

General information on the copy and printing solution at KEA

The solution is made available to KEA's users as a generally self-service solution – staff can only provide assistance in exceptional cases.

KEA cannot be held responsible for your errors in printing, misuse or other losses associated with the use of the copy and printing solution.

KEA is only responsible for errors in printing that are solely due to failure of the equipment, printers and copiers. The staff of the Service Desk at KEA exclusively determines whether the error is due to the equipment or use thereof.

In the event of equipment failure, the staff will attempt to correct the error and cover the cost of reprinting.

KEA has the right to change the applicable rules and conditions with 3 months' notice by posting on the website. In the event of changes required by new legislation, these changes will come into force at the same time as the new legislation.

DEPOSIT/REFUND

By depositing money into your account, you have pre-paid for the right to print and copy. Therefore, it is not an account with electronic money. You can deposit in increments of 25 Dkr., 50 Dkr., 100 Dkr., 200 Dkr. or 300 Dkr. at a time.

KEA covers all payment fees regarding deposits into your account.

Your balance for the copy and printing solution cannot exceed 500 kr. If there are problems with depositing to your account, please contact the staff of the Service Desk.

The 14-day right of return does not apply to deposits into your account, as the payment is immediately put into use.

You may at any time cash out the remaining balance on your account by request and in return for the payment of a 130 Dkr. administration fee.

The cash out amount will be transferred electronically to your account. The processing time will be up to 3 weeks.

If KEA discovers or suspects misuse committed through an account, KEA reserves the right to deactivate the account before notifying the user via e-mail.

KEA is not liable for losses in your account due to misuse.

If KEA's printing and copy system is shut down permanently, you can cash out your balance up to 3 years after the system's closure date.

In the event that the KEA printing and copy system is replaced by a new system, it will only be possible to transfer your balance to the new system upon your request and for up to one year after the new system's implementation.

YOUR ACCOUNT

Your account is personal and you must not disclose your account information to others. You are responsible for the security of your account and for activities on or through your account.

You must notify KEA immediately in the event of possible misuse of your account.

COPYRIGHT RULES

When you use the copy and printing solution, it is your responsibility to comply with the copyright laws and all applicable law.