Customer satisfaction policy

REMA 1000 wishes to actively contribute to our customers' well-being. We will make it easy, fast and affordable for our customers to make healthier and responsible choices in their daily lives, while making the daily shopping experience easy, safe, and accessible to everyone.

REMA 1000 commits to

- Continuing to work for a healthier product assortment and to make healthier products with less sugar, fat, and salt more visible in our stores.
- Working on innovative solutions that make it easier for our customers to shop and live healthier in their daily lives, both in relation to our goods and products, but also in relation to the services that we offer to our customers.
- Ensuring that our customers feel safe shopping in our stores by focusing on cleanliness, protective equipment, and complying with the COVID-19 recommendations from authorities.



