

Terms of delivery

Ordering

Add the products that you want to purchase to your shopping cart. When you are ready, proceed to check-out and choose the preferred methods of payment and delivery.

Payments

The products and dispatching costs are paid upon order. Dispatching costs are added automatically. VAT is included in all the prices.

The online payment can be paid by the following payment methods:

Payment with bank buttons:

Checkout payment service will forward your payment to the online shop. You have access to payment buttons for all banks. Checkout is a safe payment method for you. The service is registered in the payment institution register maintained by the Financial Supervisory Authority pursuant to the Transitional Provisions of the Payment Institutions Act.

The payments are safe and efficient, provided by Checkout Finland Oy.

Checkout Finland Oy

PL 322

33101 Tampere

FINLAND

Tel: 0800 552 010

Company ID number / VAT number (in Finnish form): 2196606-6

Payment with PayPal

PayPal will forward your payment to the online shop. In order to use the PayPal service you have to be a registered PayPal customer.

The service provider for registered users in the countries of the European Economic Area is PayPal (Europe) S.à r.l.et Cie, S.C.A.

Contact information: <https://www.paypal.com/fi/smarthelp/contact-us>

Terms and costs of delivery

Costs of delivery by mail in Finland are 3,90-7,20 EUR depending on the size of the order. The cost of delivery is always reported separately with the price of the product. Depending on the size, we deliver the products to you directly by mail to your delivery address or by Itella Economy package, then you will receive a notification of arrival at your delivery address and you can pick up your package from the nearest post office.

Orders from abroad

In case the order is placed from abroad, please send us an e-mail. We always notify the customer on a case-by-case basis according to the postal price list.

Time of delivery

The time of delivery for our products is 2-6 office working days. We aim to post all orders as soon as possible.

Return and exchange policy

All our products have a 14-day exchange and return right according to the Finnish Consumer Protection Act. The 14-day period is defined by the date of receiving the product. The product must be indigenous, ie. unused and marketable. When returning a product, please contact us at Rainio Design by phone or e-mail.

We will refund the paid amount to your bank account or by Checkout payment service as soon as we have received and processed your return. Unfortunately we unable to return the original cost of delivery.

Further information

Further information on products, ordering or returns, please contact us: otto(at)rainiodesign.com or tel. 050 359 9980