

# Order and delivery terms

## Ordering

Ordering from Isokummun Kehräämö Oy's online store is easy: add the products you want to the shopping cart. Complete the order on the checkout page by filling in billing and shipping information, as well as choosing a suitable delivery method. Complete your order by making a payment.

After payment, you will see a summary of the order and you will receive an order confirmation email. You will receive another email when the order is delivered for shipment, or is ready for pickup.

## Paying

In the online store, you can pay with most online payment methods, such as a credit card or PayPal.

## Delivery

The products can be picked up from the store or delivered to a parcel locker. Select the appropriate shipping method at checkout.

The delivery time for online store orders is approximately 1-3 business days, the aim is to dispatch the order within the same day.

## Cancellations and returns

Isokummun Kehräämö Oy offers its customers a 14-day return policy. If you wish to cancel your order or return some of the products, please contact us:

[isokummunkehraamo@gmail.com](mailto:isokummunkehraamo@gmail.com) or 045 145 8447.

## Please note the following:

The customer is responsible for the postage or freight costs of the return.

Returns and refunds will be processed as soon as possible after the product has been returned. The refund will be notified by email. The refund will be made to the same payment method that you used when placing the order.

The returned product, product packaging and instructions must be in order. Please note that not picking up the parcel from a post office does not mean cancelling the order. If the order is returned to the sender because the customer has not picked up the order, we will deduct the costs of the return from the amount refunded to the customer.

If the parcel has been damaged in transit, file a damage report at a post office when picking up the package. Please let us know as well.

## Complaint

If you notice any damage to the product or the wrong product has been delivered to you, please contact us within 14 days of receiving the package. Incorrect deliveries do not incur postage costs for the customer.

## Support

If you have any questions about our products, please contact us:  
[isokummunkehraamo@gmail.com](mailto:isokummunkehraamo@gmail.com)

**Force majeure**

Isokummun Kehräämö Oy is not responsible if the order cannot be delivered to the customer or if the delivery is delayed due to an external or unexpected event.