

ONLINE STORE TERMS AND CONDITIONS

Effective from August 21, 2017



General Information

The products/services of the online store are sold by PIHKA collection (Business ID: 2548917-2). We sell products/services to private individuals of legal age in Finland and the EU region. All prices include VAT. We reserve the right to change prices and shipping costs.

Ordering

The products/services are ordered primarily from www.pihkacollection.fi via the shopping cart. All orders are confirmed by email and include the total price of the order, shipping costs and products/services ordered. To receive an order confirmation, a correct email address should be provided when ordering.

The customer agrees to the terms and conditions when placing an order.

Payment Methods

The products/services and applicable shipping fees will be paid when placing the order. The following payment methods are accepted: Finnish online banks (Nordea, Osuuspankki, Danske Bank, Aktia, POP Bank, Säästöpankit, OmaSäästöpankki, Handelsbanken, S-Pankki, Ålandsbanken) and Collector invoice/installment.

Online Payments

Checkout Finland Oy (Business ID: 2196606-6) acts as a collecting payment service provider in co-operation with Finnish banks and credit providers. From the customer viewpoint the payment functions in the same way as in traditional online payment.

Delivery Time

Because our manufacturing process utilizes handcrafting as much as possible, our delivery times are the following:

- Accessories: 10 business days from the payment
- Bags: 18 business days from the payment
- Gift cards: 7 business days from the payment
- Shoes: 35 business days from the payment

Shipping

Shipping costs include packaging and postage. When you have selected the payment method and shipping method, shipping costs are displayed in the shopping basket view. Products are delivered as parcels or letters for accessories/gift cards; please note that online tracking is available only for parcels.

Return and Exchange Policy

In accordance with the Consumer Protection Act of Finland, you have the right to exchange and/or return an item within 14 days of receiving your order. The return right applies only items that are in new, unused condition and in their original packaging.

Note that return and exchange policy does not apply to custom-made products.

Include a copy of the order when sending an item back for return or exchange. Also include your name, customer number, phone number, email and address.

Return address:
PIHKA collection
Kehräsaari A
33200 TAMPERE
FINLAND

Once we have received the return has been received, it will be processed. When the return is accepted, a refund will be made to your bank account.

Note that the customer returning or exchanging the item is responsible for shipping and packaging costs of the returned/exchanged products.

Delivery Problems and Faulty Products

Should you not receive your package or if an item was damaged in transport or if the item ordered is faulty, please contact us immediately by e-mailing info@pihkacollection.fi or via mail:

PIHKA collection
Kehräsaari
A33200
TAMPERE

If the package was damaged in transport, a claim must also be made to the shipping company.

Notifications must be made within 14 business days of receiving your order.

Payment Service Provider

Checkout Finland Oy (Business ID: 2196606-6) Plc acts as a collecting payment service provider, and is owned by OP Financial Group. It is registered under the transitional provision of the Payment Institutions Act maintained by the Finnish Financial Supervisory Authority.

Checkout Finland Oy
Varastokatu 3
A33100 Tampere
FINLAND
Business ID: 2196606-6O
EDI ID: 003721966066

Additional Information

We reserve the right to change our terms and conditions. Customers should familiarize themselves with the terms and conditions before placing an order.

PIHKA Collection handles all customer information confidentially and does not disclose customer information to third parties.