

TERMS AND CONDITIONS

Valid from 23.01.2023.

Via Karelia Crafts, Miina Mustonen, Emilia Fearnley and Ella Häkkinen sell products and services to individuals, companies and communities in Finland, the EU and elsewhere in the world. The prices of the products include VAT. We reserve the right to change prices and delivery charges.

Ordering

Products are ordered online by adding them to your shopping cart and paying for the contents of the cart at the online checkout. All customer information is treated confidentially. The contact details requested at the time of ordering will not be used for any purpose other than to deliver the order or to clarify any ambiguities in it. By placing an order, you accept these terms and conditions, the prices of the products and the delivery charges.

Custom orders are requested via e-mail, after which a quotation will be issued. The order is confirmed once the customer accepts the quotation and terms of delivery. Address to which the request for quotation can be sent: viakareliacrafts@gmail.com

Payment

The invoice will be sent either as an email attachment, as an e-invoice or, in some cases, by post. Invoices are sent and checked by the company itself. The customer's online bank or credit card details are not stored in the company's systems but remain in the records of the company responsible for the payment.

The payment provider used is Wix payments. For more information about Wix Payments, please visit <https://support.wix.com/en/article/about-wix-payments>. Wix Payments is available in Austria (EUR), Belgium (EUR), Brazil (BRL), Canada (CAD), Finland (EUR), Germany (EUR), Ireland (EUR), Italy (EUR), Lithuania (EUR), Netherlands (EUR), Portugal (EUR), Spain (EUR), Switzerland (CHF), United Kingdom (GBP), United States (USD).

All major debit/credit cards are accepted as payment methods: Visa, Mastercard, American Express, Discover, Diners, CUP, JCB and Maestro.

Custom works

Payment for custom works is handled by invoice. The products remain the property of the company until the invoice is paid in full. The product is shipped once the customer has paid for it. The customer is obliged to pay for the products purchased in full, unless he exercises his right of withdrawal under consumer protection. The payment term for the invoicing option is 14 days net. If payment is not received by the due date, the company is entitled to add default interests and collection costs to the invoice.

Shipping costs to Finland

Shipping costs will be added to the price of the products. Shipping costs for letters to Finland are 3 €, for small parcels 6 € (max. 11 x 32 x 42 cm, 2kg), for large parcels 10 € (max. 59 x 36 x 60 cm, 25 kg).

Standard shipping 1 = 3 €

Standard shipping 2 = 6 €

Standard shipping 3 = 10 €

We deliver orders to Finland as a parcel via Posti or Matkahuolto (parcel service). You can track orders with a tracking number (only for packages, letters don't include a tracking number). You will receive an email/mobile notification from the parcel company when the parcel is on its way. For more information, visit the Posti website. If you have a preference for a specific pick-up location, you can enter it in the message field of the order.

Shipping costs to Europe

Letters to Europe are 5 €, large letters 10 €, small parcels 20 € (max. 19 x 36 x 60 cm) large parcels 30 € (max. 59 x 36 x 60 cm). Delivery time is 8 - 20 days.

Standard shipping 1 = 5 €

Standard shipping 2 = 10 €

Standard shipping 3 = 20 €

Standard shipping 4 = 30 €

Shipping costs to the rest of the world

Letters are 5€, large letters 15 €, small parcels 60 € (max. 19 x 36 x 60 cm) , large parcels 150 € (max. 59 x 36 x 60 cm). Delivery time is 5 - 25 days.

Standard shipping 1 = 5 €

Standard shipping 2 = 15 €

Standard shipping 3 = 60 €

Standard shipping 4 = 150 €

Delivery time (Finland)

Usually delivery time in Finland is 3-7 days. We are not responsible for delays caused by forces out of our control, such as postal strikes. For custom-made goods and services, delivery is subject to agreement (e-mail). The delivery time for custom work is usually 3-6 weeks.

In case of seasonal periods or due to illness, the delivery time may be longer than mentioned above. Temporary delays in delivery will not be notified separately. If your order is urgent, or you

would like to inquire about a more precise delivery date, please contact viakareliacrafts@gmail.com.

Complaints

If the product does not match your expectations, you must report the fault within 14 days to the parties listed in the exchange and return policy. If the parcel is damaged in the post, you must make a complaint to the post office immediately. Customer complaints concerning the company's products must be sent to the company without delay, but within 14 days at the latest. The company will deal with complaints within two weeks of the complaint reaching the company. The complaint should be sent by e-mail to: viakareliacrafts@gmail.com. The consumer has the right to refer any disputes to the Consumer Disputes Board.

The online shop is legally liable for defects in the products sold. The customer is responsible for the correct use and maintenance of the product in accordance with the instructions. The company is not liable for any damage caused by improper use of the product.

If we accept your claim, we reserve the right to repair the product in the first instance. If this is not possible, we will send a new product. If the product is no longer in our stock or is out of stock, we will refund the amount paid for the product.

Transport damage

Notification of damage or missing items is made directly to the carrier or to the Post Office. If you need assistance, or if you only notice the damage when you open the parcel, please contact us. A report of transport damage should be made as soon as the damage is discovered.

Unclaimed packages

If you do not collect your parcel from the pick-up point, we will charge you 15€ handling and freight costs. Unclaimed parcels are not included in the right of withdrawal

Exchanges and returns

Under the Finnish Consumer Protection Act, you have the right for exchanges and returns within 14 days of receipt of the order. The right of return applies only to unused and saleable products. When returning a delivered order, please include your name, contact details and account number for refund purposes. The customer pays the return costs. Failure to redeem is not the same as a refund or cancellation. For an unclaimed parcel for which no cancellation notice has been given, we will charge the delivery costs.

Returned products must be carefully packed.

Returns do not apply to special order products that are not part of our standard range. If you want a new product, a delivery charge will be made.

The consumer does not have a 14-day right of exchange and return under the Finnish Consumer Protection Act in the case of a custom-made product made to the customer's specifications.

<https://www.kkv.fi/Tietoa-ja-ohjeita/Ostaminen-myyminen-ja-sopimukset/verkkokauppa-posti-ja-puhelinmyynti-etamyynni/peruutusoikeus-etamyynnissa/>

Please note that the products are handmade one by one, so there is variability in appearance!

Contact

Miina Mustonen / Via Karelia Crafts
www.viakareliacrafts.com

Personal data

When you order products from us, you agree that we store and use your data to deliver orders and to serve you. For more information, please see our Privacy Policy.

We reserve the right to delete orders that contain incorrect personal data.

