

PRODUCT RETURN FORM

We offer a right to return or exchange products within 60 days of their arrival or purchase from the store.

We do not offer free deliveries for returns outside of Finland.

Also note, that we offer product exchange ONLY within Finland.

If you need to change product(s) shipped abroad from Finland, we will refund you after receiving your returned product(s). You will then need to **make a new order** on the desired product(s).

The return costs from countries other than Finland are at the customers expense, unless we have made an error or the product is faulty or damaged. In case of any error related to us, please send us a copy of the shipping costs receipt when returning wrong, faulty or damaged products so that we can reimburse your costs.

The right of return does not apply to custom-made or other personalized products, such as engraved or made-to-measure products.

We comply with the warranty conditions specified by the manufacturer or importer.

The returned products must be in salable condition, i.e. free of defects. The product accepted for return must be unused, clean and in its original sales packaging. If possible, all packaging including labels and other tags of the product must be kept in place and intact.

If the returned item arrives to us dirty: we reserve the right to deduct a maximum of 15 % of the product price as cleaning costs, but no more than 50 euros. If the product is not easy to clean, if the product contains hair or animal fur, it is no longer suitable for sale. In this case, we cannot refund the price of the product.

If the returned product with its packaging does not meet our conditions, we cannot accept the return. In this case, we will send the product(s) back to the customer and charge the shipping costs.

TEST THE PRODUCT IN A CLEAN INDOOR ENVIRONMENT.

If the product has been tested out in the terrain, the product is no longer eligible for return.

Applies to orders ONLY within Finland.

In Finland, the free exchange right related to the order applies to a maximum of two (2) exchanges, regardless of the number of products to be exchanged. From the third exchange onward, we charge shipping costs.

If you are returning product(s) from outside the EU, please notify our customer service in advance. Give our customer service a list of product(s) to be returned and the tracking code of your return package.

I WANT TO RETURN THE PRODUCT

Product return. The price of the returned product will be refunded to the same payment method as the order was paid for: credit card payment will be refunded to the credit card, online bank payment to the bank account, Klarna invoice via Klarna, etc. Please state your account number only if you have paid with an advance invoice/bank transfer form or company invoice.

Reason for product return: _____

Product description: _____

Bank account (IBAN, SWIFT# for international delivery): _____

Account holder: _____

I WANT TO EXCHANGE THE PRODUCT (IN FINLAND ONLY)

The exchange only applies to products delivered to Finland.

For orders placed abroad, you must first return the product you do not want to keep and place a new order for the product you want instead.

The product I ordered was damaged. Please send an intact product instead.

FINLAND ONLY: I want another product instead. Details of the replacement product: _____

FINLAND ONLY: I want the same product in a different size or color: _____

FINLAND ONLY /REASON FOR PRODUCT EXCHANGE:

CUSTOMER INFORMATION

Return date: _____

Order number: _____

Name: _____

Address: _____

OR Delivery note number: _____

Phone number: (+) _____

E-mail: _____

VARUSTE .net



VIRANOMAINEN.FI



metsästyskeskus



aalto

diving school

Please return products with the following information.

**"Customer return"
Aalto Group Oy**

Varuste.net, Viranomainen.fi,
Metsästyskeskus or Diving School Aalto

Malminkartanontie 1
00390 Helsinki, FINLAND

We offer free delivery costs on returns only within Finland from the service providers listed below. Please use the following contract-/ reference numbers:

Contract number: Posti
Inside Finland only: 611797

Contract number: Matkahuolto
Inside Finland only: 9500040

Contract number: DB Schenker
**Inside Finland only:
use the original tracking code**