

Cancellation right

Pursuant to the Consumer Protection Act (Act 38 of 1978, including amendments), the consumer has the right to return a product within 14 days. If they wish to exercise their right to return a product, consumers must inform our customer service thereof within 14 days of receiving the product or order confirmation. If a consumer cancels an order, they must return the product unused to Enervent Zehnder Oy within a reasonable time, but no longer than 30 days after the order was cancelled.

Before cancelling or returning any products, please contact our customer service. For more details on exercising your right to cancel, please see the general terms and conditions of our webshop (section 5, Right and method of returning products) at <http://webshop.enervent.com>.

If you require maintenance services, please contact our customer service. The terms and conditions for standing orders for filters can be seen separately in our webshop at <http://webshop.enervent.com>.

You can contact our customer service by phone +358 207 528 800, e-mail to EnerventKauppa@enervent.com or mail: Enervent Zehnder Oy, Kipinätie 1, 06150 PORVOO.