

## TERMS OF SALE

We generally only sell to trade customers.

All sales are subject to the general terms of sale of the Association of Finnish Technical Traders, with the additions detailed below.

For Widni's terms of sale and the general terms of sale of the Association of Finnish Technical Traders, please visit [www.widni.fi](http://www.widni.fi).

### Delivery terms

EXW – Ex Works (our warehouse)

### Packaging and handling fees

Orders with a net value of less than EUR 150 (ex VAT) are subject to a handling fee of EUR 15 (ex VAT) per order.

#### Trade customers (with an account)

##### *Packaging and pallet fees:*

Cardboard box depending on size	EUR 2.00 to EUR 8.00
Disposable pallet	EUR 7.50
Euro pallet	EUR 13.00
Pallet collar	EUR 15.00
Oversized packages (in excess of two metres in length)	EUR 10.00

We get out sealing strips pre-packaged.

A handling fee of EUR 8 applies if a package must be opened to remove goods. Please note that the minimum order volume is always one full coil.

Packaging materials such as adhesive tape and bubble wrap are included in the quoted prices.

#### Online orders (via our free online store with no login required)

Packaging and handling fees are included in the quoted prices.

### Faulty goods and returns

If you are not satisfied with your order, please contact our customer service at [info@widni.fi](mailto:info@widni.fi) for return instructions. Refunds are subject to the goods being returned unopened in their original packaging.

**Trade customers:** Non-faulty goods that comply with the order cannot be returned without first making arrangements with the seller. A copy of the seller's despatch note must be enclosed with the returned goods. The seller reserves the right to deduct 20% of the value of the order, and in any case at least EUR 60 (ex VAT), from the refund to cover handling costs. Freight and any other costs incurred are always payable by the buyer. Our returns policy only applies to our current range of standard products. Goods that were only sold for a limited period of time or that we do not normally stock cannot be returned. Returns must be delivered to us with full postage and packaging paid by the buyer in advance.

**Consumers:** Our returns policy only applies to our standard range of products sold online. Custom-made orders or orders that require a standard product to be tailored to the buyer's specifications cannot be cancelled or returned. If you wish to cancel or return your order, please contact our customer service at [info@widni.fi](mailto:info@widni.fi) for more detailed instructions within 14 days of placing your order. If the goods have already

been delivered to the buyer, a return handling fee of EUR 75 (plus VAT at 24%) applies and will be deducted from the amount refunded to the buyer.

**Prices**

All prices given are exclusive of VAT. Any issues with invoices must be reported within eight (8) days.

**E-commerce payment service provider**

Our e-commerce payment service provider is Paytrail Oyj (2122839-7), which coordinates payments for our online store with Finnish banks and credit institutions and therefore appears on your bank or credit card statement as the recipient of your payment when you order goods from us. Paytrail Oyj is a licensed payment institution. If you are not satisfied with your order, please contact the seller.

Paytrail Oyj (Business ID: 2122839-7)

Innova 2

Lutakonaukio 7

40100 Jyväskylä

Finland

[paytrail.com/en/consumer/information-about-paying](https://paytrail.com/en/consumer/information-about-paying)

**Late-payment interest**

Late payments are subject to late-payment interest pursuant to section 4a of the Finnish Interest Act (base rate of the European Central Bank plus 8%) as well as collection fees where applicable.

Terms are subject to change without notice.