

## RETURNS AND CANCELLATIONS

The device you bought through remote sales comes with a 14-day cancellation right from delivery of the order confirmation or receipt of device. With regard to services, see more details about your cancellation right and payment obligation below.

### How to return:

#### A. Devices (in case of televisions/household appliances/computers or Elisa Viihde, see section B):

If the cancellation concerns only a device, you do not need to notify us separately. Simply submit the return form and return the device within 28 days after the device was delivered, following the instructions given below. The device must be returned intact. If you notice damages on the packaging, or if the device is no longer in a condition to be sold, see further instructions from the next page.

1. Fill in the return form (see next page).
2. Place the device and all its accessories carefully in their original packaging. Put the original package together with the form into a separate parcel, e.g. in a cardboard box. Write the following address on top of the parcel. Please do not make markings to the original package or stick the label directly to it. If you return your order as Budbee delivery, please follow the instructions given in Budbee app, you don't need to write the address to the package.

Address for a return through **Posti**:

Elisa  
ASIAKASPALAUTUS  
Palautustunnus 600275

Address for a return through **Matkahuolto**:

Elisa  
ASIAKASPALAUTUS  
Palautustunnus 9518175

3. Take the parcel to either a Posti or Matkahuolto pickup point or Posti parcel machine. The return is entirely free of charge for you. If you return the device through a Posti parcel machine, you will find the necessary code from [www.posti.fi/private/returnparcel](http://www.posti.fi/private/returnparcel).
4. Keep the return receipt until we let you that your return has been processed.
5. Refund
  - a. Did you receive an invoice already? No worries, you do not need to contact us. We will automatically reimburse your invoice at the same time as we process your return. We will notify you of the cancellation and reimbursement by sending a text message.
  - b. Have you already paid when you ordered? If you paid in your online bank, fill in the refund form at [elisa.fi/laitemaksunpalautus](http://elisa.fi/laitemaksunpalautus) (FI) or let us know via [omaelisa.fi](http://omaelisa.fi) that you are about to cancel the order. We will process the refund to your account once our storage receives the device.
6. We will let you know when we have received the device and when the possible invoice has been reimbursed or payment refunded.

## **B. Televisions, household appliances, computers or Elisa Viihde devices:**

The device must be returned intact. If you notice damages on the packaging, or if the device is no longer in a condition to be sold, see further instructions from the next page.

1. Contact our customer service Mon-Fri 8am-6pm: Elisa Viihde +358 10 262 2424, other +3581019 0240 (standard local or mobile call charges apply).
2. Follow the instructions you receive from customer service.

### **Devices**

If you notice any damage to the parcel when you accept the delivery, you should immediately notify the carrier of it and ask them to mark it on the consignment note or parcel card, and contact our customer service without delay, no later than 7 days after you received the delivery. If you detect in inspection damages on the device that are not perceivable at the time of reception, you must notify our customer service without delay, no later than 7 days after you received the delivery. Keep the device's original packaging until you have inspected the device for any damage (including non-external damage).

You can open the package and inspect the contents freely. Study the device features with the user manual. If you continue to use a device once it has been switched on, you are considered to have started using it.

Elisa has the right to claim a value decrease if a device can no longer be sold or is unusable. If you begin using the device during the cancellation period and you then cancel the agreement, you are liable for depreciation in the value of the device. Depreciation due to usage is valued at

## **C. Elisa Viihde app:**

Please cancel your order at [elisaviihde.fi/maksukanavat](https://elisaviihde.fi/maksukanavat) (FI). The cancellation will enter into force at the end of the free trial month.

## **D. Subscriptions and services:**

Contact our customer service at [elisa.fi/customerservice/contact](https://elisa.fi/customerservice/contact) or by phone on +358 10 190 240 (standard local or mobile call charges apply). Open Mon-Fri, 8am-6pm.

30% of the device's retail price. If the device can no longer be sold, you will be liable for its entire value. Elisa will check the condition of the device once it has been returned. If the device can no longer be sold, Elisa will charge for the value decrease within a reasonable period, and no later than 90 days after it was returned.

The device may not have iCloud, FindMyiPhone, Google or similar accounts that prevent re-use of the device. These accounts make the device unusable. In such cases, Elisa has the right to charge the full price for the device. Please restore the factory settings before returning any devices.

### **Services**

If you cancel an agreement after beginning to use a service, you will be liable for the service fees incurred before the agreement was cancelled. "Service fees" refers to charges such as monthly fees or usage-based billing.

### **Digital content**

There is no cancellation right for digital content. "Digital content" refers to material such as video that can be ordered from the Elisa Viihde film rental service.

**Fill in the form and place it in the return package**

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To ensure your cancellation and return can be processed, take special care when you fill in the sections about the agreement. Please note that the product cannot be returned to Elisa shop.

Name: \_\_\_\_\_ Customer number: \_\_\_\_\_

Address: \_\_\_\_\_ Phone number: \_\_\_\_\_

Cancellation date: \_\_\_\_\_

I am returning/cancelling:

- A device
- A subscription/service, name: \_\_\_\_\_
- A device and a subscription, name: \_\_\_\_\_

I bought the product:

- Online
- I ordered it by phone
- I was called

Reason for the return:

- The product did not meet my expectations, because \_\_\_\_\_
- The product is not what I agreed upon with the salesperson, because \_\_\_\_\_
- I do not need the product, because \_\_\_\_\_
- I was not able to take the product in use, because \_\_\_\_\_
- Other reason: \_\_\_\_\_