

## Delivery terms of our online store

### General

Soma Uplifting Ltd  
Business ID: 3253111-3  
Address: Rauhankatu 8  
00170 HELSINKI, FINLAND

Soma Uplifting Ltd sells products to companies and private individuals of legal age in the EU area and outside of the EU. The attached delivery conditions apply to ordering products at our online store and similar deliveries.

Our terms of delivery are valid since 2024. We can change the delivery conditions unilaterally from time to time, so please familiarize yourself with our delivery conditions in advance every time you order products from our online store.

### Product presentation and prices

All our products and their prices are shown in the product presentation of each product. We reserve the right to change prices and delivery costs, so please check prices from the shopping cart before you accept the order. The taxes included in the product prices are shown in the shopping cart and in the order confirmation.

### Shipping costs

The shipping costs that may be charged for the order depend on the product itself (e.g. weight and package size) and the chosen delivery method. Delivery costs are automatically added to the order in total. You can see the shipping costs charged for your order (if shipping costs are charged) in your shopping cart before you accept the order.

### Ordering and contract

At our online store pages, you can order our products by selecting them in the shopping cart, confirming the order and paying for the content of the shopping cart in the payment service. When ordering from our online store, you are required to familiarize yourself with and agree to our delivery conditions valid at any given time. You understand that your order, which you have accepted and confirmed by us, is, except for what is mentioned later about the right of cancellation, binding and creates a contract between us with these terms of delivery.

### Payment and payment methods

You can pay for your order in the online store with selectable payment methods.

### Order and payment confirmation to your email

After your successful order, an order confirmation will be sent to your email. Please enter your email address correctly when placing an order. The payment method you use is also confirmed in the order confirmation.

If we cannot confirm your order for some unexpected reason, we will notify you as soon as possible via the email you provided.

### Delivery method

We deliver your order from our online store pages using the delivery method you choose.

### Delivery time

Our most common delivery times within the EU and outside the EU are from a few days to a few weeks, depending on the order and delivery method. More precise times will be announced in connection with the product options.

#### Shipment check

Please check the delivery as soon as you receive it. If the product has been lost or damaged during transport or otherwise does not correspond to your order or is incorrect, please notify us as soon as possible and no later than 14 days to our email address, and we will agree on how to get the error corrected.

## **Right of cancellation and return**

### ***Right of withdrawal***

If you want to cancel your online store purchase, you must inform us of this in a clear way no later than 14 days after receiving the goods or concluding the contract.

Simply returning the item or not picking it up from the post office is not enough. It is the consumer's responsibility to show, if necessary, that the notification has been made. You may also notify the cancellation even before the goods are delivered.

The cancellation notice must be sent to our email below. In your notification, please state the reason for the return.

Our email: [info@somauplifting.com](mailto:info@somauplifting.com)

### ***Right of return***

The products to be returned must be in their original packaging, unused and well packed for return shipping.

Training Video for professionals cannot be returned or refunded after purchase.

If the transaction is cancelled, the goods must be returned without delay and no later than 14 days after making the cancellation notice to our return address mentioned below.

If necessary, the returner must prove that the goods have been returned within the deadline, for example with a return receipt.

The returner must pay the costs incurred for the return. These costs will not be reimbursed to the returner.

### ***Subscriber information***

Do you just want to return the product and get the money back in the account, or do you want us to send a similar product to replace the damaged or wrong product

In order to return the money, we ask you to provide your name, contact information and account number.

Our return address

Soma Uplifting Ltd  
Rauhankatu 8  
00170 HELSINKI  
FINLAND

## **Our customer service will help you with questions related to your order**

Please contact our customer service, either by email or by phone:

**[info@somauplifting.com](mailto:info@somauplifting.com) | Phone: +358 44 9788782**

### **Limitation of liability**

Soma Uplifting is not responsible for any indirect, direct or other damage related to the order, delivery or product mentioned, except by mandatory request by the Consumer Protection Act or other mandatory law stipulated regarding to the product in question.

### **Disagreements**

We do our best to settle any disagreements regarding your order primarily by agreement, so please contact our customer service in the first place to settle the matter.

If the disagreement regarding the sales contract cannot be resolved through negotiations between the parties, the consumer can refer the matter to the Consumer Disputes Board ([www.kuluttajariita.fi](http://www.kuluttajariita.fi)). Before taking the matter to the Consumer Disputes Board, the consumer must contact the magistrates consumer advisory service ([www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi)).