



INSTRUCTIONS FOR COMPLAINTS AND RETURNS

The web store of the KO-KOO-MO-fi website is administered by KO-KOO-MO ry (business ID 2750216-6), who is also the service provider. When a user orders products or services from the web site, they enter a contractual agreement with KO-KOO-MO ry. KO-KOO-MO ry is accountable for all the products and services. Using the web store requires the user to adhere to the service's terms of use..

COMPLAINT FOR A PRODUCT PURCHASED FROM KO-KOO-MO WEB SHOP

We kindly ask you to return the product to the address where it was delivered from, or to the outlet it was picked up from. Complaints are handled via email. An order confirmation / invoice will help processing the complaint, and we advise you to bring it along. KO-KOO-MO ry will handle the complaint and take the required steps.

Flaws in the product will be repaired following our supplier-specific terms and conditions. A customer must check the delivery from the web shop (the condition of the products ordered) immediately after receiving the delivery or within 7 days from the receipt of the latest. A faulty product or delivery must be processed like any other return. Record a detailed description of the fault on the return referral. You can refuse to accept the product, should the product's flaws be clearly visible (a damaged packaging etc.). Fill out Posti's damage report form with Posti's official.

If you have already received the product when you notice the product has been damaged, contact us by email and describe the damage. Take photos of the damaged product and send them to palikkateatteri@gmail.com. In the email, include your invoice number and a description of the damage.

INSTRUCTIONS FOR A DISPUTE RESOLUTION

Should there be a disagreement on the trade agreement that cannot be solved by negotiations between the parties, consumers can bring the case to the Consumer Disputes Board (www.kuluttajariita.fi) for settling. Before taking the case to the Consumer Disputes Board, the consumer must first contact the magistrate's Consumer advisory services (www.kuluttajaneuvonta.fi).

Consumers can also seek a solution to a dispute regarding an online sale from the ODR forum, <http://ec.europa.eu/odr>. For processing the case you need KO-KOO-MO's online shop's email address: palikkateatteri@gmail.com. ODR is the European Commission's online dispute resolution forum of, where you can find all the European dispute resolution

organs. ODR forum was established primarily to resolve disputes with an online shop located in another EU country.

The first point of contact for a Finnish consumer is the Consumer advisory services, should there be a dispute with a Finnish online shop which the seller and consumer cannot arrange themselves.

RETURN INSTRUCTIONS

Should you receive a wrong product, or the product is faulty, return the product following the instructions below.

The right to exchange goods does not apply to online shops. If you wish to exchange a product, return the product you've ordered, following the instructions below, and make a new order in the web shop.

1. Add the return form together with the product you wish to return, or email it to us: palikkateatteri@gmail.com. You can download the return form from the bottom of KO-KOO-MO online shop page: ko-koo-mo.fi/tilaa.
2. Pack the returned product carefully in the original or similar package. If you send the package by mail, cover or cross out the original address information and replace it with KO-KOO-MO ry, Euran yritystalo, Satakunnankatu 21, 27510 Eura, tel. 040 735 3972.

DUTY OF CARE

According to the Finnish Consumer Protection Act, Chapter 6 on distance selling (June 13th 2014), the right to return applies only to unused products. Handle the product with care before making the purchase decision. You have the right to familiarize yourself with the product, but you cannot start using it during that time, and you must take good care of it.

If you have failed to handle the returned product as stated in the duty of care instructions and started using it, we will not refund the product's price (write-down can be 100 %), and we will charge you for the return's mail and handling expenses. If you have returned the product against the instructions, we will not return it back to you.

DELIVERY METHODS FOR RETURNS

You can return the products ordered from KO-KOO-MO webshop to any Posti outlet, Posti Parcel Locker, or the outlet where you picked up the parcel. KO-KOO-MO ry will pay for the delivery costs for customer returns and faulty products, as long as you follow the return instructions. If the products were delivered to your home (€ 9.90) you can return the products free of charge from a Posti outlet, not from your home. We will not accept customer returns sent with cash on delivery.

The number of products ordered does not affect the delivery fees. As such, the delivery fees will not be refunded, if you are only returning part of the order's products. If you are returning the entire order, the delivery fees will be refunded.

PAYING THE REFUND

The payment will be refunded on the customer's bank account. According to the Finnish Consumer Protection Act, Chapter 6 on distance selling, an online shop has the right to refrain from refunding the purchase until it has received the returned product(s).

If you return a product that's been the condition for a benefit applied on the order, this benefit becomes void and the amount of the benefit will be subtracted from the refund sum.

The instructions for complaints and returns have been revised Nov 10th 2022.