle of equal treatment**

The customer must, at his own expense, give the employee the same access to any canteen, common room and other possible shared goods and services as the customer's own employees, unless objective reasons dictate otherwise in accordance with The Working Environment Act (Aml.) § 14-12a (2), possibly § 11 of the State Employees Act. Both when entering into the assignment agreement and during the full duration of the assignment, the customer must keep the Let Me app continuously informed of expected and relevant possible changes in the company's salary and working conditions as early as possible and in all cases before the change is implemented for the customer's own employees when this is possible. The customer's responsibility for providing such exhaustive and up-to-date information is a condition for fulfilling the law's equal treatment requirements for both parties.

## **13. Prices**

LetME follows Norwegian regulations when it comes to staff salaries. We assure that staff gets paid at least minimum mandatory wage.

LetME pays out salaries right after the staff working hours are approved by the client.

LetME has fixed staff prices and reserve the right to update prices based on the Norwegian regulation.

LetME will also send prices after client register in our system or as informative mail if client wishes to receive informations about letME services by mail.

Directly employment is not allowed at any time without a written agreement between the parts. LetME will invoice a fixed recruitment fee of 30000,- + mva if the client wishes to employ directly staff found in letME database either fulltime or parttime. Staff also is not allowed to contact clients directly before and after the shifts are posted in the LetME

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app.

LetME will reserve the right to suspend or cancel the client or staff profile at anytime and send an invoice of 30000,- + mva to both if the breach of the contract occurs.

### 13.1

Any hire or engagement of the staff by client set forth above shall be defined as an "Outside Hire" and shall trigger the "Hire Fee", including a full time hire, part time hire, independent contractor hire, intern hire, or any other such engagement where the staff receives any compensation from client. In addition, "Outside Hire" also shall include any situation where Hirer who had contact with a staffer through the LetME app, provides any information regarding staff to a third party and that third party hires a staffs within the six (6) month period, in any capacity, whether a full time hire, part time hire, independent contractor hire, intern hire, or any other such engagement or relationship where LetME AS receives any compensation, directly or indirectly, from the client and/or the third party.

## 14. Resignation

If the client or staff wishes to terminate the agreement, must give a written notice. The notice period is of 6 month and it will start from the first day of the next month the notice has been given. Exemple: If the notice is given the 15.01.24 the contract will be terminated from the 01.07.24.

At same time the letME client cannot contact letME staff for a period of 6 months after the contract is expired and the staff cannot accept jobs from the letME clients, for a period not shorter then 6 months after the resignation has been accepted.

If this occurs letME reserves the rights to invoice a penalty fee to both client and staff of 30000 nok + mva.

### 14.1 Termination – Clients

Clients who wish to terminate their agreement with LetME AS must provide written notice to **post@letme.no**. The termination period is set to **six (6) months**, effective from the date written notice is received.

During this six-month notice period:

- The client is strictly prohibited from directly hiring, engaging, or otherwise employing any current or former LetME staff.
- Any breach of this condition will result in LetME AS issuing an invoice for a **recruitment fee of NOK 30,000 + VAT**.

If no written termination notice is submitted, the client relationship is considered ongoing, and LetME AS retains the right to:

- Continue handling assignments as usual.

- Invoice a recruitment fee of **NOK 30,000 + VAT** for any unauthorized staff engagement.
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## 14.2 Termination – Staff

Employees or freelancers who wish to terminate their relationship with LetME AS must also provide written notice to **post@letme.no**. The notice period is likewise **six (6) months**, effective from the date of written notification.

During this period:

- Staff members are prohibited from accepting work from any of LetME's clients or entering into any direct employment or contractual relationship with them.
- Any breach of this condition entitles LetME AS to issue an invoice to the staff member for a **recruitment penalty fee of NOK 30,000 + VAT**.

Failure to submit a formal written resignation will result in LetME AS considering the staff member still bound by this agreement, with all terms remaining enforceable.

## 15. Rating

For the purposes of quality assurance, LetME AS conducts a rating system, which is visible to registered business users.

The client agrees at the end of an Assignment, to provide a rating of the Hirer in the Mobile App based on the following non-exclusive factors: Professionalism, communication

and work environment (a "Hirer Rating"). The client hereby warrants that each such staff Rating will be true, accurate and not misleading, and will reflect an objective impression gained during the Assignment. Ratings do not apply to Internal Assignment.

The rating by the staff of the client and vice versa must be completed within 12 hours after completing an Assignment. Ratings do not apply to Internal Employees on Internal Assignments.

The rating criteria can be redefined at any time by LetME AS.

If the staff receives a 1-star staff rating that s/he considers unjustified, LetME AS will, in a timely fashion, review the relevant rating. The review will only be performed as long as the staff promptly provides in writing the reasons why the staff or considers the staff Rating unjustified as well as any supporting documentation relevant so

LetME AS may, by its sole and absolute discretion, carry out such a review. The staff

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agrees to co-operate with any such review conducted by LetME AS, including to provide further information that LetME AS by its sole and absolute discretion considers relevant to the same. Upon conclusion of any such review, LetME AS will determine, by its sole and absolute discretion, whether to uphold, adjust or remove the relevant staff Rating. For other ratings than a 1-star staff Rating, the staff may submit a written complaint to LetME AS regarding a rating within five working days after the entry of the ratings on the website. The complaint shall state the reasons why the given rating does not correspond to objective criteria. In this case, LetME AS will try to find a solution with the affected parties. If an objection is not made within the deadline for submitting a complaint, the rating is considered approved and confirmed.

### **16. Sickness (sykemelding)**

An Assignment cannot exceed a period of 27 days consecutively. Therefore, the staff does not qualify for sick pay, as the staff must have been working at least four weeks in advance to qualify for this. This does not apply to Internal Employees who are at any time eligible for sick pay unless they have been hired less than 14 days before the sickness takes place.

Freelancers are eligible for sick leave with 100% pay from NAV from day 17 of the sickness.

### **17 Insurance**

During an assignment, the staff is covered by the insurance provided by Easy Freelance AS

During an Internal Assignment, the Internal Employee is covered by the insurance of the Hirer.

### **18. Pension**

The brutto salary of the staff includes the pension fee. Staff should set at least 2% of their salaries on the side and pay for their own pension.

### **19. Confidentiality**

In order to protect the confidentiality and trade secrets of any client and LetME AS, and without prejudice to every other duty to keep all information given to it or gained in confidence secret, the staff or Internal Employee agrees as follows:

Not at any time, whether during or after an Assignment or Internal Assignment (unless expressly authorized by the client as a necessary part of the performance of its duties) to disclose to any person or to make use of any of the trade secrets or the Confidential Information of the client, with the exception of information already, or which comes into, in

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the public domain (otherwise than through the staffs or Internal Employee's unauthorized disclosure);

To enter into a confidentiality or non-disclosure or other similar agreement directly with a client where a client in its sole and absolute discretion requires so;

at the end of each Assignment or Internal Assignment to return to the client (as directed) all documents and other materials belonging to the client (and all copies) which are

in the staff's or Internal Employee's possession, including documents and other materials

created by him/her during the course of the Assignment; and

not at any time to make any copy, abstract, summary or précis of the whole or any part of any document or other material belonging to the Hirer except when required to do so in the

course of his/her duties under an Assignment in which event any such item shall belong to the

Client as appropriate.

### **20. Termination of an Assignment**

The staff acknowledges that if the client reasonably considers the services of the staff to be unsatisfactory, the client may terminate the Assignment by instructing the Committed Worker to leave the Assignment immediately. If a client chooses to terminate a

Committed Worker's Assignment, the client is still responsible for paying the staff's

wage for the work hours specified in the assignment details (minimum 4 hours shift).

### **21. Dispute and Breach of Agreement**

Any breach of the terms outlined in this agreement, whether by clients or staff, shall be regarded as a serious violation and may result in legal and financial consequences, including penalty fees as specified in the relevant clauses.

In the event of a dispute between any of the parties involved (LetME AS, clients, or staff), the matter shall be governed by Norwegian law and handled exclusively by a Norwegian court with appropriate jurisdiction. LetME AS reserves the right to pursue legal action and claim compensation for any damages, losses, or breaches resulting from non-compliance with these terms.

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