

Right of consumers to cancel orders placed in distance sales

You have the right to cancel orders placed in distance sales within 14 days of the order confirmation being delivered or the device being received. **More precise cancellation instructions specific to certain devices and services are given below.**

1. Instructions specific to certain devices and services

Devices (other than Elisa Viihde)

If you are cancelling **only a device order**, you can return the cancellation form along with the device within 28 days of receiving the device. If you choose to do this, you do not need to send us a notification. You will receive a text message when the device has returned to Elisa.

Did you already get an invoice? Don't worry, you do not have to contact us. We will refund your invoice automatically. The device and form must be returned in accordance with the instructions for returning devices.

Did you already pay for the product while ordering? If you paid for your device with an online bank payment, please fill out the form at elisa.fi/laitemaksunpalautus (FI). We will refund the payment to your account after the device returns to our warehouse. We will send you SMS once your refund has been processed.

Subscriptions and services

If you are only cancelling a subscription or service, the easiest way to cancel is to contact our customer service team at elisa.fi/customerservice/contact or by phone on +358 10 190 240 (standard local or mobile call charges apply). Open Mon-Fri, 8am-6pm; Sat, 10am-4:30pm.

Elisa Viihde App

If you are cancelling the Elisa Viihde App, please cancel your order at elisaviihde.fi/maksukanavat (FI). The cancellation will take effect at the end of your free trial month.

Elisa Viihde devices

If you are cancelling Elisa Viihde, please contact our customer service team on +358 10 262 2424 (standard local or mobile call charges apply). Open Mon-Fri, 8am-6pm; Sat, 10am-4:30pm. Devices are to be returned in accordance with the instructions for returning devices.

2. Instructions for returning devices

If you want to exercise your cancellation right in distance sales, return the device within 28 days of receiving it. Pack the device and all accessories carefully in the original package and include the completed cancellation form.

You can return the package via Posti or Matkahuolto. Take the package to your nearest post office or Matkahuolto collection point. **Retain the return receipts you are given until we send you a text message stating that the return has been processed.** Elisa will pay for return postage.

Address to return the package via Posti:

Elisa
ASIAKASPALAUTUS
Sopimusnumero 600275
Vanha Porvoontie 256b ovi 1 01380 Vantaa

Address to return the package via Matkahuolto:

Elisa
ASIAKASPALAUTUS
Palautusnumero 9518175
Vanha Porvoontie 256b ovi 1
01380 Vantaa

3. Compensation for depreciation due to a device or service being taken into use or compensation for service fees

You can open the package and inspect the contents freely.

Hardware

If you begin using the device during the cancellation period and you then cancel the agreement, you are liable for depreciation in the value of the device. Depreciation due to usage is valued at 30% of the device's retail price.

If the device can no longer be sold, you will be liable for its entire value. You will be billed retrospectively for depreciation due to the use of a device or for the value of devices that cannot be resold.

Services

If you cancel an agreement after beginning to use a service, you will be liable for the service fees incurred before the agreement was cancelled. "Service fees" refers to charges such as monthly fees or usage-based billing.

Digital content

There is no cancellation right for digital content. "Digital content" refers to material such as video that can be ordered from the Elisa Viihde film rental service.

CANCELLATION FORM FOR CONSUMER ORDERS PLACED IN DISTANCE SALES

1 Details applying to the agreement subject to cancellation

To ensure your cancellation can be processed, take special care when you fill in the sections about the agreement

Name: _____

Phone Number: _____

Customer number: _____

Cancellation date: _____

2 Product to return and reason for return

I am returning/cancelling:

A device

A subscription/service

A device and a subscription/service

Device to be returned (device name and serial number S/N/IMEI):

Product/service to be returned (name of the product/service and subscription number if applicable):

I bought the product I am returning:

Online

I ordered it by phone

I was called

Reason for the return:

The product did not meet my expectations

The product is not what I agreed upon with the salesperson

I do not need the product

I was not able to use the product

Other

Further information about the reason for the return:
