

## **TERMS AND CONDITIONS OF SALE**

### **General**

Online service [www.impalo.fi](http://www.impalo.fi) is service (online service ahead) provided by Impalo company (Impalo ahead).

Online service is open 24 hours in day and all days of the week excluding interruptions of services caused by service update. Impalo does not take any responsibilities problems caused by network connection or computer of user.

Online service works best with the most common browsers like Internet Explorer or Firefox.

### **Changes**

Impalo has rights to change online service what it thinks best. This concern also product prices and deliver costs. When using this online service user accept these terms. Impalo is not responsible of any pricing, printing or writing mistakes in this website. Impalo could not guarantee that colors of clothes are seeing correctly as they are in real because of settings of computer, display or browser used by user.

### **Prices**

Prices of products are VAT 0 %.

### **Order**

After user has made order and give us his/hers email, user will receive order confirmation via email. Receiving this order confirmation means approval of the order. If we can not fulfill the order for any reason we will inform the user as soon as possible. If the payment of the order has already been processed and we have already proved it payment will be credited.

### **Payment options**

PayPal or an invoice for companies, societies, municipalities and states. Payment term 14 days -2 % or 30 days net. An invoice requires delivery of financial statements to Impalo.

### **Delivery time**

Delivery times varies by type of products and amount of products being maximum 40 days. More specific product-specific delivery time will be informed after order. If delivery of product is delayed or product is unavailable we will inform the orderer via telephone or email.

Impalo is not responsible any delaying or failure of these terms of use if delaying or failure is caused by reasons beyond our control. Without limitations these kind of reasons contain interference of infrastructure, intervention of state, wars, riots, capturing, piracy, hijacking, fire, flood, accident, storms, typhoons, tornados, strikes, lockout, terrorist attacks or industrial actions affecting to us or to our suppliers.

Products delivered to you are property of Impalo until the payment is fully executed. As long as product has not been officially alienated to you, you are obligated to handle it with extra care. If already delivered products is impounded or products are affected with any interference by third parties your are obligated to inform us about it as soon as possible.

### **Market**

Online service market products worldwide case by case basis.

**Customer information**

Customer information received by Impalo are only for communication between Impalo and customer and are not given to any third parties without approval of customer. Payment information will be stored only to PayPal system and not to Impalo or to any third parties.

**Warranty**

We offer 20 days warranty to our products which starts when customer receives the products. During the warranty time we will fix all faults belonging in legal warranty obligation. Customer can demand either fixing the fault or delivering faultless product. Right of choose can be limited by legal conditions.

If compensatory product is not possible to deliver, customer can withdraw from the sale contract or accept discount. Warranty is not concerned damages caused by incorrect use or normal wearing.

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