

# Terms and Conditions of Sale and Delivery

## 1. General

These terms and conditions govern the use of the Miss Wiggy Oy ("Service Provider") online service ("Service") and the ordering and delivery of products. By using the Service or purchasing from the Service, the user ("Customer") accepts and agrees to be bound by these terms and conditions.

## 2. Use of the Service

All rights to the content of the Service belong to the Service Provider. The Service Provider has the right to change these terms and conditions. The Customer accepts the changes by using the Service. The current terms and conditions are available on the online store's website.

The Service Provider is not responsible for information on the websites of manufacturers of products sold in the Service.

## 3. Products and Prices

All our products include value added tax (VAT) according to the current tax rate. We reserve the right to make changes to product prices and selection. Product availability is indicated in the online store. If a product is temporarily out of stock, we will try to inform you as soon as possible and offer an alternative product or a refund.

## 4. Ordering

Products are ordered through the Miss Wiggy online store at misswiggy.net by adding them to the shopping cart and paying for the order at checkout. All customer information is treated confidentially. The contact information requested in connection with the order is used only for the delivery of the order and to clarify any ambiguities.

The purchase agreement enters into force when the customer has confirmed the terms and conditions on the order page and accepted the order. The seller has the right to reject the customer's order based on the customer's creditworthiness or other compelling reason.

The seller has the right to refuse to deliver products if the majority of the customer's previous orders have been returned, for example, two out of three orders or four out of five orders have been returned in their entirety or left uncollected.

## 5. Payment and Payment Methods

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 reclamations, please contact the website the payment was made to.

Lutakonaukio 7  
40100 Jyväskylä  
Business ID 2122839-7

## 6. Delivery

Delivery costs are added to the total amount of the order. Delivery methods and costs depend on the size of the order and the country of delivery. The delivery time is approximately 7-21 business days from receiving the order. This is because the products may need to be ordered separately from the United States before they are shipped to the customer. If the delivery of the product is delayed, Miss Wiggy Oy will immediately notify the customer.

## 7. Returns and Cancellations

Misswiggy.net complies with the Consumer Protection Act and the Consumer Agency's online store guidelines. If the product is not suitable or does not meet your expectations, you are entitled to return/exchange it within 14 days of receiving the order. However, the returned product must be unused, in its original condition, and resaleable. If the returned product is not in resaleable condition, the customer will be notified. In such cases, the refund amount may be subject to a deduction or rejection, and the product may be returned to the customer at their expense.

NOTE! Do not open hair clips or sealed bundles. Opened bundles are considered used! You can check the suitability of the color without opening the hair bundle. Opened care products are considered used and cannot be returned.

## 8. Complaints

If the product is defective or does not match the description, the customer has the right to make a complaint. The complaint must be made as soon as possible, but no later than two months after the defect is discovered. Defective products can be repaired, replaced, or refunded on a case-by-case basis.

## 9. Force Majeure

Miss Wiggy Oy is not responsible for delays or delivery obstacles caused by force majeure or other unreasonable circumstances. These may include, for example, natural disasters, pandemics, official orders, strikes, or other situations that hinder the operation of the online store.

## 10. Dispute Resolution

Finnish law shall apply to any disputes and disagreements arising from this distance selling agreement.

## 11. Contact Information

Miss Wiggy Oy

Kärännänkuja 10, 83960 KOLI

Business ID: 3452620-3

support@misswiggy.net

+358 40 6277238