

Delivery and return terms

Valid from 1 October 2026 onwards

Sustainable hospitality group Oy 3359666-4

Address: Puistokatu 4 00120

Contact: book@restaurantelm.fi

Delivery methods and times

Deliveries begin by mid November. We deliver orders via Posti. After the book arrives in stock, the delivery time is approximately 5 business days from shipping confirmation.

Shipping costs

Shipping costs are indicated at checkout before confirming the order.

Returns and exchanges

The consumer has the right to return the product within 14 days of receiving it. To be eligible for return, the product must be unused and in its original packaging. For returns, you must first contact our customer service by email. The customer is responsible for the return costs, unless the product or delivery is faulty.

Refunds

We may withhold the refund until we have received the returned order. Refunds are made using the same payment method you used for the original purchase, unless you expressly agree otherwise. You won't be charged any fee for the refund.

Unclaimed packages

An unclaimed package is not the same as a return or cancellation. We will charge you for the shipping costs for an unclaimed package.

Problems with your order

If the product is lost or damaged during transport or does not otherwise correspond to your order, you must report the issue in writing to book@restaurantelm.fi within 14 days of receiving the order at the latest. If the package is clearly damaged in transport, you must immediately file a complaint with Posti.

Products

Product descriptions and images are given in good faith; minor variations (e.g. cover finish) may occur. Prices are as stated in the online store.

Prices and payment

All prices are shown in euros (EUR) and include Finnish VAT unless stated otherwise. Payment is processed securely through stripe checkout.

Your order is confirmed once payment has been received.

Updates to terms

We may update these terms from time to time; the version in force at the time of your order applies to that order.

Governing Law

These terms are governed by Finnish law, without prejudice to any mandatory consumer protection rights you have under the law of your country of residence.

Payment provider

Payments are processed securely by Stripe. All payment transactions take place over a secure, encrypted connection.

For more information about how Stripe handles personal data, please see <https://stripe.com/en-pt/privacy>.