



WEB STORE'S TERMS OF ORDER AND DELIVERY

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.

AVAILABILITY AND DELIVERY TIME

The products and services in KO-KOO-MO web store are available for order, unless stated otherwise in the product or service description. The delivery time of the product depends on our stock. If we have the product in stock, delivery time is usually 2 to 4 business days. (NB! Common bank holidays such as Christmas and Easter can affect the delivery time.) The terms of delivery for the services are agreed in detail when processing the order. The delivery time for made-to-order products is ca. 1 month.

KO-KOO-MO ry is not accountable for any late deliveries beyond the web store's control. Should the delivery be delayed more than 7 business days from the payment, contact us: palikkateatteri@gmail.com. KO-KOO-MO ry reserves the right to change the delivery method.

NB! Posti can also deliver your package to a temporary pick-up location. Check the address of the pick-up location from the notice of arrival you receive from Posti.

DELIVERING THE PRODUCT

The orders are delivered by Posti Oyj. Orders outside of Finland are delivered according to Posti's separate price listings. When ordering, you can choose a delivery address and receiver other than your home address. It's the client's responsibility to assure the information they give on the order and in their customer data is correct.

The order is packed according to the product purchased. A referral is delivered with the order. You can choose the delivery method on the order form.

1. Parcel: A parcel (postipaketti) is delivered to the Posti outlet nearest to the delivery address. The customer will get a tracking number and a notice either by email, SMS, or package slip. Posti will store the order for 7 days, after which an unclaimed shipment will be returned to the sender. You can find Posti outlets and their opening hours from Posti's website. Posti service number for private citizens +358 100 5577 (cost of call Inc / mpc).

2. Home delivery: The order can also be delivered to the delivery address provided by the customer (home delivery). Home delivery applies only to addresses with a road connection. When ordering a home delivery, you need to provide the recipient's phone number, where Posti will contact you to agree on the delivery time. Home deliveries are delivered during weekdays, in larger cities also at night until 9 pm.

3. Posti Parcel Locker: The order is delivered to a Posti Parcel Locker, where it can be picked up once the recipient receives a notice of arrival. Bear in mind the notice of arrival is sent only by SMS, so remember to check your phone number. Delivery's maximum weight is 35 kg and maximum dimension 60x60x35 cm. NB! Parcel Locker deliveries must be picked up within seven (7) days! After that the delivery will be returned to the sender. If all the lockers in the Parcel Locker are full at the moment of delivery, the parcel will be delivered to the Posti outlet nearest to the locker.

DELIVERY FEES

The product's delivery fees are paid when paying for the order. You can find the delivery prices from [Posti.fi](https://posti.fi).

ORDERING

The prices shown in KO-KOO-MO web store do not include VAT. KO-KOO-MO ry is not required to pay VAT in 2023. The delivery fees will be stated on the invoice. The cost of the order will be calculated based on the prices at the moment of ordering. KO-KOO-MO ry reserves the right to change prices. For reselling KO-KOO-MO products, you need a separate agreement.

You do not need to register to order products from our web store. Should you have discount codes, you can use only one per order. You cannot combine different discounts.

Once you've successfully ordered a product, we'll send you an invoice. When ordering a service, we will send you an order confirmation. Both are sent to the email address provided by the order. The invoice / order confirmation acts as a warranty receipt for products with a warranty from the manufacturer. There is no separate warranty receipt. You can refer to the invoice/order confirmation if you need to check the order information. When the product has been paid, the order is processed and cannot be changed. A service's terms of delivery and cancellation are agreed in detail when processing the order.

When purchasing products and/or services from KO-KOO-MO web store, the customer agrees the web store can send them mail, email, or SMS messages related to the order and delivery. 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 contact magistrates' Consumer advisory services (www.kuluttajaneuvonta.fi).

PAYMENT

Products ordered from KO-KOO-MO web store are paid by invoice. The invoices are due in 14 days from their delivery. For services, payments and payment schedules are agreed on separately. Generally the entire amount, for both products and services, is paid in full all at once. For overdue and unpaid invoices we will charge a € 5 reminder fee and a 7,0 % penalty interest.

RETURNS

In distance selling a consumer customer has the right to cancel their order within 14 days. This applies also to faultless products. An exception to this are large orders with € 24,90 and € 49,00 delivery fees, where we reserve the right to charge the return costs from the customer. In online shops a customer has the right to cancel their order within 14 days, as long as the product hasn't been opened or tried. The cancellation period starts when the customer receives the product. When returning a product, follow carefully the returning instructions, and you can return the product without costs.

The right to exchange goods does not apply to online shops. You can return an unopened and unused product following the instructions, and KO-KOO-MO ry will refund the product. You can then make a new order if you wish.

The customer must, immediately after receiving the order or within 7 days of receipt the latest, check the order's condition and the products ordered. Return a faulty or wrong product following the returning instructions.

You can return the products ordered from online shop via mail. KO-KOO-MO ry will pay for the return's delivery costs as long as you follow the instructions. Do not use cash on delivery when returning products. If the products were delivered to your home, you can return the products free of charge from a Posti outlet, not from your home.

According to the Finnish Consumer Protection Act, Chapter 6 (June 13th 2014), an online shop has the right to refrain from refunding the purchase until it has received the returned product(s). Generally, the payment will be refunded on the customer's bank account.

The delivery fees are the same regardless of how many products you order. As such, the delivery fees will not be refunded, if you are only returning part of the order's products. When you are returning the entire order, the order's delivery fees will be refunded. KO-KOO-MO ry reserves the right to charge the customer the delivery fees on customer returns with home delivery as the chosen delivery method. 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 terms of order and delivery have been revised Nov 10th 2022.