

Marketplace and Service Terms of Use for Users of Qasa.com Marketplace

Translations of these Terms are available in Finnish [here](#) (suomeksi täällä) and Norwegian [here](#) (på norsk her). In case of conflict, the English version prevails.

These Terms and Conditions (“Terms”) apply to use of the rental marketplace (“Marketplace”) on the Qasa.com website from 10 July 2025 onwards. If you used the Marketplace before 10 July 2025, you can find the previous versions of the Terms of Service [here](#) for Norway and [here](#) for Finland. The Marketplace is provided by Qasa AB and is available via the Qasa.com website. The service provider is part of the Vend Group, whose parent company is Vend Marketplaces ASA (933 739 384).

By using and visiting the Marketplace, you access services governed by these Terms of Use (hereinafter the “Service”). The Service consists of, but is not limited to, a Marketplace where landlords can create a profile, list rental properties, search for tenants, and contact them, while tenants can create a profile, search for properties, and contact landlords. The Service also includes support for questions that may arise in connection with renting a home.

The Service is provided by Qasa AB, which also acts as the data controller responsible for processing your personal data. You can find more information about how your personal data is processed [here](#).

If, in addition to using the Marketplace, you use services related to a lease agreement signed through Qasa.com for a rental property located in Finland, the terms of Qasa AB’s daughter company Qasa Oy will apply. These can be found [here](#). The service provider is part of the Vend Group, whose parent company is Vend Marketplaces ASA (933 739 384).

If, in addition to using the Marketplace, you use services related to a lease agreement signed through Qasa.com for a rental property located in Norway, the terms of Qasa AB’s daughter company Qasa AS will apply. These can be found [here](#). The service provider is part of the Vend Group, whose parent company is Vend Marketplaces ASA (933 739 384).

If you use the Service in Finland, all rental listings on the Marketplace will also appear on Oikotie (oikotie.fi), and you agree to Oikotie’s general terms, available [here](#).

If you use the Service in Norway all rental listings on Marketplace will also appear on FINN ([finn.no](#)) and you agree to FINN's general terms, available [here](#).

1. General Description of the Service

1.1. The Service is provided by Qasa AB ("Qasa"), 556966-3734. These Terms of Use govern the relationship between you and Qasa AB.

1.2. Qasa provides a Marketplace through which landlords can create profiles, list properties for rent, contact tenants, and customer service ("Support"), and through which tenants can create profiles, search for rental properties, and contact landlords and Support (the "Service").

1.3. By using the Service, you accept these Terms and agree to comply with them. When registering as a business user, you confirm that you have the authority to bind the business to these Terms.

1.4. As a user of the Service, you acknowledge that:

- a) Qasa is not a party to any lease agreement;
- b) Qasa does not operate a brokerage service;
- c) Qasa is not a real estate agent, rental broker, intermediary, agent, or insurer, and has no obligations or responsibilities toward such parties; and
- d) Qasa does not own or manage any properties.

1.5. Rental ads on the Marketplace are also displayed on qasa.fi.

2. Conditions of Use of the Service

2.1. Only properties located in Finland, Sweden and Norway and intended for residential purposes may be listed through the Service.

2.2. You must be at least 18 years old to use the Service. Legal entities may also use the Service.

2.3. Landlords using the Service, and, if the landlord is a legal entity, its representative, must have a Swedish, Norwegian, or Finnish personal identity number.

2.4. Qasa reserves the right to deny its Services to any individual or company that has provided false information, uses or has used Qasa's Services or Qasa's group companies' Services in other countries improperly, has breached or previously breached these Terms or any other terms provided by Qasa, Qasa's current usage guidelines, or applicable laws and regulations.

3. Qasa Account

3.1. When creating an account on the Marketplace ("Qasa Account"), you must provide complete, up-to-date, and accurate information. You agree to regularly update your account information to ensure it remains complete and correct at all times.

3.2. Your Qasa Account is personal, and you are responsible for all activity on your account. Therefore, it is important that you keep your login credentials secure and do not share them. If you become aware of, suspect or have reason to believe that someone else has gained access to your login information, you must change it immediately through the Marketplace and notify Qasa without delay of any unauthorized access or use.

3.3. You may only have one Qasa Account.

3.4. You may browse rental listings without creating a Qasa Account. However, if you wish to publish a listing, express interest in a property, or contact a landlord through the Marketplace, you must create a Qasa Account.

4. Publishing Listings on the Marketplace

4.1. To publish a listing on the Marketplace, you must comply with these Terms.

4.2. Qasa provides rules on advertising, which are available [here](#). Qasa does not guarantee that the provided examples of what constitutes unlawful or inappropriate advertising are complete and exhaustive. The information is intended for illustrative purposes only.

4.3. You are responsible for your own advertisements and for ensuring that they do not violate applicable laws, regulations, and other provisions. You are responsible for your listings and ensuring they include correct and up-to-date information.

4.4. Qasa reserves the right to review all listings and refuse publication or remove listings that violate Qasa's Terms of Use, third-party intellectual property rights, other legal requirements, or Qasa's guidelines, principles and values. Randomised or advertising-based inspections and reviews are conducted regularly, for example to verify user identity or property ownership. Qasa reserves the right to suspend users who do not cooperate with such checks.

4.5. Qasa reserves the right, at its sole discretion, to remove or refuse to publish listings if there are legal uncertainties related to the listing, its content, or the user who posted it. Qasa bears no liability to the user, even if such suspicions later prove unfounded.

4.6. By publishing a listing, you guarantee that:

- a) it complies with all agreements and obligations with third parties, such as housing associations, lease agreements, user rights agreements, etc.;
- b) it complies with applicable laws, regulations, authority decisions, court judgments, governmental decisions, or similar;
- c) it does not infringe the rights of third parties; and
- d) it contains correct, accurate and complete information.

4.7. Once a tenant confirms they wish to rent the property listed, the landlord agrees not to increase the rent or otherwise alter the rental terms stated in the listing.

4.8. Only one advertisement per property is permitted on the Marketplace.

5. User and Listing Review and Monitoring

5.1. Qasa reserves the right to review listings and to refuse or remove any listing that violates the Terms of Use, third-party copyrights, other legal regulations, or Qasa's guidelines and instructions. Reviews are carried out manually by qualified personnel based on the content of the listing, but in some cases, the review may be conducted using automated software. Qasa also reserves the right to modify the listing if its content violates Qasa's advertising rules or instructions mentioned in the section 4.2. The listing may be published after the modification.

5.2. Qasa's qualified personnel carry out regular manual checks, for example to verify user identities. If you choose not to participate in such checks, Qasa reserves the right to close your user account, limiting your access to only the publicly available features of the site.

5.3. Qasa may also use automated software or algorithms to detect and act upon violations of the Terms, applicable law, or regulations. In addition, Qasa may conduct manual investigations and take action based on reports from authorities or its internal reporting and response system regarding such violations.

6. Unauthorized Use, Suspension and Access Restriction

6.1. When using the Marketplace and the Service, you agree that you will not:

- a) violate any laws, regulations, court or authority decisions, including asset restrictions and tax regulations;
- b) use manual or automated software, tools, algorithms, or techniques to scrape, crawl, or spider any website or software made available through Qasa's websites, the Marketplace, or the Service;
- c) use the Marketplace, the Service, or related materials for commercial or other purposes not expressly permitted by these Terms;
- d) copy, store, or otherwise use data from the Marketplace or Service for any purpose not expressly allowed by these Terms;
- e) attempt to harm or interfere with the Marketplace or Service, including by using viruses or other software;
- f) use the Marketplace or Service to distribute spam or advertisements;
- g) use or distribute material, user identities, personal data, or other information obtained via the Marketplace or Service in any manner not expressly permitted by these Terms;
- h) contact other users for purposes unrelated to entering into a rental agreement;
- i) contact users to promote or support third-party services or websites competing with Qasa;
- j) provide false, incomplete, or misleading information when using the Marketplace or Service;
- k) act as a representative, agent, or intermediary unless expressly authorized by Qasa in writing;
- l) use the Marketplace or Service to post or send pornography, political content, offensive material, or any other content that Qasa deems inappropriate;
- m) encourage or assist anyone in violating the above rules.

6.2. Qasa reserves the right to filter, delete, or block messages containing offensive or prohibited content. Qasa may also block or remove content that violates the Terms or is suspected to violate laws or regulations. Qasa reserves the right to suspend accounts and remove users who violate the rules or misuse the messaging service in a way that could harm Qasa or other users.

6.3. Qasa reserves the right, at its sole discretion, to temporarily or permanently suspend or remove users' access to the Marketplace and/or the Service, close their accounts on the Marketplace and/or Service if the user misuses, abuses, manipulates, or uses the Marketplace and/or Service in violation of these Terms of Use. This includes, but is not limited to, harassment, threats, or disruptive behavior, such as repeatedly sending messages to or calling other users.

6.4. Qasa reserves the right, at its sole discretion, to remove users and close their accounts if their behavior is deemed inappropriate or harmful to others or to Qasa.

6.5. If you use Qasa's Service or website in violation of the Terms, laws, regulations, or in a way that harms others, or if Qasa suspects this, Qasa has the right, but not the obligation, to report your actions to the affected parties. Qasa is not liable to the user even if such suspicions later prove to be unfounded.

7. Intellectual Property and User-Generated Content

7.1. Qasa or its licensors own all intellectual property rights to the texts, images, designs, software code, and other materials and information made available through the Service and the Marketplace, unless otherwise stated. The same applies to the software code underlying the Service. This material may only be used in connection with normal use of the Service. Unless otherwise stated, all material is the exclusive property of Qasa.

7.2. You may print individual pages from Qasa's website for personal use, but you may not otherwise copy, reproduce, publish, download, transmit, or distribute any material or information from the Marketplace or obtained through use of the Service without Qasa's prior written permission.

7.3. Unauthorized use requires compensation.

7.4. User-generated-content refers to any content created and/or published by a user of the Service on the Marketplace, such as images and advertisement text ("User-Generated Content"). You confirm that you have the necessary rights to the User-Generated Content either because you created it yourself or because all participants have authorized you to use the User-Generated Content on the Marketplace in accordance with these Terms of Use.

7.5. By publishing User-Generated-Content on the Marketplace, including listings, images, and advertisement text, you:

- a) Confirm you have the legal rights and authority to publish and grant usage rights for such content regardless of media channel;
- b) Warrant that Qasa's use of the Advertisement Images in marketing and advertising in accordance with section 7 will not infringe any third party's intellectual property rights, privacy or other third party rights;
- c) Warrant that no third-party rights (including but not limited to intellectual property or privacy rights) are infringed;
- d) Confirm that identifiable individuals (e.g. by image or name) in the content are aware of how the material will be used and have consented to its use in accordance with these Terms, including Qasa's right to use it for marketing purposes;
- e) Grant Qasa a non-exclusive, royalty-free and worldwide license to use, reproduce, process, format, store, publish, and market such content via any media channel, including through subcontractors after you have created or made the User-Generated-Content available on Marketplace;
- f) Waive any right to compensation from Qasa for use of such content.

7.6. Qasa's rights to use listing images and other User-Generated-Content, including but not limited in marketing purposes, remain valid 3 months after the content has been removed from the Marketplace.

7.7. You agree to indemnify Qasa from any claims, liabilities, damages, or expenses arising from unauthorized use or alleged third-party claims or violations related to your User-Generated Content, including any use of such content by Qasa in its marketing or advertising materials, in accordance with this section 7.

8. Limitation of Liability

8.1. Qasa cannot guarantee continuous, uninterrupted, or secure access to the Service. The operation of the Marketplace and Service may be disrupted due to various factors beyond Qasa's control, and therefore Qasa provides no warranties regarding the functionality or availability of its website.

8.2. The Marketplace and Service may be temporarily unavailable, in whole or in part, due to maintenance, updates, or similar reasons. We will always strive to inform you of any limitations on Service use as promptly as possible. However, under no circumstances is Qasa liable for damages or other consequences resulting from the unavailability of the Service.

8.3. Qasa is not liable for any direct or indirect damages arising from the use of the Service.

8.4. Qasa is not involved in the rental relationship between landlord and tenant and is not responsible for published listings.

8.5. Qasa is not responsible for damages resulting from missing or delayed responses to listings or incorrect information contained in listings.

8.6. In addition to the above, Qasa is under no circumstances liable for:

- a) ensuring that landlords or tenants comply with laws, regulations, authority decisions, or that they are entitled to enter into agreements and/or fulfill contractual or other obligations;
- b) the creditworthiness or suitability of the landlord or tenant;
- c) the accuracy, completeness, or non-misleading nature of statements or claims made in listings, including whether the landlord has access to the property as presented and whether the property is suitable or safe for occupancy or other use, or user profiles;
- d) verifying that any information provided by landlords or tenants (e.g., on their user profiles) is complete or accurate.

8.7. Through Qasa's messaging service, users may schedule or request viewings of rental properties ("Viewing Feature"). Qasa has the right, but not the obligation, to offer the Viewing Feature. Qasa is not responsible for scheduling, rescheduling, or canceling a property viewing, even if arranged via the Viewing Feature. Qasa bears no responsibility for any issues, dissatisfaction, or claims from users or third parties arising from or related to the Viewing Feature. Users accept that all activities involving the Viewing Feature are undertaken at their own risk.

8.8. Qasa is not responsible for information provided by users themselves or their communication on the Marketplace.

8.9. Qasandra is an AI-powered chatbot developed to enhance customer support. Qasa AB does not assume responsibility for the accuracy, completeness, or reliability of responses generated by Qasandra. Although designed to provide helpful and consistent responses based on company data and policies, the answers are automated and may occasionally be inaccurate or incomplete. Users have the right to forward their matter to a human representative.

9. Accessibility of Services

9.1. Qasa is committed to making our Services accessible and usable by as many people as possible, including persons with disabilities. We have taken steps to ensure that our services, websites, and applications are:

- Perceivable – Information is presented in ways users can recognise and understand (e.g. via text, sound, readable fonts, clear structure, sufficient contrast).
- Operable – Interfaces work with different input methods such as keyboard-only navigation or voice control.
- Understandable – Content and processes are clear, consistent, and avoid unnecessary complexity.
- Robust – Services are compatible with assistive technologies.

9.2. To ensure the Services can be used by persons with disabilities, we include features, processes, and adaptations specifically designed to meet diverse accessibility needs. This includes:

- providing service information in formats accessible to screen readers and assistive tools,
- designing websites, mobile apps, and digital content to be perceivable, operable, understandable, and robust,
- ensuring that features like login, security, and payment flows are accessible to users with disabilities; and
- offering support and service information in accessible formats and via multiple communication channels.

9.3. For Services, Qasa provides information about the accessibility features of the products and services we offer, when such information is made available by the supplier. We also ensure that key functions like user identification, security steps, and payment processes are accessible, meaning they are designed to be perceivable, operable, understandable, and robust. This applies to methods such as logins, electronic signatures, and online payments, helping all users, regardless of ability, to interact with our services independently and effectively.

9.4. If you have questions or need information in a specific format, please contact our support team at info@qasa.com.

10. Changes to Terms of Use

10.1 Qasa reserves the right to change these Terms from time to time due to changes in the Service offering or content, a material change in circumstances, changes in legislation, or a decision by a public authority. If we make significant changes, we will notify you in writing of the changes and the reason behind the changes [to your registered email address] no later than 30 days before the changes take effect. If you continue to use the Service after such written notice, you confirm that you agree to and accept the changes. You may choose to stop using the Service at any time if you do not

wish to accept the changes. If you do not accept the changes, you will no longer be able to log in to the Service and your ad will be removed.

10.2. Qasa reserves the right to make changes to the Service and its features. Significant changes will be notified to users in the same manner as changes to the Terms as described in section 10.1.

11. Governing Law and Dispute Resolution

11.1 Swedish law shall apply to the Services and the Terms. Disputes shall be settled by Swedish public courts.

11.2 If you wish to appeal a decision made by Qasa regarding your use of the Service or content on the Service, you may submit a complaint through Qasa's internal complaints handling system within six (6) months from the date of the decision, either by replying to the email containing the decision or by contacting Qasa [here in Norway](#) and [here in Finland](#). Qasa processes all incoming complaints in the order they are received, through a review by qualified personnel. The internal complaints handling function is free of charge. Submitting multiple unfounded complaints may result in the account being frozen.

11.3 If the dispute cannot be resolved through the internal complaints handling function, you have the right to refer the dispute to one of the approved out-of-court dispute resolution bodies ([you can find a list here: https://ec.europa.eu/consumers/odr](#)). If you are a consumer residing in Sweden, Finland, or Norway, you may be entitled to invoke mandatory consumer protection laws of your country of residence, and to bring claims in the courts of that country. See more in the Section 12 Localisation.

11.4 If you are a business user, any dispute, controversy or claim arising out of or in connection with this Agreement, or the breach, termination or invalidity thereof, shall be finally settled by the district court of Stockholm, Sweden, as the exclusive forum.

12. Localisation

Certain provisions of these Terms may be adapted or supplemented to reflect mandatory local laws, regulatory requirements, or operational differences in specific countries. If you are accessing or using the Service from one of the countries listed below, the corresponding country-specific terms apply in addition to the general Terms. In the event of a conflict between the general Terms and any country-specific terms, the country-specific terms shall prevail to the extent of the conflict.

12.1 Finland

All rental listings published on the Marketplace will also be published on Oikotie ([oikotie.fi](#)) and as a user of the Service, you also accept Oikotie's general terms and conditions, which can be found [here](#). Oikotie's general terms and conditions must therefore also be complied with when you publish a rental listing on Qasa.

If a dispute cannot be resolved through the internal process, you have the option to refer the matter to an approved out-of-court dispute resolution body (a list can be found [here](#)). You may also contact the Finnish Consumer Disputes Board (<https://www.kuluttajariita.fi/en/index/yhteystiedot.html>). We

recommend contacting Consumer Advisory Services
(<https://www.kkv.fi/en/consumer-affairs/consumer-advisory-services/>) before submitting a complaint to the Board.

You also have the right to bring a dispute before the general courts of Finland, with the District Court of Helsinki as the court of first instance.

12.2 Norway

All rental listings published on the Marketplace will also be published on FINN (finn.no) and as a user of the Service, you also accept FINN's general terms and conditions, which can be found [here](#). FINN's general terms and conditions must therefore also be complied with when you publish a rental listing on Qasa.

If the dispute cannot be resolved through internal complaint handling, you have the option of transferring the dispute to an approved alternative dispute resolution body, e.g. if you are a consumer, you can contact the Consumer Agency <https://www.forbrukertilsynet.no/>

You also have the right to bring the dispute before the Norwegian courts, with Oslo District Court as the venue and court of first instance.

13. Qasa AB Contact Information

If you have any questions regarding these Terms of Use or wish to provide feedback, you may contact us by email at info@qasa.com.

Qasa AB
Org. number: 556966-3734
Adress: Folkungagatan 44, 118 26 Stockholm, Sweden

14. Previous Versions

You can find previous versions of Qasa's Terms of Use [here](#) for Norway and [here](#) for Finland.