

This document can be changed without notice. Updates are sent to authorized Client representatives.

For services provided by Iron Mountain Norway AS (Iron Mountain) to your company (Client), the following standard conditions apply:

1. General contact info:

Company Name:	Iron Mountain Norge AS
Postal Address:	P.O Box 235, N-4098 Tananger, Norway
Office & Shipping Address:	Hamrasletta 6, N-4056 Tananger, Norway
Switchboard:	(+47) 51 71 98 00
Fax:	(+47) 51 71 98 01
Internet:	www.ironmountain.no

2. Business hours

- Our business hours are Monday to Friday from 0800 to 1600.

3. Visits

- Customers are welcome to visit our secure facility. Contact your account manager or our switchboard.
- A minimum one day notice is required before visiting.
- Visitors must follow all security procedures and instructions (a form is distributed in advance of the visit).
- Minimum one of the visitors from Client must be authorized and all visitors must upon arrival show officially issued identification papers (e.g. passport, drivers licence).

4. Orders

- Orders are submitted through:
 - www.ironmountainconnect.com
 - <https://esearch.ironmountain.co.uk/esnorway>
 - Email: CustomerResponse@ironmountain.no
 - Telefax: (+47) 51 71 98 01
- Urgent orders must, in addition to one of the above, also be notified by calling the switchboard (+47) 51 71 98 00 (outside business hours: +47 91 31 99 98).
- Receipt of orders is always confirmed by email.

5. Delivery times

- Orders are delivered within 8 business hours.
- Urgent orders are delivered within 4 business hours.
- Large orders might require additional time. Client will be contacted when this is relevant.

6. Registrations

- New records will be registered in the database within one month from receipt.

7. Shipping

- The liability for Iron Mountain is limited to the replacement cost of the media and/or box/container the information (or data) is stored on or in.
- Insurance covering the total shipment value (i.e. not only the media/box/container, but also the value of the data and the information stored in or on the media/box/container as well as any other value) is the client's sole responsibility.
- Please note that no shipment insurance is provided by Iron Mountain.

- Use shipping address:
Iron Mountain Norge AS
Hamralsetta 6
N-4056 Tananger
Norway
Attn: (Client Name) Data Storage
Clearly mark whether it is new data or return data.
8. Boxes
- If boxes are non-standard, overloaded, damaged or worn so that they are no longer sufficient to protect the content, they will be repacked at customer's cost. When repacking Iron Mountain standard boxes are used.
 - Maximum weight for Iron Mountain standard boxes:
 - Small box 10 kg.
 - Large box 15 kg.
9. Pickup and Delivery
- Pickup and delivery is at the customer's goods in/out or reception area. Waiting time and delivery elsewhere will be charged extra.
10. Authorization Lists
- Only authorized client representatives can request information and order archived data. Contact CustomerResponse@ironmountain.no to amend the authorisation list.
 - If nothing else is agreed in writing, the authorization gives the right to order all services.
11. Dunning Procedures
- Iron Mountain can take on the responsibility to send reminders for the return of data on loan from archive.
 - First reminder after 30 days. The following reminders every 15th day.
 - If no response after 3 reminders, a message will go to the customer who will have to take over the case.
 - Each reminder will be charged at our order fee.
 - Dunning service is agreed separately.
12. Account Manager
- All contract customers will have an appointed Account Manager. This will be settled and informed on upon signing the contract. Contact our switchboard to get updated information about Account Manager.
 - Contact Account Manager when requesting a meeting or facility tour, needs for changes in services, new services & audits.
 - Orders must be submitted as described in item 4.
 - Invoice enquiries must be submitted to email stated on invoice.
13. Examples of Information Management services provided by Iron Mountain
- Scanning / Digitizing / Copying of paper records
 - Copying magnetic media
 - Invoice Scanning
 - Shredding / Secure Shredding
 - Indexing
 - Archive Centre
 - Consultancy services
 - Data Protection / IT Backup Services