

How to order from the webshop

Browsing products

Language selection (English/Finnish) is on the right upper corner. Product categories are on the left in the drop-down menu. Click a category to select it and see its subcategories. Clicking a subcategory opens a drop-down menu which shows all the products in the category. Clicking a product shows its product description and product image.

Adding products to shopping cart

Below the product description on the left is a menu which you can use to select product size, color etc. Below the product description on the right is the "add to shopping cart" button. Clicking the button adds the product to your shopping cart. After adding a product to cart you see a "What's In My Cart?" page which shows all the products in your shopping cart. In the What's In My Cart page it is possible to update the number of products you want to order. Kindly note that with ropes purchased per meter 1 piece means 1 meter, so if you want to order for example 20 metres of rope, kindly add 20 as number of products. After inserting number of products remember to click the update button to update your order accordingly. When you no longer wish to add more products to your cart, you can proceed to checkout phase by clicking the Checkout button which is shown below the cart content list on the right.

Ordering

New customer: Create a customer account by clicking the Continue button below the New Customer text. This opens a My Account Information page. Please fill in your contact information into the form and save the information by clicking the Continue button below the contact information form. Click the Continue button again to proceed to Delivery Information page. On Delivery Information page please choose from your address book where you would like the items to be delivered to. You can also add comments to us regarding your order by using the Add Comments About Your Order field. Please note that the only Payment Method currently available is Cash on Delivery. It means that the order is paid at the post office when you pick up the parcel. The accepted payment methods (Visa credit, Visa debit, cash etc) may vary from post office to another so please consult your local post office for accepted payment methods for Cash on delivery shipments. Click Continue to proceed to Order Confirmation page. Check that all information is correct and click Confirm Order button to complete the order. After this you see a Your Order Has Been Processed confirmation page. Click Continue to finish and use the Log off button on the upper right corner to sign out from your customer account.

Returning customer: Fill in the e-mail and password fields and click Sign in button. After this proceed the same way as new customers do.

Shipping costs

We do not charge shipping costs from private customers for orders that are delivered by Cash On Delivery shipping option. Please note that we do not deliver orders that cost under 20 Euros. For shipments through Matkahuolto all shipping costs (pick up, transportation and delivery) are charged from the customer.

Delivery time

Shipping takes usually from 2 to 3 work days.

Tracking your order

When we have put your order to mail you will receive a message to the e-mail you provided during the order process. The message states the tracking code you can use to track the shipment and also the sum you need to pay when you receive the shipment. The tracking code can be used for tracking on Posti's webpage:

<http://www.posti.fi/henkiloasiakkaat/postipalvelue/tyokalut/lahetystenseuranta/>

If you have provided your phone number during ordering, you will receive a text message from your local post office when your shipment has arrived. Post offices accept Visa as a payment method but the smaller post offices that are operated by local grocery stores, kiosks etc might not accept credit cards. Please consult your local post for more information regarding accepted payment methods.

Terms of use

Terms and conditions for delivery

Delivery times for products that are currently out of stock are always estimations which might change due to manufacturer or wholeseller running out of stock or due to shipping related issues. Seller will notify you if delivery time is extended but is not responsible for any delays that are caused by manufacturer or any third party.

If customer's payments are delayed past due date, seller has the right to retain all orders based on the non-paid payments after giving a notice to the customer. The orders can be retained until all delayed payments have been paid. In this case the delivery time is seen as being moved accordingly and the customer has no right for any compensation based on delayed delivery.

Ownership of the order is transferred to the buyer after the whole value of the order has been paid.

Prices

Products and prices can be seen from the webshop. All prices include VAT 24 %. Payment method is Cash On Delivery unless otherwise has been agreed (this is possible for counties and churches). Products can be returned within 14 days after receiving them. Only non-used products can be returned.

With a separate agreement, we can sell the products we import to retailers.

Warranty

Our products have a warranty provided by manufacturer or importer. The warranty does not cover defects caused by accident, regular wear and tear, negligence, unqualified handling, improper use, prohibited changes and bad storage conditions.

Warranty claim requires the buyer to have fulfilled the responsibilities caused by the delivery or the agreement. A new warranty is admitted to a product repaired or changed under warranty but the new warranty ends at the same time as the warranty of the original

product would have ended.

Sellers liability for damages does not cover any indirect loss. Unnecessary warranty returns will be charged from the buyer. Minimum charge is 25 Euros.

Custom-ordered products

Products that have been ordered especially for the customer and are not part of regular product selection must be paid beforehand. Right to return or change products does not apply to these products. Ropes ordered by meter can not be sold again so also they are excluded from the right to return items.

Orders that have been placed with no real buying intentions are notified to police and all possible costs are charged from the buyer.

Return information

Instructions for returning your order and a printable return form as a PDF file can be found from the following link: