

RETURN FORM

We offer a 30-day right of return for products purchased from our online store. The return period starts from the day you receive your order. You do not need to provide a reason for the return. For returns made from outside Finland, the customer is responsible for the return shipping costs.

Returned products must be faultless, unused, and in their original, undamaged retail packaging. All product and price tags must be attached. The right of return does not apply to made-to-order or custom-made products. Please pack the return carefully. Note that the product's original packaging cannot be used as a shipping package on its own; it must be placed inside a separate shipping box or bag suitable for postal delivery. Please include this completed return form inside the package.

Send the return to us using a shipping method of your choice. The customer is responsible for the shipping costs. You can find our return address in your order confirmation.

Defective product?

Occasionally, a product may have a defect or manufacturing fault. If this happens, you are of course entitled to file a claim. Please do not return the product without contacting us first. Instead, contact us by email as soon as the defect is discovered. If possible, please include photos of the defect in your email. Our up-to-date contact details can be found at the bottom of our online store's homepage. We process claims within 14 days.

Questions?

- How will returned products be refunded?
- How long does the return process usually take?
- How will I know when my returned products have arrived?
- Can I exchange the product I purchased for another product?

You can find answers to these and other questions in our online store under: "Info" > "Returns".

Please fill in the fields below

Order number: _____

Customer name: _____

Bank account number (if you used invoice payment): _____

Optional: Reason for returning the product(s): _____
