

Terms and conditions

Lucky Cat Lahti Oy (Y-tunnus: 3396056-9) sells products to private person in Finland. We reserve all rights to change the terms and conditions and the prices. All prices include the VAT.

Contact us

Lucky Cat Lahti Oy

ADD: Saimaankatu 18, 15140, Lahti, Finland

Tel: +358 50 3835385

Email: info@luckycat.fiOrders

Orders

Orders are collected from the online shop by adding the products to the shopping cart. The order is confirmed by using the check-out functionality of the online shop to pay for the order. By confirming an order, you accept these terms and conditions, product pricing and shipping costs. An e-mail confirmation will be delivered in case an e-mail address is provided by the time of confirming the order. The e-mail confirmation lists the products ordered and the price breakdown.

Payments

Paytrail (<https://www.paytrail.com>) is the payment facilitator of the online shop. All information is exchanged through secured connections.

The trade happens between the online customer and the online shop. The online shop is responsible for all obligations related to the trade.

Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For complaints, please contact the website the payment was made to.

Paytrail Plc

Innova 2

Lutakonaukio 7

40100 Jyväskylä

Phone: +358 207 181 830

Business ID 2122839-7 <https://www.paytrail.com/en/consumer/information-about-paying>

Shipping

Orders are being shipped during workdays. Products from the stock are usually delivered within 1-2 workdays. Posti kotipaketti can ship up to 50kg. Shipping costs are defined by the selected delivery method, possible extra services, shipment weight and size. The shipping costs can be seen in the check-out functionality before confirming the order.

Returns

The customer has a right to change or return all or part of the products in the order during 7 days of receiving the order. The changed and returned products must be unused and in the original packaging. If you wish to change or return products, please contact us for the instructions. If seller does not have any fault causing the

return, return shipping cost will be charged.

Cancelling an order, defect liability and reclamation

The customer has right to cancel an order before the order is dispatched. The cancellation must be done in written by an e-mail to the customer support of the online shop.

The online shop is liable for defects in the sold products according to the applicable law.

Please contact the customer support of the online shop immediately in a case of reclamation.

The consumer has a right to file a dispute in the Consumer Disputes Board in a case of dispute between the online shop and the consumer.