

Paperi ja Puu Oy
Metsänneidonkuja 4
02130 Espoo, Finland
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Tel. + 358 40 132 6688
VAT: FI01143927

Paperi ja Puu Oy

ForestBioFacts Web Store Terms and Conditions

Effective from 15.11.2020

Web Store

Company Paperi ja Puu Oy (Business ID 0114392-7) sells ForestBioFacts Digital Learning Environment products to private persons and customers all over the world in the web store. VAT is not included to the prices shown. We reserve the right to price changes.

Placing an order

You can order license products in the web store by placing products in the shopping basket and paying for them in the web store's checkout. All customer information is handled confidentially. The contact information given when placing the order is used for delivery of the order and for resolving possible issues with the order and Paperi and Puu Oy's marketing purposes. Any information will be given to third parties, read more about the handling of personal information from our [Customer Register Description](#). When ordering from our web store you are expected to have acquainted yourself and committed yourself to these Web Store Terms and Conditions and [General Terms and Conditions of Use](#) valid at the time of purchase.

Paying for your order

The payment service between vendors and consumers is offered by Svea Payments Ltd (Company registration number 2121703-0) in co-operation with banks and credit institutions. You as a consumer are not required to register or pay extra costs for using the payment service. Svea Payments Ltd is an authorized payment institution supervised by the Financial Supervisory Authority (FIN-FSA). All data transfer and money transactions are SSL secured meaning that no external party can see your personal information. **Svea Payments Ltd** (or our auxiliary business name **Maksuturva Group Oy**) **will show as the recipient of the payment.**

[Read more about using Svea Payments »](#)

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Payment options

Card Payments by Visa, Visa Electron, MasterCard or Business Eurocard

Paying with a credit or debit card is always easy and safe in our web store. Card payments in our webstore are provided by Svea Payments Ltd in cooperation with Payment Highway and Bambora AB. During the transaction, all card information will be handled through a secure connection. Card numbers are not recorded in Svea Payments Ltd's or the webstore's systems; the card data is processed by the technical service provider Payment Highway.

Online Bank Payments

You can pay for your order using any of the online payment buttons of Finnish banks. When you are using the online bank codes provided by your own bank and you want to pay for your purchase, you will be redirected for a while to your own online bank where you can pay for your order directly from your bank account. **The recipient for the payment is Svea Payments Oy**, which is the payment service provider in our web store.

Card Payments and MobilePay by Visa, Visa Electron, MasterCard or Business Eurocard

Paying with a credit or debit card is always easy and safe in our web store. Card payments and MobilePay payments in our web store are provided by Svea Payments Ltd in cooperation with Payment Highway and Bambora AB. During the transaction, all card information will be handled through a secure connection. Card numbers are not recorded in Svea Payments Ltd's or the webstore's systems; the card data is processed by the technical service provider Payment Highway.

Contact information:

Svea Ekonomi Ab, filial i Finland
Mechelininkatu 1A
00180 Helsinki

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Tel.: +358 9 4242 3092
Email: webpay@svea.fi

Contact information for the payment service provider:

Svea Payments Ltd
Business ID: 2121703-0
Mechelininkatu 1A
00180 Helsinki
Tel. (09) 42 41 7040
E-mail: customerservice.payments@svea.fi
www.sveapayments.fi/en Order and payment confirmation

Order and payment confirmation

After a successful order an order confirmation will be sent to your email. To be able to receive order and payment confirmation emails you are required to fill in your email address when placing an order.

General terms and conditions of use

After delivering the needed personal identification information and making the payment, you are granted the license to access the product or the agreed limited number of themes of it, for the agreed period of time. The product is for your personal use only and you can sign into the product from maximum of three devices.

By purchasing a license to the ForestBioFacts Digital Learning Environment you hereby agree to the [General Terms and Conditions of Use](#) regarding the product.

Terms for order termination and refund

You have a legal right according to the consumer protection law of Finland to return your order or part of it within 14 days of receiving the order.

If you want to cancel your order, please contact info@forestbiofacts.com. When contacting us, please inform your customer number / name and contact information as well as your bank account number for money refunds.

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Paperi ja Puu Oy

In case Paperi ja Puu stops providing the ordered product, or the buyer is unable to use the ordered product for a reason attributable to Paperi ja Puu Oy, and such non-use, down-time or non-compliance has lasted for 15 days, the buyer has the right to terminate the order by a written notice to Paperi ja Puu Oy. In case of such termination, Paperi ja Puu Oy shall be obliged to refund the proportional part of the paid license fee during which the buyer could not use the ordered product in relation to the entire license period. The refund shall be paid within 30 days from the date of the buyer's notice of termination.

Problem situations

In case you have problems with your order or payment, please contact the relevant party or parties stated in these terms and conditions.