



## PRINTMOTOR STORES - TERMS OF USE

### 1. AGREEMENT

Ordering products from the store ("Store"), registering an account in the Store and/or accessing the Store (whether as a registered user or as a guest without registration) from your mobile device, your computer or other hardware ("Device") and/or at any time clicking "I AGREE" or such other button, link or click-through, constitutes your agreement to these Terms of Use and to Printmotor's Privacy Policy (available at <https://printmotor.com/privacy>, which collectively form a legally binding agreement between you and Printmotor (the "Agreement"). Your right to use the website and order products from the Store is conditioned upon compliance with the terms of the Agreement. We urge you to read these Terms of Use and our Privacy Policy carefully before accessing the Store. If you do not agree to the terms of this Agreement, you may not access the Store or order products from the Store.

Printmotor operates the Store on behalf of the Store Owner. Printmotor acts as a seller towards the customers of the Store ("Users") and delivers the products ("Products") purchased by the User from the Store using a third party logistics company. Printmotor's and Store Owner's services pursuant to this Agreement are hereinafter referred to collectively as the "Services".

Contact details of Printmotor:

Name: Printmotor Ltd  
Business ID: 0824433-3  
Address: Sorvaajankatu 11, FI-00880 Helsinki  
Web site: [www.printmotor.com](http://www.printmotor.com)  
Email address: [support@printmotor.com](mailto:support@printmotor.com)  
VAT Number: FI08244333

### 2. USE OF THE SERVICE

2.1. The Service is intended for private individuals, institutions and companies.

2.2. You must be 18 years or older to order products from the Store.

2.3 Printmotor operates the Store on behalf of the Store Owner and has no control over the pictures, video, photographs, drawings or other content (together the "Content") uploaded into the Store. The details of the Store Owner can be found at the About section of the Store.

2.3. All Content within the Service is provided by the Store Owner. Printmotor accepts no responsibility or liability for the Content in the Store and possible claims of infringement of intellectual property rights or any other claims shall be directed to the Store Owner.

### 3. ORDER PROCESS

3.1. The User can order Products from the Store without registration, however the User must provide the User's name, address, phone number and email address, and any other details required by Printmotor to fulfil its obligations under this Agreement, including delivery of Products. In addition to the above



mentioned information, the institutional and corporate customers may provide their trade registry number and VAT number.

3.2. By placing an order for a Product, the User warrants that he/she has read the provisions of this Agreement, agrees to these provisions and warrants to comply with this Agreement.

3.3. The User ordering on behalf of a company warrants that he/she has sufficient authority to order the Products in question and to bind that company to this Agreement and to the payment obligations arising from the order of the Products.

#### **4. USER'S RESPONSIBILITIES**

4.1. The User accepts responsibility for all activities that the User conducts in the Store and agrees to pay the indicated price of the Product(s) the User purchases from the Store by following the payment instructions given to the User during the ordering process. The User shall be liable for ensuring the security of the User's account username and password.

4.2. The User warrants that the information the User provides during the registration process or ordering process (and any notification of change of such information) is true and correct. The User has to ensure that correct and valid information for the purposes of the delivery are provided during the order process. If the delivery cannot be carried out due to a wrong delivery address provided by the User, Printmotor shall not be liable for any refund or compensation.

4.3. Users shall be liable for all their own Devices, internet connectivity and software and any costs thereof. Users agree to not attempt to damage, hack, crack, reverse engineer, or otherwise interfere with the Services in any manner.

#### **5. PERSONAL DATA**

5.1. In order to use the Services and to purchase Products from the Store, the User must provide correct personal and other information necessary for the use of the Services and order of Products. The Service stores necessary personal data required to offer the Service, deliver the purchased Products and otherwise facilitate the functionalities of the Service. This personal data may include e.g. user's first and last name, phone number, address and email address. More information on the storing and processing of personal data is found in the Privacy Policy.

Printmotor's Privacy Policy shall apply to this Agreement and any submission of personal data.

#### **6. ORDERING AND PAYMENT TERMS**

6.1. An order shall be considered binding on the User when the order is finalized in the Store. An order shall be considered binding on Printmotor after Printmotor has received the User's payment in full and sent an order confirmation to the User.

6.2. Unless otherwise agreed by Printmotor, payment must be received by Printmotor prior to acceptance and shipping of any order.

6.3. Printmotor reserves the right to reject any order in its sole discretion.

6.4. Printmotor uses Payment Highway ([www.paymenthighway.fi](http://www.paymenthighway.fi)) for all payments from the Users.



Payment Highway currently offers payments by Visa and MasterCard credit, debit and electron cards as well as MobilePay. Printmotor may also introduce other additional payment methods.

## **7. PRODUCT PRICES**

7.1. The product price is the price displayed for the Product in the Store at the time of ordering.

7.2. All Product prices and delivery charges are displayed in euros (EUR) unless other currency is specified.

7.3. For all orders within the EU to individual consumers, product prices and delivery charges include VAT.

7.4. For all orders outside of EU and to VAT-registered companies within EU, the currently applicable Finnish VAT will be deducted from the value of the order.

7.5. When ordering from outside the EU, the User agrees to pay for any local taxes, customs duties, clearance charges and other comparable costs.

## **8. DELIVERY**

8.1. Production and delivery times may vary. Delivery time is determined by availability of the Product and order destination. The User will see the estimated delivery time in the order confirmation.

8.2 Printmotor uses a third party service provider for the delivery of the goods and therefore any delivery times provided by Printmotor are estimates only and Printmotor shall not be liable for any reasonable delay in delivery.

8.3. Printmotor shall not be liable for any delays in performing or failure to perform any obligations under this Agreement, which are directly attributable to causes beyond its reasonable control (force majeure), including, but not limited to, fires, strikes, labor disputes, war, acts or intervention by any governmental authority, failure of a common carrier, supplier, hardware, software, browser, or communications equipment, or network failure, congestion, or malfunction.

8.4. Printmotor reserves the right to deliver different products ordered in the same time separately.

8.5. Printmotor may, at its sole discretion, restrict the possibility to deliver Products to certain geographical areas.

## **9. CANCELLATION AND RETURNS; DEFECTS**

9.1. The User has the right to return the Products purchased from the Store within 14 days from receiving the Products. All costs for returning the goods are to be paid by the User. The User shall send the products to the addresses set out above in contact details section with a delivery method of User's choice. After Printmotor has received the returned products, Printmotor shall reimburse the price of the products to the credit card or other card the User has used for the payment of the products.

9.2. In case the User deems that the Products are faulty or have defects, the User may lodge a complaint to Printmotor by contacting Printmotor via email at [support@printmotor.com](mailto:support@printmotor.com). Printmotor may require that the defected Product is returned to Printmotor in order to verify the defects and to improve the quality of



Products. Printmotor shall replace the defected Product by sending the User a new Product.

9.3 In case a Product is misplaced or defected during the delivery, the User has the right to receive a new Product without additional costs to the User. Replacing the Product with a new one constitutes Printmotor's sole liability in case of misplaced or defected Product.

## **10. CHANGES TO THE SERVICE AND THIS AGREEMENT**

Printmotor reserves the right to change, modify, add or remove parts of these Terms of Use and the Privacy Policy and the Service at any given time by posting the amended versions in the Store, and in case of substantial changes, by notifying Users.

## **11. GOVERNING LAW AND JURISDICTION**

This Agreement shall be governed by the laws of Finland, excluding its conflicts-of-law provisions.

Any disputes arising out of this Agreement will be referred to Helsingin käräjäoikeus (Helsinki District Court) as the court of first instance. Consumers are entitled to bring action in the court of first instance of their domicile. In case of disputes, consumers may also resort to the Consumer Complaints Board ([kuluttajariita.fi](http://kuluttajariita.fi)) or the Online Dispute Resolution service provided by the European Commission ([ec.europa.eu/odr](http://ec.europa.eu/odr)).