



#### General

BBQ on Wheels t:mi, registration number: FI25716048, address: Vihtijärventie 292, 03620 Karkkila; sells products to companies and individuals of legal age to countries of the European Union. These terms of delivery are applied to your ordering from our web store and to the deliveries as well.

These terms of delivery are valid as from 31.10.2019. We have the right to change these terms of delivery unilaterally from time to time so please go them through each time and before you order from our web store.

#### Products and prices

The characteristics and the prices of the products in our web store are presented in each product presentation. We reserve the right to change the prices of the products and delivery expenses so please check the above amounts in the shopping basket before you accept the order. The prices of the products the value added tax (VAT) and you can see the amount of VAT in the shopping basket and in the order confirmation.

#### Delivery expenses

The amount of the possible delivery expenses depend on the product itself (for example the weight and packaging) and the method of delivery chosen. The amount of the delivery expenses (if any) will be added automatically to the total amount of your order and you can

see the amount of the delivery expenses (if any) in your shopping basket before you accept your order. Delivery fee is 19,90€ to EU countries in purchases under 300€- for orders above 300€s delivery is free.

#### Ordering and contract

You can order the products in our web store by adding them in to your shopping basket and by accepting your order and by paying it in the payment cashier. When ordering in our web store we require you to read and accept our terms of delivery valid at the time of ordering. You must understand that your accepted order confirmed by us (except to the extent as the cancellation right below may be applied) is binding and will form together with these terms of delivery a contract between us.

#### Payment

For paying your order you can choose any payment method for your shopping basket set in our web store.

#### Confirmation of order and payment

After your successful order we will send you an order confirmation to your e-mail, so please make sure that you provide your e-mail address when making your order. In the order confirmation we also confirm your method of payment. In case, due to an unexpected circumstance, we cannot accept your order, we'll inform you promptly.

#### Delivery

We will deliver your order via the delivery method set in our web store chosen by you when ordering.

#### Delivery time

Our typical delivery times to European Union countries are, depending on the order and the method of delivery, approx. 10 working days. More specific delivery times are informed in connection with product descriptions.

#### Right to cancel and return of the delivery

If you are a consumer you have the right to cancel your order in accordance with the Consumer Protection Act by notifying your cancellation to us at the latest 14 days after you have received the goods, or the last lot of the delivery, or if it is a question of regular deliveries of goods at the latest 14 days after you have received the first shipment.

You must make your notification of cancellation clearly for example by using our cancellation notification form, by sending your notification to our e-mail address set out below, or by a written notification attached to your return delivery of the goods.

The right to cancel applies solely to, and the goods returned shall respectively be set in their original package, be unused, and be well packaged for the return delivery.

If you cancel your order you have to return the goods promptly and at the latest within 14 days after the cancellation notification, to the Return Address mentioned in these terms

below. If needed you have to evidence that the goods are returned within the above mentioned return time (e.g. by showing the return receipt). You have to pay for the costs of the return of the goods. Such costs will not be returned to you.

When returning the goods, please attach your name, contact information and your adequate bank account number so that we can pay your payment for your order back to you. We will return such payment promptly to you in accordance with the Consumer Protection Act.

Our return address:

Sihi cymbals  
Vihtijärventie 292  
03620 Karkkila  
Finland

Inspection of the delivery, errors and problems

Please inspect the delivery received promptly upon receipt. If a product is missing or damaged during the transport or if the delivery is otherwise not as you have ordered or if there is defect in the product, please notify this to our Customer service promptly and at the latest within 14 days so we can agree how to correct the situation. Regarding defects related to products ordered by consumers we adhere to the mandatory provisions of the consumer protection legislation.

Customer service

Our personnel are happy to help you in any questions regarding your order so please do not hesitate to contact us either by phone or e-mail at:

info@sihicymbals.com  
+358 0451166240

Limitation of liability

BBQ on Wheels t:mi shall not be liable for any direct, indirect or other damage related to or arising from the order, delivery or the product, except to the extent as otherwise stipulated by the mandatory provisions of the consumer protection law or by the mandatory provisions of other applicable law.

Disputes

In case of any dispute regarding your order we wish to settle such primarily with you. So please contact our Customer service in such matters so we can try to settle the question.

If a dispute concerning a sales contract cannot be resolved through negotiation between the parties, the consumer can submit the matter to the Consumer Disputes Board for resolution.

Before taking the matter to the Consumer Disputes Board, the consumer should contact the Local Register Offices' Consumer Advisory Service.

Payment service provider

Paytrail Plc (2122839-7) is a collecting payment service provider and an authorized payment institution that works in cooperation with Finnish bank and credit institutions. Paytrail Plc is shown as the payment recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

Paytrail Plc, business ID 2122839-7  
Innova 2  
Lutakonaukio 7  
40100 Jyväskylä  
Phone: +358 207 181 830  
www.paytrail.com

#### Delivery:

We deliver our cymbals in well packed boxes. Usually delivery takes:

Finland: 2-3 business days from ordering

rest of EU: within 2 weeks from ordering

cost: Finland 9,90€ (free postage if your purchase total is 200€ or more.)

Rest of EU 19,90€ (free postage if your purchase total is 300€ or more.)

Rest of the world: please ask! ([info@sihicymbals.com](mailto:info@sihicymbals.com))

#### Payment methods:

We use Paytrail-checkout system which allows you to pay with:

-All Finnish netbanks

-Most common credit cards

-Collector invoice or part payment

-If you prefer to pay via bank transfer and we do not support yours- don't worry- send mail to [info@symbaalishoppi.fi](mailto:info@symbaalishoppi.fi) and we will figure it out! :)

More info of Collector invoice and part payment

General rules and terms

Paytrail Oyj, y-tunnus: 2122839-7  
Innova 2  
Lutakonaukio 7  
40100 Jyväskylä  
Puhelin: 020 718 1830  
[www.paytrail.com](http://www.paytrail.com)

we also use paypal.