

These delivery terms are valid from 20<sup>th</sup> September, 2021.

### **Online store**

Gimara Oy

2725775-4

[info@gimara.fi](mailto:info@gimara.fi)

Tenavankatu 2A

15170 Lahti, Finland

+358 40 7455538

This store sells products for adults. Product prices include VAT. We reserve the right to amend prices and delivery costs.

### **Ordering**

Products are ordered in the online store by transferring them to the shopping cart and paying for the contents of the shopping cart, using the online payment service. All customer information is treated confidentially. The contact information requested in connection with the order will not be used for anything other than the delivery of the order or to clarify any ambiguities, unless otherwise stated. When ordering from the online store, you are required to read and commit to the delivery terms stipulated at the time.

### **Payment and payment methods**

Paytrail Oyj (2122839-7) cooperates with Finnish banks and credit institutions as the provider of the payment intermediation service and is the payment service provider. Paytrail Oyj appears as the payee on the account statement or card invoice and forwards the payment to the merchant. Paytrail Oyj has a payment institution licence. In the event of a complaint, please contact the product supplier in the first instance.

Paytrail Oyj, Business ID: 2122839-7

Innova 2

Lutakonaukio 7

40100 Jyväskylä

[www.paytrail.com](http://www.paytrail.com)

By clicking the “Buy” button, you accept the general terms and conditions of Gimara Oy's online store.

### **Order and payment confirmation**

Once we receive your order, we will immediately email you an order confirmation, showing your order details. Always check the contents of the order confirmation. If you have any questions, please contact customer services immediately. Save your order confirmation, should you need to contact customer services. When dealing with customer services, please ensure that you have your customer number and order number to hand. Always check that the content of your order matches the products in the order confirmation.

You can contact customer services as follows:

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### **Delivery methods and costs**

Shipping costs include all postage and packaging costs. In the shopping cart, we provide an estimate of delivery costs, according to the primary delivery method used. You can see the exact delivery costs after selecting the desired payment and delivery methods for your order. The delivery methods used depend on the contents of the shopping cart. From the delivery methods used at the checkout, you can choose the option that best suits you, and the exact delivery cost will be calculated accordingly.

### **Delivery time**

Our delivery times to Finland and other countries vary depending on the order and delivery method. Exceptions to delivery time estimates have been reported. We will also notify you of any delays immediately after ordering. We are not liable for any delays caused by force majeure and are also not liable for any indirect inconvenience caused by a delay.

Downloadable products (PDFs and e-books) will be delivered electronically following purchase. Before purchasing, the customer should ensure that he/she has the technical ability to read e-books.

### **Returns policy**

E-commerce customers have a 14-day exchange and return right in accordance with the Consumer Protection Act. The right to return downloadable products, such as PDF documents or e-books, is limited. If a book or product has been downloaded, it cannot be returned. If you wish to return or exchange products, please contact the online store in the first instance and ask for return instructions at [info@gimara.fi](mailto:info@gimara.fi). The consumer pays the postage. Please include your name, contact information and account number when requesting a refund.

### **Unclaimed packages**

Non-redemption is not the same as a refund or cancellation. In the case of non-redeemed packages for which no separate cancellation notice has been created, we will charge a delivery fee.

### **Service agreement**

Service contracts have a 14-day cancellation period, which is calculated from the conclusion of the service contract. The right of withdrawal may be exercised even if, at the consumer's request, the service has commenced before the end of the withdrawal period. If service provision has started and is subsequently cancelled, the consumer must pay the company reasonable compensation, calculated as a proportion of the total contract price.

The consumer shall not be required to pay for the service in total or in part during the withdrawal period, if the business has started to provide the service without the consumer's consent or has not indicated the conditions for exercising the right of withdrawal or the cancellation obligation.

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**Problem situations**

If the product is lost or damaged during transportation or does not otherwise correspond to your order, you must report the defect/error in writing within 14 days. The online store has a statutory liability for any defects in products sold. Should you wish to make a complaint, please contact customer services. The consumer has the right to refer any disputes to the Consumer Disputes Board.