VA Simulations Oy Website and Online Store Usage and General Terms and Conditions (08/02/2025)

1. Company and Customer Service Information

1.1 Name and Identification Details

VA Simulations Oy, Business ID: 3500614-6, is a limited liability company officially registered in the Business Information System and the Tax Administration. The company's details are publicly available from the Finnish Patent and Registration Office.

1.2 Address Details

The company's main office address is Lähimetsäntie 14, 90420 Oulu, Finland. This address should be used for complaints and letters but is NOT the company's visiting address.

1.3 Email

For inquiries, the official email address of VA Simulations Oy is business@vasims.fi. This email should be used for all communication regarding the company, including B2B correspondence.
Additionally, for urgent matters such as legal or product safety issues, you may contact the company's chairman at aapo.vaisanen@vasims.fi.

1.4 Phone Number

Inquiries via phone should be made to the company's phone number: +3584578303507. Calls are charged at standard rates with no additional fees.

1.5 Customer Service

VA Simulations Oy provides its own customer service. Customer service inquiries should be directed to business@vasims.fi or through the contact form available on the website. Customer service can be contacted regarding any issues or questions related to the company's operations or products.

1.6 Code of Conduct

VA Simulations Oy's main business sector is recorded as 93299 - Other Amusement and Recreation Activities Not Elsewhere Classified. No specific code of conduct has been defined for this sector, but VA Simulations Oy adheres to all relevant regulations concerning its subfields. Further details on the company's subfields can be found in the Finnish Patent and Registration Office's information system.

1.7 Alternative Dispute Resolution Body

For disputes involving VA Simulations Oy, contact the Finnish **Consumer Disputes Board** (www.kuluttajariita.fi).

1.8 Online Dispute Resolution Platform (ODR)

The **European Commission's Online Dispute Resolution** platform: https://ec.europa.eu/odr.

2. Cancellation and Returns

2.1 Conditions for the Right of Cancellation

- Consumers have the right to cancel their order at any stage before product processing or shipment. After shipment return conditions are applied (section 2.3).
- The right to cancel digital products ends once the product has been delivered to the consumer.
- If a product's manufacturing is canceled by the consumer, the consumer is responsible for reimbursing VA Simulations Oy for reasonable material and labor costs. This reimbursement will never exceed the product's original price and will be determined on a case-by-case basis.

2.2 Deadlines and Procedures for Cancellation

Consumers can cancel their order at any stage before product receipt, provided the cancellation request is received in time. Once the product is received, return conditions apply.
Cancellation requests should primarily be made via business@vasims.fi, but in exceptional cases, they can be handled via phone. An electronic cancellation form is available on the website.

2.3 Return Conditions

- Consumers have the right to return a product without providing a reason.
- The return period is 14 days after the product is received unless otherwise specified in the product details.
- The return policy does not apply to digital products that have already been received by the consumer.
- Refunds for returned products cover the full original purchase price, excluding the original shipping cost.
- The consumer is responsible for return shipping costs (2.4) and is responsible for appropriate packaging of the product.

2.4 Return Shipping Fees

Unless otherwise stated, the return shipping cost is the same as the product's original shipping fee. VA Simulations Oy does not charge any additional return fees; the consumer pays the shipping fee directly to the postal service.

2.5 Return Process

A return notification must always be submitted before the return period expires. The return form is available on our website. The return address is provided on the return form and below:

Return Address:
Lähimetsäntie 14, 90420 OULU, FINLAND
VA Simulations Oy Palautukset

3. Liability for Defects and Warranty

3.1 Liability for Defects

VA Simulations Oy complies with consumer protection laws regarding liability for defects. The company is responsible for product defects in accordance with applicable laws.
If a product has a manufacturing defect that affects its usability and is independent of the consumer, VA Simulations Oy will replace the product free of charge. Consumers may receive a refund or a replacement product.
Complaints should be submitted via the complaint form on the website or by email to business@vasims.fi.

3.2 Warranty

Warranty conditions are provided on the product page. If no warranty is specified, no warranty applies.

4. Delivery Information

4.1 Delivery Time

- Digital products are typically delivered within 1-2 business days.
- Physical product delivery times depend on availability and processing time is usually 1-4 business days.
- Consumers will be informed of manufacturing times and estimated delivery dates after the order has been processed.
- Once shipped, responsibility for delivery passes to the postal service.

4.2 Delivery Methods

- Digital products are delivered via email. If an incorrect email address is provided, the consumer must contact customer service.
- Physical products are shipped via **Posti** (www.posti.fi).

4.3 Shipping Costs

Shipping costs follow **Posti's pricing** based on package size, weight, destination, and urgency.
For non-EU deliveries, additional customs and tax fees may apply, which the consumer is responsible for.

4.4 Delivery Restrictions

VA Simulations Oy does not ship to countries under international sanctions, including but not limited to Afghanistan, Iran, North Korea, Syria, and Russia.

5. Product Information and Other Agreements

5.1 Product Information

Detailed product descriptions and pricing can be found on the product pages.

5.2 Other Agreements

For separate agreements with VA Simulations Oy, consumers will be provided with contract terms before the agreement takes effect.

6. Payments and Credit

6.1 Payment Methods

VA Simulations Oy offers secure payment methods through **Stripe** (for card payments) and **PayPal**.

6.2 Financing

The company does not provide financing options.

6.3 Late Payments

Late payments may incur interest charges in accordance with Finnish interest law (Korkolaki 633/1982). The interest rate is the **European Central Bank's reference rate +7%**.

7. Changes to Terms

7.1 Right to Modify Terms

VA Simulations Oy reserves the right to modify these and any other terms on its website.

7.2 Notification of Changes

Updated terms will always be available on the website.

7.3 Special Agreements

If specific agreements have been made with customers, their terms can only be changed as specified in the agreement.

VA Simulations Oy, 3500614-6
(08.02.2025, 17:54)
Terms effective immediately.