

KOPIO NIINI

> *Printing your ideas*

Cancellation right in distance sales

CANCELLATION RIGHT IN DISTANCE SALES

Cancellation right

Consumers may cancel a sales contract within 14 days without providing a reason. The cancellation period is calculated from the reception of the purchased good or the final instalment of goods ordered. To exercise your cancellation right you have to notify us of your decision to cancel the sales contract in a clear and unambiguous manner (for example, by a letter through the mail, by fax or by email). You may use the attached cancellation form if you wish, but this is not mandatory.

Adherence with the cancellation period requires sending the notification of the exercise of the cancellation right before the cancellation period concludes.

Consequences of the cancellation

If you decide to cancel the sales contract, we will refund all payments received from you, excluding the cost of delivery in cases where there is no reason for a refund (such as a defective product), without delay and in any case at the latest within 14 days from having received the notification of cancellation.

We will refund your payments using the same payment method that was used for the original transaction, unless you have specifically consented to the use of another payment method, and in any case in a manner that will not result in additional costs arising to you from the refund. We recommend that you examine the circumstances specified below in which the cancellation right of the consumer does not apply.

Loss of the cancellation right

Please note that the cancellation right does not apply to the following situations:

- Audio or video recordings or computer software delivered in a sealed package, for example sealed CDs/DVDs, in which the seal has been broken.
- Products delivered in a sealed package which may not be returned after the package has been opened for health or hygiene reasons, such as contact lenses, moisturizers, and medication.
- Products manufactured or modified according to the consumer's wishes or otherwise clearly made to correspond to the consumer's individual needs, such as made-to-measure curtains or engraved jewelry.
 - o In this case, the cancellation right does not apply, for example, to products that have been produced based on material provided to Kopio Niini Oy by the customer.
 - o The loss of the cancellation right does not apply to products which are comparable to standard goods and whose modification by the consumer is only limited, such as a sofa whose color and material the consumer chooses from a standard selection.
 - o The cancellation right is dependent on whether the product can be resold without incurring a significant loss.
- Products that perish or expire quickly or that, due to their nature, have become inseparably mixed with other products after delivery, such as perishable groceries, heating oil or garden soil.

- Auctioned goods that the consumer is able to buy through a method other than distance selling, such as those acquired at public auctions where physical attendance is also permitted. The consumer's cancellation right does however apply to auctions that are organized exclusively online.
- The delivery of single issues of newspapers, magazines or journals. The consumer retains their cancellation right in the case of a subscription (ongoing or fixed-term).

Source: <https://www.kkv.fi/en/facts-and-advice/buying-and-selling/online-mail-order-and-telephone-sales-distance-selling/peruutusoikeus-etamyynnissa/>

DISTANCE SALES CANCELLATION FORM

RETURN ADDRESS: Kopio Niini Oy, Höyläämötie 2, 00380 Helsinki, Finland.

I hereby notify that I wish to cancel the sales contract I have concluded regarding the delivery of the following products / performance of the following services (*):

Recipient information

Kopio Niini Oy
Höyläämötie 2, 00380 Helsinki, Finland
myynti@kopioniini.fi

Order information (filled in by the purchaser)

Order date: _____

Reception date: _____

Order number: _____

Order total: _____

Total sum for the returned products: _____

Consumer information (filled in by the purchaser)

First and last name: _____

Address: _____

Telephone: _____

Signature: _____

Date: _____

(*delete as appropriate)