

## TUTU STUDIO BOREALIS AVOIN YHTIÖ 2808479-5 FINLAND

When placing an order, you must understand and agree with our terms and conditions. If you don't understand something or have any questions about the terms and conditions, please contact us immediately: [tutustudioborealis@gmail.com](mailto:tutustudioborealis@gmail.com)

Last updated: the 24th of February 2021

### TERMS AND CONDITIONS

#### PROCESSING TIME:

The processing time of the ready-to-wear or in-stock items is 1-3 business days unless stated otherwise. The processing time for made to order products depends on our availability and the timeline of the production and the shipment is provided for the customer prior ordering.

#### SHIPPING:

The items are shipped worldwide from Finland. The shipping providers are DHL (outside Europe), GLS (inside Europe) and Posti (domestic). The shipping time is approximately 2-5 business days to the EU and 2-6 business days to everywhere else. Customs handling time is not included in the shipping time. Shipping includes a tracking number. The shipping is paid by the customer. The shipping charge depends on the shipping address and the size/weight of the parcel.

#### RETURNS AND CANCELLATION POLICY:

Cancellations for custom orders are not possible. The ready-to-wear or in-stock item orders can be cancelled within 24 hours from placing the order, unless the order is already shipped.

Don't return anything without contacting us first. Only ready-to-wear or in-stock products are eligible for returns. Exchanges, changes or alterations are not possible. The product can be returned if the customer contacts us about the return within three (3) days from receiving the product to this email address: [tutustudioborealis@gmail.com](mailto:tutustudioborealis@gmail.com). The product must be returned within fourteen (14) days from receiving the product.

Custom products are final and are not eligible for returns, exchanges, changes or alterations. However, returns within 14 (fourteen) days from receiving the order are possible if the custom item(s) do not fit at all (photography proof required, case-by-case consideration). (The product is a custom product if it is based on the customer's own measurements/wishes or is made to order.)

The condition of a returned item must be new and clean with all original tags attached. All refunds are for the merchandise price only (excluding shipping, handling and potential customs fees or additional taxes). The shipping cost will be compensated with a free shipping voucher, which can be used once for the customer's next order within six (6) months.

The customer pays the returning costs. The return instructions and the arrangement of the return shipment are provided by the seller. If the customer decides to use a different shipping provider than offered, the customer is responsible for the loss of the parcel or any damage caused to the product during transport.

#### TAXES AND CUSTOMS:

Prices do not include taxes for orders outside the EU. The potential taxes and customs handling fees or any additional fees are paid by the customer.