

General terms and conditions for delivery and sale

FREE DELIVERY LIMIT: 350€ (VAT 0%)
200-350€ (VAT 0%) orders with 20€ delivery surcharge.
On orders under 200€ (VAT 0%), a 20€ delivery surcharge and a 10€ handling fee will be added.
We do not pay for any additional services offered by the transport company (for example carrying orders up stairs).
Our transport partners are DB Schenker Finland and A2B Greener Delivery - we do not deliver packages via Matkahuolto/Finnish Post.

DELIVERIES IN TAMPERE REGION (ON FRIDAYS)

Free delivery limit: 200€ (VAT 0%)
On orders under 200€ (VAT 0%), a 10€ handling fee will be added.

BEST BEFORE DATES:

We guarantee 3 months shelf life from the date of order.
Nb! This guarantee does not extend to products that are manufactured with a shorter shelf life due to the manufacturer's quality demands.
Products with a shorter shelf life are noted on the order form and price list.

CAN I ORDER LESS THAN FULL CASES?

We primarily sell full cases only. For products packed by us (manufacturer Organic Health), you may also order 0,5 cases. This exception does not include organic sugars and Himalayan rose salt.

DISCOUNTS:

We encourage our customers to make larger orders at a time: the more you order from our stock selection at once, the more you save!
Over 1000 € / VAT 0 % = -3 %
Over 3000 € / VAT 0 % = -5 %

**PAYMENT TERMS:**

For new customers and existing customers who have not placed an order within 6 months, we require advance payment for first order. Our standard payment term is 10 days net, unless otherwise agreed. Seller shall retain title to the goods until the purchase price has been paid in full and received by the seller.

DELIVERIES:

Delivery time is 2-4 weekdays depending on date of order and delivery location. We do not offer post-deliveries.

If the customer requests, a post-delivery can be made if the sale value of the items in post-delivery exceed 350€ (VAT 0%).

DELIVERY ERRORS AND DAMAGE DURING TRANSPORT:

We issue a credit on visible damages and missing number of packages only when they are written on the transport company's copy of the consignment note before recipient signature. Claims related to products and deliveries must be made within **3 weekdays** of receiving the delivery. It is important to be prompt so we can better find out the cause of the problem and prevent possible additional issues.

SELF-PICKUP

We offer a -2% self-pickup discount when collecting the order from our warehouse on orders valued over the free delivery limit.
For self-pickup order we request the order amount to always be over 200€ (VAT 0%). Let us know when ordering when you would like to pick up the order (weekdays between 10-15 o'clock). Send the order at least 1 weekday before the requested pickup date.

Nb! Volume and self-pickup discounts may not be combined with any other discount.

WE WISH TO HELP!

Did your order arrive late? Were there errors or damages in the delivery? Do you have issues with our service? Your feedback is more valuable than you can imagine - so do not hesitate to contact us via email or phone if you have any questions!

Claims: Make a note of your order number, product code(s) and product lot numbers or best before date. Please let us know the reason for the claim (e.g. wrong product delivered, damaged product, best before date shorter than expected). Sometimes a photo is worth more than a thousand words: you can send us photos either via email or as a MMS text message.

WHEN DEALING WITH ORGANIC PRODUCTS:

Please remember that organic agriculture does not use anti-mold or pesticides! Therefore eating organic does not increase your chemical burden.

For this reason it is wise to make sure both your store and the products at sale are taken care of.

We check the product condition on multiple occasions: when they arrive to our warehouse, when they are packed and when they are collected for the delivery.
We require CO2 treatment on incoming goods to prevent insect infestation. CO2 (carbon dioxide) is a safe and non-toxic way of treating organic products. Even after these precautions, it is however possible that insects appear in the product afterwards.

Nb! Organic Health can not be held responsible for products stored in open packages or products repacked by the customer. Organic Health likewise will not take responsibility for products from other suppliers of organic products.
Always store the products according to the storage instructions.

