

International orders

After order has been sent you will receive payment information via email (during next 48 hours).

Payment methods

PayPal (recommended) or

Bank transfer

After payment is received order is changed to processing state. Money transfer may take 3 to 5 working days.

Shipping

Via local post offices from Finland to country of destination. Tracking and picking-up with tracking code.

Shipping and handling fees (Customer pays all taxes and all other fees needed inside country of destination)

Europe	1-2 pcs.	20 €
	3-5 pcs.	23 €
	6-10 pcs.	26 €
	Over 10 pcs.	30 €
Other countries	1-2 pcs.	30 €
	3-5 pcs.	40 €
	6-10 pcs.	50 €
	Over 10 pcs.	60 €

Time of delivery

Time of delivery is 2 to 4 weeks from payment is received.

Warranty

Right to return within 2 weeks from receiving the product.

Terms of delivery

1. Validity of the order

1.1. The communication between the parties is done by e-mail. The customer will commit himself after having made his or hers order to receive the order acknowledgement to monitor his or hers e-mail.

1.2. The binding commercial agreement becomes valid when, Powan Ltd. has sent an order acknowledgement by e-mail.

1.3. The customer has a right to cancel order by e-mail before the delivery of the order the whole order or parts of the order has been performed. The delivery has been performed when to the consumer a part of the order or announcement that the order can be fetched from the post office has been delivered.

1.4. After the making of the customers order the Powan Ltd. does not have a right to change terms of agreement.

2. Prices

2.1. The valid price is a price which is in the price-list. The valid price is in Euros (EUR). The Powan Ltd. reserves the right to the changes in price in clear case in the mistakes pricing.

2.2. The delivery costs are added to the order.

3. Delivery

3.1. If a product is in our storage, a time of delivery from the payment has been estimated to be one (1) week inside Finland and two (2) to four (4) weeks to other countries.

3.2. If the product is wanted by the absolutely certain day, it must be mentioned separately, for example in connection with the making of the order. The Powan Ltd. operates in regard to the delivery according to the consumers needs if it is reasonably possible.

3.3. If a consumer buys products to which it has been notified of different times of delivery, an order is delivered according to the longest time of delivery that has been informed.

3.4. The deliveries will be performed through Finland Post to the destination as a rule, if separately anything else is not agreed on.

4. Terms of payment

4.1. The payment takes place using the following methods of payment:

- a) PayPal
- b) Bank transfer
- c) under 18 years has to have the guardian's permission to buying.

5. Returns

5.1. The customer has a right to return the unused products within fourteen (14) days from the receiving of a product / products receiving day excluding. The product to be returned and the product packing have to be essentially in the same order as it is received.

5.2. It is hoped that the customer is doing a return announcement by e-mail to the address ja_ha(at)yahoo.com before the returning of the product.

6. Claims

6.1. If to the customer the wrong product has been delivered, the product has been damaged etc., the customer has to notify the Powan Ltd. of the matter within reasonable time by e-mail to address ja_ha(at)yahoo.com. The faulty delivery is returned without postage according to the instructions (section 5.2) given by the Powan Ltd. The returning takes place after the complaining. After having obtained the returned thing, the Powan Ltd. will refund at once to the customer already the sale price that has been possibly paid.

7. Force majeure

7.1. The Powan Ltd. is not responsible for the fact that the delivery of the order is prevented, becomes more difficult or is late from the point, such as war, catastrophe, an export ban or import ban outside the possibilities of influencing of the Powan Ltd., from the decision of the authority from disturbing or the like of the general traffic from making the function of the Powan Ltd. more difficult or preventing operation.

8. Solution of quarrels

8.1. A Finnish law is adapted to the quarrels and disagreements caused by this agreement.