

Guarantee

PP-Tuote Oy grants a one (1) year guarantee for all delivered products, which covers possible manufacturing and raw material defects. The guarantee does not cover damage caused by improper use of the products.

Exchange and Return Conditions

Check the product as soon as you receive the shipment. Notification of incorrect delivery or defective product must be made within 14 days of receipt of the product. If the shipment is damaged in the mail, a complaint must be made about the product to the mail immediately. If the product has been lost during transport, damaged or the wrong product has been delivered to the customer, the customer must report the error immediately to *info@pp-tuote.fi*.

Postage and other freight costs will not be charged for guarantee cases. Repairs outside the guarantee will be charged on an accrual basis, including shipping costs.

Goods that comply with an accepted offer or order and are free of defects cannot be returned. The buyer must always agree on the return with the sale of PP-Tuote Oy. The notice period is 7 days from the receipt of the goods. We do not accept returns more than 14 days after delivery. 70% of the purchase price will be refunded for the returned product. Once the refund is accepted, the money will be refunded directly to your account upon receipt and processing of the refund.

Return address:

PP-Tuote Oy
Rautakuja 1
62100 Lapua
Finland

According to the return, include the following information:

- Customer number, name, address and telephone number
- Bank account number
- Copy of PP-Tuote Oy's order confirmation