

OUTLET ORDER AND DELIVERY TERMS

These Outlet order and delivery terms ("Terms") apply to the products ("Outlet Products") offered in the Outlet section ("Outlet") of the haitor.com website operated by Haitor Oy ("Seller").

Outlet Products are intended primarily for business customers. If the buyer is a consumer, the mandatory provisions of the Finnish Consumer Protection Act apply, and these Terms apply only to the extent that they do not restrict the consumer's statutory rights.

Submitting a form / order in the Outlet section is not automatically a binding sale, but an order request. A binding purchase agreement is formed only when the Seller confirms the order in writing (e.g. by an order confirmation sent by email).

SELLER INFORMATION AND CUSTOMER SERVICE

- | Seller: Haitor Oy
- | Address: Viljelijäntie 8, 00410 Helsinki, Suomi
- | Email: haitor@haitor.com
- | Phone: +358 10 320 6400
- | Business ID: 0469643-9
- | Website: <https://www.haitor.com/>

SCOPE OF APPLICATION

- | These Terms apply only to the Outlet Products offered in the Outlet section. The Seller's ordinary product and service sales are governed by separate terms, unless otherwise agreed in writing.
- | The Seller may restrict the delivery area and sales area (e.g. Finland only) as well as the customers (e.g. business customers only) based on the nature of the Outlet and on distribution rights. Any such restrictions are indicated during the ordering process and/or on the product page.

PRODUCT INFORMATION AND NATURE OF OUTLET PRODUCTS

- | Outlet Products may be, for example, used products, demonstration units, serviced or inspected products, or discontinued or surplus products. Their condition may differ from that of a new product.
- | The condition, equipment, any defects and other essential information for each product are described in the product-specific listing and photographs. The buyer should carefully review the product-specific information before submitting an order request.
- | If a product is a single item, availability is limited. The reservation / availability of a product is confirmed only in the order confirmation.

ORDER REQUEST, ACCEPTANCE OF THE ORDER AND FORMATION OF THE AGREEMENT

- | Submitting the Outlet form (the "order request") does not constitute a binding purchase agreement.
- | The Seller reserves the right to accept or reject an order request in whole or in part (e.g. availability, delivery restrictions, credit information, distribution restrictions or another justified reason).
- | A binding purchase agreement is formed only when the Seller confirms the order in writing (the "order confirmation"). Prior to the order confirmation, neither party is bound by the order request.
- | Any automatic acknowledgement of receipt (e.g. the thank-you message of the web form) is not an order confirmation nor an acceptance of the agreement.

PRICES, TAXES AND PRICING ERRORS

- | Prices are stated in the product-specific listing. Unless otherwise stated, prices are exclusive of value added tax (VAT 0%). Any value added tax and other taxes are stated in the order confirmation according to the buyer's status and the country of delivery.
- | Delivery costs and any other costs (packaging, freight, any additional services) are stated at the latest in the order confirmation.
- | The Seller is entitled to correct obvious errors in prices, product descriptions and other information. An obvious error is not binding on the Seller. If an error is detected before the order confirmation, the Seller may reject the order request or make a new offer with the correct information.

PAYMENT TERMS

- The payment method and invoicing practice are agreed in connection with the order confirmation. Payment is not made upon submitting the order request, unless separately agreed otherwise.
- The Seller is entitled to require an advance payment or another payment arrangement (e.g. invoice before delivery), in particular for single items and used products.
- In the event of late payment, the Seller is entitled to withhold delivery and to charge default interest and collection costs in accordance with applicable law.

DELIVERY, DELIVERY TIME AND TRANSFER OF RISK

- The delivery method, delivery time estimate and delivery terms are agreed case by case in the order confirmation.
- The availability of Outlet Products is limited, and delivery is always based on the content agreed in the order confirmation.
- Unless otherwise agreed, the risk of damage to the goods passes to the buyer when the goods have been handed over to the carrier.
- The Seller notifies the buyer of material delays and their reasons within a reasonable time.

INSPECTION, COMPLAINTS AND LIABILITY FOR DEFECTS (B2B)

- The buyer must inspect the delivery without delay and record any visible transport damage in the transport documents, and notify the Seller of any damage without undue delay.
- In B2B trade, the buyer must give notice of any defect within a reasonable time from detecting the defect.
- Given the nature of Outlet Products, a product is deemed sold as described in the product-specific listing and in the order confirmation. Product-specific deviations and traces of use do not, as a rule, constitute a defect if they have been described in advance.
- Any warranty (if granted) is stated product-specifically or in the order confirmation.

RETURNS AND CANCELLATIONS (B2B)

- In B2B trade there is no statutory 14-day right of withdrawal. Any returns, exchanges or refunds are agreed case by case in writing.
- Because Outlet Products are often single items, cancelling or amending an order after the order confirmation requires the Seller's written approval.

CONSUMER CUSTOMERS (WHERE APPLICABLE)

- If the buyer is a consumer, the mandatory provisions of the Finnish Consumer Protection Act apply.
- A consumer generally has a 14-day right of withdrawal in distance selling. The start of the withdrawal period and any exceptions depend on the nature of the product / service.
- The withdrawal instructions and form applicable to a consumer are provided with the order confirmation in a durable medium, unless they have been provided earlier in a durable form.

FORCE MAJEURE

- The Seller is not liable for any delay or damage caused by a force majeure event beyond the Seller's control (e.g. transport or production disruption, order of an authority, strike, telecommunications failure, fire).
- The Seller notifies of a force majeure event and its estimated duration within a reasonable time.

PERSONAL DATA AND PRIVACY

- The Seller processes personal data related to the order request and the purchase in order to manage the customer relationship and to process orders. More detailed information on the processing of personal data can be found in the privacy policy: <https://www.haitor.com/tietosuojaseloste/>

AMENDMENT OF THE TERMS

- The Seller may update these Terms. The order request and the purchase are governed by the Terms in force at the time the order confirmation is given, unless mandatory legislation requires otherwise.