

The Swedish version is the legally binding one. This text is a translation intended to help you understand.

Terms of Use for Testappen

Short summary

This box is only here to help you understand the terms quickly. The full terms below are what apply legally.

- Testappen is a **practice service** for the Swedish citizenship test. We are **not** a public authority.
- We have **no connection** to UHR or Migrationsverket.
- We **cannot promise** that you will pass the test.
- You can take the **free mock exam** without paying.
- An **access pass** gives you access for a fixed period (typically 30, 90 or 365 days). It is a one-time purchase. It does not renew automatically.
- All prices **include VAT**.
- You have a **14-day right of withdrawal**. If you have used the service we deduct for the days you have had access.
- If we **shut the service down** before your pass expires, we refund the remaining time.
- Your account is **personal**. You may not share it with anyone.
- We **keep logs** of how the service is used, for as long as our legal and technical requirements demand.

1. Who we are

Testappen is operated by:

Company	Lau Engineering AB
Swedish company registration number (organisationsnummer)	559212-3409
VAT number	SE559212340901
Postal address (where you can send complaints)	Kivra: 559212-3409, 106 31 Stockholm
Email	info@testappen.se
Website	testappen.se

Below we are called "**we**" or "**Testappen**". You, the user, are called "**you**".

Write to info@testappen.se with general questions, and to support@testappen.se about your account or a purchase. We reply as soon as possible.

Our full seller details for a purchase, including our telephone number, are in section 6.5.

2. What Testappen is, and what it is not

2.1 What the service is

Testappen is a **private online practice and learning service** for the Swedish citizenship test (medborgarskapsprovet). What it contains can change over time. Section 9 covers how we handle that.

All questions and explanations in Testappen are **written by us** (unless otherwise stated). They are based on facts from publicly available material about Swedish society, including UHR's study material **Sverige i fokus**, official statistics and Swedish legislation.

2.2 What the service is not

- **We are not a public authority.** Testappen is a private company.
- **We have no connection to the Swedish Council for Higher Education (UHR) or to the Swedish Migration Agency (Migrationsverket).** We are not approved, reviewed, recommended or checked by any public authority. No authority stands behind Testappen.

- **We do not have the real exam questions.** The real questions in the citizenship test are secret. We do not have them, we do not try to obtain them and we do not reproduce them. Our questions are our own.
- **We cannot promise that you will pass.** Practising with us does not automatically improve your chance of passing. Your result in Testappen tells you nothing certain about your result in the real exam.
- **We do not give legal advice.** We do not advise on citizenship, residence permits or your application. Contact Migrationsverket or a lawyer if you need that.
- **We do not control the exam.** We do not decide which questions are asked, when the exam is held, what it costs, where it is held, or what the pass mark is. UHR decides that.

Official information about the citizenship test is available from UHR and Migrationsverket. We are happy to link there, but we are not responsible for the content of their websites.

3. Who may use Testappen

- You must be **at least 18 years old** to buy an access pass.
- If you are under 18 you may use the service with your guardian's approval. The guardian must make the purchase.
- You buy and use the service as a **private individual (consumer)**. Everything you buy on this site, you buy in your own name.
- **Companies, authorities and other organisations cannot buy through the site.** If you want to buy for an organisation, write to info@testappen.se and we will invoice you. We need to do it that way so the purchase is correctly recorded in both parties' accounts.

4. Account and login

- To save your results and to use an access pass you need an **account**.
- You are responsible for the information you give us. It must be correct.
- You are responsible for **keeping your account secure**. Your account is personal to you and may not be shared. See section 10.1.
- What is done through your account is treated as done by you, until you tell us that someone else has been using it.

- If you think someone else has accessed your account, contact us immediately.
- You can ask us to delete your account at any time. Write to support@testappen.se. If you delete your account while you hold a valid access pass, you lose access. See section 9.6 on refunds.

5. The free tier

- Part of Testappen is **free to use**. You can practise and study without paying, within the limits we set at the time. We may change or remove the free part at any time.
- You may choose to give us your **email address** to have your results and a study plan sent to you. This is **optional**. You can use the free part without giving an email address.
- If you want us to send you offers and study tips, you must **opt in to marketing emails**. You can always opt out later. Every email has an unsubscribe link.

How we handle your personal data is described in our **privacy policy**. See section 14.

6. Access passes, prices and payment

6.1 What an access pass is

An access pass gives you access to all of Testappen for a fixed period. The period starts when payment is complete.

- The passes we sell, how long each one lasts and what each one costs are shown on our website before you buy. You see the price and the period for the pass you have chosen before you pay.
- An access pass is a **one-time purchase**. It is **not** a subscription.
- The pass does **not renew automatically**. We never charge you again unless you buy again.
- When the period ends, your access to the paid part stops. We remind you in good time before.

6.2 Prices and VAT

- **All prices are in Swedish kronor (SEK) and include 25 % Swedish VAT (moms).**
- The price you see before you pay is the price you pay. There are no extra charges.
- We may change our prices. A price change applies only to new purchases. The price of a pass you have already bought never changes.

6.3 How you pay

- We take payment through **Stripe**. Which payment methods you can use is shown before you pay. Stripe handles the payment itself, and we never see your full card number.
- The contract is between you and Lau Engineering AB. **We are the seller. Stripe is only the payment processor.**
- When payment is complete we email you a confirmation of your purchase.

6.4 When the contract becomes binding

You are bound by the purchase only once you have clicked the button that clearly shows that the order carries an obligation to pay (for example "**Pay SEK 149**").

6.5 Who you are buying from

Seller	Lau Engineering AB
Company reg. no. (organisationsnummer)	559212-3409
VAT number	SE559212340901
Address	Kivra: 559212-3409, 106 31 Stockholm
Email, general	info@testappen.se
Email, about your purchase	support@testappen.se
Phone	+46 76 686 53 05

Email is the fastest way to reach us. We monitor support@testappen.se every working day and reply as soon as possible. Withdrawal requests, complaints and questions about a purchase are all handled there. Where you can, write from the email address your account uses. It helps us find

your account and see that the request is yours. If you cannot, please include which address the account uses. If you leave a message on the phone, we reply by email.

7. Right of withdrawal (ångerrätt)

7.1 You have 14 days to change your mind

You have the right to withdraw from your purchase within **14 days**. The period starts on the day you buy the pass. You do not have to give a reason.

7.2 You get access immediately

An access pass gives you access as soon as your payment is complete, which is during the withdrawal period. Because of that, if you withdraw you pay for the time you have had access. See section 7.3. Your right of withdrawal ends at the latest once the full period of the pass has run.

7.3 What you get back if you withdraw

If you withdraw within 14 days we refund what you have paid, **minus an amount for the days you have had access**. We count each started day.

Examples:

YOU BOUGHT	YOU WITHDRAW AFTER	YOU PAY	YOU GET BACK
30 days for SEK 149	6 days	$149 \times 6/30 = \text{SEK } 29.80$	SEK 119.20
90 days for SEK 249	3 days	$249 \times 3/90 = \text{SEK } 8.30$	SEK 240.70
365 days for SEK 349	10 days	$349 \times 10/365 = \text{SEK } 9.56$	SEK 339.44

If you have not logged in at all, you get the **full amount** back.

7.4 How to withdraw

You can withdraw in three ways:

1. **Use the withdrawal button in the service.** You find it under **My account** → **Withdraw purchase** throughout the withdrawal period. You immediately get a receipt confirming that we have received your notice.
2. **Send an email** to support@testappen.se. State your name and which purchase it concerns.

3. **Use the Swedish Consumer Agency's standard withdrawal form.** You find it at [konsumentverket.se](https://www.konsumentverket.se) and as a link in your order confirmation.

We recommend the first option. It reaches us at once and gives you immediate proof that we received your notice, so it is the quickest to deal with. All three are equally valid, and your withdrawal counts from the moment you send it, whichever one you use.

7.5 After you have withdrawn

- You must **stop using** Testappen from the moment you send your withdrawal, and you may not give anyone else access.
- We count the days you have had access up to the moment you send your withdrawal, not the moment it reaches us.
- We close your paid access as soon as your notice reaches us.
- If you keep using Testappen after you have withdrawn, that use is outside your contract with us and we may charge you for it.
- We refund **within 14 days** of receiving your notice.
- We refund using the **same payment method** you used. It costs you nothing.

7.6 When the right of withdrawal ends

The right of withdrawal lasts **14 days** from the day you buy the pass. After that you can no longer withdraw. This applies to all our passes.

If we ever sell a pass **shorter than 14 days**, the right of withdrawal ends when that period has run.

The end of the withdrawal right does not leave you unprotected. You can still complain if something is wrong (section 15), and you get money back for remaining time if we shut the service down (section 9.3).

7.7 The free tier

The free tier costs nothing, so there is nothing to withdraw from. You can stop using it whenever you like.

8. Availability

- We want Testappen to work around the clock, but we **cannot promise** that. There can be downtime because of technical faults, maintenance, updates or problems at our suppliers.

- **Short interruptions are normal.** An interruption shorter than **4 consecutive hours** does not entitle you to compensation.
- **We compensate longer interruptions.** If the paid service does not work for more than **4 consecutive hours**, we extend your pass by at least the same length of time. We do this automatically where we can. If we have missed it, write to support@testappen.se and we will put it right.
- If a fault is serious or lasts a long time, you can instead demand a **price reduction** or **terminate the contract**. See section 15.
- We are not responsible for your own equipment, browser or internet connection working.

(Our liability for defects during the pass period follows Chapter 9, Sections 7 and 8 of the Consumer Sales Act (konsumentköplagen (2022:260)). This section does not limit that liability.)

9. If we change or discontinue the service

This section is about what happens to your money if we change Testappen or stop providing it.

9.1 Small changes

We develop Testappen continuously. We add questions, correct errors, change the design and improve functions. We make such changes without asking you, as long as they do not worsen your access to or use of Testappen by more than a negligible degree.

9.2 Changes that make the service worse

We may only make a change that worsens your access to or use of Testappen by more than a negligible degree if there is a **valid reason**. The valid reasons are:

1. that we must comply with a new law, an authority decision or a court judgment,
2. that we must fix a security problem or a technical fault,
3. that UHR changes the citizenship test, changes the official study material or changes the rules for the test, so that our content must change,
4. that a supplier we depend on discontinues or changes its service,
5. that we must remove content for copyright reasons.

If we make such a change:

- we tell you **in good time before the change**, by email and in the service. If we have to act at once, for example to close a security hole, to obey a law or a court order, or to remove content for copyright reasons, we tell you as soon as we can,
- the change costs you nothing, and
- you may **terminate the contract with immediate effect** within 30 days of receiving the information or of the change taking effect, whichever is later. We then refund the remaining time on your pass.

9.3 If we shut Testappen down

We may decide to stop providing Testappen. We may always stop **selling new passes**. That does not affect you if you already hold one.

If we close the service entirely while you hold a valid pass:

0. **We will first try to let your pass run to its normal end date.** That means we stop selling new passes but keep the service open until the last passes have expired. If that is not possible, the points below apply.
1. **We tell you at least 60 days in advance** by email to your registered address and by a message in the service.
2. **You get your money back for the remaining time.** We calculate per day, on the price you paid. We refund automatically using the same payment method you used. You do not have to apply.

Example: you have a 365-day pass for SEK 349 and 100 days remain when the service closes. You get back $349 \times 100/365 = \text{SEK } 95.62$.

3. **You can retrieve your data.** During the notice period you can download your results and your own content in a common file format, free of charge.

This is not only our promise. It is what Swedish consumer law gives you. A term that is worse for you than the law does not apply against you.

9.4 If the company becomes insolvent

The promise in section 9.3 holds for as long as the company can pay. If Lau Engineering AB becomes insolvent, claims are dealt with under the Swedish insolvency rules and relevant laws.

9.5 If the business is transferred to someone else

We may transfer Testappen, or our contract with you, to another company, for example within our own group of companies, or on a sale or a reorganisation. If that happens:

- we tell you in advance,
- the new owner takes over our obligations to you, and your pass continues on the same terms and for the same period, and
- if the transfer would still leave you worse off, you may terminate and get a refund for the remaining time.

9.6 If you stop yourself

You can stop using Testappen whenever you like. If you close your account or stop using the service on your own initiative, we do **not** refund remaining time, except where you have a right of withdrawal under section 7 or a right to terminate under section 15.

10. Rules for using Testappen

10.1 Your account is personal

- One account may be used by **one person**: you.
- You may **not** share your account, your sign-in link or your access with anyone else.
- You may not sell, rent, give away or transfer your account or your pass.
- We may limit how many devices and how many simultaneous logins one account may have. We can detect when an account is used in a way that suggests several people are sharing it.

10.2 You may not

- copy, bulk-download, store, distribute, sell or publish our questions, explanations or other content,
- use bots, scrapers or automated programs to extract content,
- use our content to train or develop AI models,
- try to access parts of the service you have not paid for,
- try to disrupt, damage or overload the service,
- use the service for anything illegal,

- impersonate someone else or give false information.

10.3 If you break the rules

We proceed in this order:

1. **Warning.** We contact you, explain the problem and ask you to stop.
2. **Temporary suspension.** If it continues, or if we need to stop something immediately, we may suspend your account while we investigate.
3. **Account closure.** For serious or repeated breaches we may close your account permanently.

We skip steps 1 and 2 only if the breach is serious, for example if you distribute our paid content, attack the service technically, or use it to commit a crime.

Money: if we close your account because you have seriously breached these terms, we do not refund remaining time. If we close your account for any other reason, or if it turns out we were wrong, we refund the remaining time and reopen the account.

You will always be told why we suspended you, and you can always contact us and object.

11. Our rights in the content

- All questions, answer options, explanations, texts, images, study plans and software in Testappen are **ours**, or are used by us with permission. They are protected by the Swedish Copyright Act (lag (1960:729) om upphovsrätt till litterära och konstnärliga verk). Our collection of questions as a whole is also protected.
- Our name, our logo and our visual design are our trade marks and signs.
- When you buy a pass you receive a **personal right to use the content for your own studies** for the period of the pass. The right cannot be transferred and is not exclusive.
- You may print or save individual pages for your own studies. You may not distribute them.
- Facts are not protected. We do not claim to own facts about Swedish society, Swedish legislation or official statistics.

- We do not reproduce UHR's study material. When we quote a short passage we always state the source.

If you think we have used any of your material incorrectly, write to support@testappen.se and we will remove or correct it.

12. Your content and your data

- Your **answers, results and study statistics** are yours. You can view them, download them and ask us to delete them.
- We keep and use **aggregated and anonymised data** about how Testappen is used, for example "38 % answer this question incorrectly". We use it to run the service, to build and improve features, to develop the systems behind it, and in our marketing. It does not identify you.
- We keep that aggregated data even after you delete your account, because it can no longer be traced back to you. Deleting your account removes your own results; it does not remove statistics we have already drawn from them.
- If you send us **suggestions, bug reports or ideas**, we may use them freely to improve Testappen, without paying you. We never publish your name without asking.
- If the contract ends, or if you withdraw from your purchase, the rules in Chapter 9, Section 16 of the Consumer Sales Act and Chapter 2, Section 14 a of the Distance Contracts Act apply to your own content. In short: we may not use your own content afterwards, and you have the right to receive it.

13. About the content of the questions

- We work hard to keep the content correct and up to date, but we cannot promise that every fact is always right. Society changes and laws change.
- If you find a mistake, tell us. We correct it as soon as we can, and we thank you.
- Do not use Testappen as your only source. Also read UHR's official study material.

14. Personal data

How we collect and use your personal data is described in our **privacy policy**. Write to support@testappen.se with any question about your data.

The privacy policy is a separate document. It does not form part of these terms.

15. If something is wrong: complaints (reklamation)

If Testappen does not work as it should, or is not as we described, you have the right to complain.

How: write to support@testappen.se. Describe what is wrong and when you noticed it. Contact us within a reasonable time of noticing the fault. A complaint made within two months is always in time.

What you can demand, in this order:

1. **That we fix the fault.** This is usually the quickest.
2. If we do not fix it within a reasonable time, or cannot fix it: a **price reduction**, or you **terminate the contract** and get back money for the time the service did not work and for the time remaining. We refund **within 14 days** of your demand.
3. **Damages** under the law, if the fault caused you loss.

You may also withhold payment until the fault is fixed.

16. Our liability

- We are liable under **mandatory Swedish consumer law**. Nothing in these terms limits your statutory rights.
- We are **not** liable for matters outside our control that we could not reasonably have foreseen when you bought, and whose consequences we could not reasonably have avoided or overcome, for example large-scale internet disruption, power cuts, war or authority decisions. The failure of a supplier we ourselves engaged is **not** in itself such a matter.
- We are **not** liable for your result on the real citizenship test, for decisions taken by UHR or Migrationsverket, or for the outcome of your citizenship application.
- We are **not** liable for loss in business activity (förlust i näringsverksamhet).
- **Nothing** in these terms limits our liability for personal injury, for anything we cause intentionally or through gross negligence, or for anything else that may not be limited by law.

Beyond what follows from mandatory law, our total liability to you is limited to the amount you have paid for your access pass in the last twelve months.

17. Changes to these terms

- We may need to change the terms, for example if the law changes or the service changes.
- **Changes do not apply retroactively.** For a pass you have already bought, the terms that applied when you bought it continue to apply, unless a new law requires otherwise or the new version is better for you.
- We announce changes by email and in the service at least 30 days before they take effect.
- We keep earlier versions at testappen.se/villkor/arkiv so that you can see what applied when you bought.

18. If we disagree

Step 1: contact us. Write to support@testappen.se. We solve most problems directly. We reply as soon as possible.

Step 2: the National Board for Consumer Disputes (Allmänna reklamationsnämnden, ARN).

If we reject your claim, you can file a complaint with ARN. ARN is a Swedish public authority that examines disputes between consumers and businesses.

Website	arn.se
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Postal address	ARN, Box 174, 101 23 Stockholm, Sweden
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We take part in ARN proceedings and we follow ARN's recommendations.

19. Governing law and language

- **Swedish law** applies to the contract between you and us.

- If you live in another EU country, you always keep the mandatory consumer protection that applies where you live. Our choice of Swedish law never removes that protection.
- **We publish these terms in several languages.** The Swedish version is the legally binding one. The other versions are translations intended to help you understand. If the texts differ, the Swedish version prevails.

20. Other

- If a single provision of these terms turns out to be invalid, the rest of the terms still apply.
- If we do not object to a breach on one occasion, that does not mean we waive our rights in future.
- You cannot transfer your contract with us to anyone else. We may transfer it under section 9.5.

21. Contact

Lau Engineering AB

Company reg. no. 559212-3409

Kivra: 559212-3409, 106 31 Stockholm

General questions: info@testappen.se

Your account or your purchase: support@testappen.se