

KOPIO NIINI

 *Printing your ideas*

Online store terms and conditions

Effective from April 1, 2018. Update November 8, 2018

ONLINE STORE TERMS AND CONDITIONS

General information regarding the online store

1. The products in the online store are sold by Kopio Niini Oy, business ID 0199332-3.
2. We only deliver products within Finnish borders.
3. Product prices include VAT.
4. We reserve the right to amend prices and postage fees.
5. The customer is always responsible for the accuracy of their information.
6. If a customer creates a customer account for the online store, i.e. registers as a customer, they are responsible for maintaining the secrecy of their user ID and password.
 - a. If you forget your user ID, you can request a new password using the link in the login window.
 - b. Customer service in the event of problems
 - i. By email: Send a description of the issue or error to the address helpdesk@kopioniini.fi
 - or
 - ii. Contact us using the chat service either in the online store or through our website at www.kopioniini.fi
 - iii. By phone: +358 (0)10 6803 040.
7. The files stored within the service by the customer will be stored for six (6) months, after which the system will automatically delete files that are older.
8. Kopio Niini Oy reserves the right:
 - a. To sever a customer relationship due to unilateral irregularities, repeated returns, unpaid or uncancelled orders, or repeated cancellations without justification or notification.
 - b. To invoice the customer for the costs arising from additional work due to repeated cancellations or unpaid orders.
 - c. To remove, without separate notification, a registered online store user account, which we suspect to be fraudulent.
9. By placing an order, you accept both our terms and conditions (this document) and our data protection policy: <https://www.kopioniini.fi/yritys/tietosuoja/>.

10. We offer a variety of artwork (wallpapers, clippings, logos, etc.) for our webstore visitors to use in our online shop's products which the visitor can design by themselves. These materials are intended for use only in designing, editing and creating a print-ready material of a specific product. The artwork we offer are copyright-protected material and we reserve the right to use them for any other purpose than what is described in this document.

Ordering

Products are ordered from our online store at: www.kopioniini.niinishop.fi. With each order, the customer agrees to adhere to the currently valid terms of delivery.

Order confirmation

All orders are confirmed with an email, which includes a link to further information regarding the order, such as:

- Delivery address
- The contents of the delivery
- Price
- Order date

If a user registers to the service, they can review the entire order history attached to their user ID under the profile information.

Payment methods

You can pay for your purchases with either VISA or MasterCard when making payments in the online store (also applies to pick-ups). The pick-up option only applies to our office at Pitäjänmäki, Helsinki.

The service provider may make changes to the available payment methods. Any changes will be notified on the service provider's website. The service provider has the right to check a user's credit data before the delivery of an order.

Delivery time

Our general delivery time in Finland is 3–5 days depending on the order and method of delivery. Deviations to delivery times are notified with product options. At the discretion of Kopio Niini Oy, a delivery may be divided into more than one shipment. We are not responsible for delayed deliveries due to force majeure or indirect damages arising from delayed deliveries.

Deviations to the delivery times will be notified on the website of Kopio Niini Oy at www.kopioniini.fi or on the front page of the online store.

Method of delivery and delivery fees

Delivery:

Products are delivered to the delivery address or addresses specified in the order using Posti's Kotipaketti service. If the recipient is not available at the agreed time of delivery, a contact request is left for the recipient. The recipient can purchase a separately charged redelivery for the shipment or request to have the package delivered to a pick-up point

for retrieval. Additional information regarding Posti's Kotipaketti service is available here: <https://www.posti.fi/yrittysasiakkaat/paketit-ja-logistiikka/paketit-kotimaahan/kotipaketti.html>.

Delivery fee of €9.50 is added to the price of the order.

Pick-up:

You can also choose to pick up the products from our office in Pitäjänmäki, Helsinki.

The right of withdrawal for consumers and returning products

The right of withdrawal under section 14 of the Consumer Protection Act only applies to consumers.

RESTRICTIONS ON THE RIGHT OF WITHDRAWAL:

The consumer is not entitled to withdrawal when products are manufactured or customized to the consumer's specifications. Thus, the right of withdrawal does not apply, for example, to products that have been manufactured according to materials provided to Kopio Niini Oy by the customer.

Additional information regarding the restrictions on the right of withdrawal is available in Finnish at: <https://www.finlex.fi/fi/laki/ajantasa/1978/19780038>

The consumer has the right to withdraw from a door-to-door or distance selling contract by issuing a notification of the withdrawal using a withdrawal form or otherwise in an unequivocal manner to Kopio Niini Oy within 14 days of entering into a service contract or contract concerning digital material delivered electronically, in a sales contract from the reception of the goods or the final item of goods or if the situation concerns regular delivery of goods, reception of the first item of goods.

If the consumer withdraws from the door-to-door or distance selling contract, they must return the received goods without undue delay and at the latest 14 days from issuing the notification of withdrawal. The consumer is responsible for the direct costs arising from returning the goods.

Returns must be addressed to Höyläämötie 2, 00380 Helsinki. Pack the goods to be returned so that they are not damaged during delivery. We recommend using the original packaging of the products. Mark the package with the text "Verkkokauppalautus".

If the consumer has used the product or handled it negligently, the consumer is responsible for the reduction in the value of the product at most to the amount of the full value of the product.

Kopio Niini Oy has the right to refrain from making payment until the returned goods have been received or until the consumer has unequivocally demonstrated having sent the returned goods.

Payments will be returned in accordance with the method used by the consumer when ordering the products.

If shipments are returned to Kopio Niini, we will store them in temporary storage for two weeks at Höyläämötie 2, 00380 Helsinki.

Problems during delivery & errors and complaints

Consumers

Kopio Niini Oy is responsible for defective goods under chapter 5 of the Consumer Protection Act (<https://www.finlex.fi/fi/laki/ajantasa/1978/19780038#L5>).

If a consumer notices a defect in the products delivered to them, they must immediately make a notification of the matter by telephone or email. In the event of a defective product, we will either replace the product with a sound product or a replacement product or reimburse the consumer an amount corresponding to the defect.

Business customers

With our business customers, we comply with the general delivery terms of the print industry. Our terms can be found here: <https://www.kopioniini.fi/yritys/toimitusehdot/>

General information regarding the defectiveness of products

If a product has been misplaced or damaged during delivery or an incorrect product has been delivered to a customer, the customer must issue a written notification of the fault immediately to myynti@kopioniini.fi or by mail to the following address:

Kopio Niini Oy
Verkkokauppapalautukset
Höyläämötie 2
00380 Helsinki

If the product/package has been damaged during delivery by Posti, the customer must lodge a complaint with Posti.

The customer must inspect the shipment immediately after receiving the delivery. The original package should be stored for potential return of goods. The packaging of the product should always be opened carefully, without damaging the packaging. Returned goods must always be in the original selling condition.

Provide the following information with returns/complaints:

In the subject field of your message, enter "Complaint" and your order number, for example: "Complaint AAABBBCCC".

Personal information:

- First and last name
- Address
- Telephone number
- Bank details (the order is reimbursed on the same account/card that was used for the payment)

Complaint information:

- Product
- Reason for the complaint

If you have any questions regarding these terms or your order, please contact us before placing an order.

Please note:

- Poor print quality arising from original material provided by the purchaser (for example, low resolution images) does not constitute a defective product or delivery.

Marketing

When registering for the service, the user provides Kopio Niini the authorization to engage in customer communication, direct marketing, and communication related to the use of the service as well as their consent to the collection of anonymously stored user data. Additional information regarding our data protection and procedures related to the collection and processing of personal data can be found here:

<https://www.kopioniini.fi/yritys/tietosuoja/>

Other

We reserve the right to amend our terms of delivery. Before placing an order, customers must always review the currently valid terms of delivery.

Kopio Niini Oy handles all customer data on a strictly confidential basis. Kopio Niini Oy undertakes to not disclose customer data to third parties.

