

## **skim kayaks.com**

### **Standard terms of service**

#### *Company details*

Oy KAPH Group Ab  
Manufacturer and web-shop  
VAT nr: FI30109082  
Indolantie 16  
67600 Kokkola  
Finland  
E-mail: [info@skimkayaks.com](mailto:info@skimkayaks.com)  
Founded: 2019

#### *Prices*

At skim [kayaks.com](http://skimkayaks.com) we reserve the right to refuse your order in the event of mis-pricing on the website, or if an ordered item has been taken of the shelves.  
We reserve the right to change prices without prior consent

#### *Payment*

Oy KAPH Group Ab accepts payments with VISA and MasterCard

The payment will be deducted from your card at order.

All prices are in Euro's including VAT

#### *Delivery*

At skim [kayaks.com](http://skimkayaks.com) we will make sure deliveries are send out as soon as possible. if delivery will take more than 3 weeks we will inform you.

#### *Consumer rights*

Consumer rights apply in accordance with applicable laws. You are entitled to return an item due to material failure or product defects. You may get the item repaired, replaced, refunded, or get a price reduction depending on the specific situation.

You are not entitled to return items due to problems or defects that are the result of improper handling of the item.

You must notify us about a problem or a defect within reasonable time after discovering it:

Oy KAPH Group Ab will cover the return cost assuming they are reasonable.

Use the following address when sending returns:

Oy KAPH Group Ab  
Indolantie 16  
67600 Kokkola  
Finland

We will not accept parcels sent with cash-on-Delivery

#### *Refunds*

In order to receive a refund, you need to include your bank account details in your complaint. those details can safely be transmitted in an e-mail or through other electronic means, as they aren't confidential, and as they will only be used by us to handle the transaction.

## *Return policy*

We have a 14-day return policy for items purchased in our web shop. The 14-day period starts when you<.

- \* Receive the item
- \* Receive the last item of an order where some items have been shipped separately
- \* Receive the last item of an order when an item is sent as a multiple consignment
- \* Receive the first item when there is an agreement regarding regular deliveries of an item over a period of time

The shipping cost for returns are paid by you.

In order to return an item, you need to contact us within 14 days of receiving the item, and notify us. The notification should be send to [info@skimkayaks.com](mailto:info@skimkayaks.com). In the message you should state the intent to return the item.

Please note, that you cannot return an item by simply refusing to accept the parcel, without notifying us about it.

## *Goods not eligible for return*

The following goods are not included in the return policy.

- \* Goods specifically crafted after your specifications, or with a clear tie to you.
- \* Goods and services sold through public auctions

## *Returns*

In order to make use of our return policy, you need to return your order without unnecessary delay and no more than 14 days after you have notified us about your intent to do so.

The cost involved in returning the item(s) to us are paid by your. You are also responsible for packing the item(s) properly.

You need to include a copy of the order confirmation.

You are responsible for the item(s) from the time of delivery, until we have received the return shipment.

We will not accept parcels sent with Cash-on-Delivery.

## *State of returned goods*

You will only be responsible for any decrease in value of an item, if you have used it more then required, in order to determine the item's properties and how it's used. In other words, you can try it the way you could in a physical store.

If the item has been used more or in other ways than described above, it will be considered to be used. This means that you may only receive a partial refund, or no refund at all, when returning the item, depending on the state of the item at the time of return.

## *Refunds for returned goods*

*If you return an item, we will refund the money you paid for it. In case the value of the item has decreased and you are responsible for it, then the decrease in value will be deducted from the refund.*

When returning an item, all cost will be refunded, excluding delivery costs, without unnecessary delay, and no more than 14 days after the day when we received the returned item.

The refund will be done by bank transfer to the bank account you have sent to us, unless you specifically requested another method.