

## **Terms of Delivery**

### **A Service Provider**

Service providers and event organizer companies contract partner is Liveto Group Oy, business identity code 2647803-7.

Address: Nisulankatu 78, 40720, Jyväskylä

Contact: asiakaspalvelu@liveto.io or 0600-30005

### **General Information**

The role of the service provider is to act only as an intermediary for events and products.

The service provider's platform can be used for the comprehensive sales or only for the online sale of individual products or services.

The company (user) is responsible for the event, its possible cancellation or changes, as well as the information of the event.

The company is also responsible for VAT, as required by law. If the company sells other than events, such as gift cards, ancillary products or ancillary services, using the service provider's platform, the service provider will only act as an intermediary in these cases as well.

The payment services used by the service provider or as part of its platform shall not be liable for the final use of the products or services if, for example:

The company enters a state of insolvency and is unable to provide sold product or service.

### **Product prices**

The price of the product shown in the store is what is finally paid at the checkout.

Products sold through the service provider's platform do not include hidden costs such as separate delivery charges, only a service charge.

The amount of the service fee can vary between 0-3 euros (€).

Products and services can also be ordered through the service provider's customer service, in which case an invoicing surcharge (€ 12.40) will be added to the order.

### **Delivery of products / receipt**

After the purchase, a receipt will be automatically sent to the e-mail for the purchased products.

The e-mail contains a receipt and other documents as a PDF file.

The documents can be displayed at the venue and at the service provider's point on the smartphone screen or on printout.

In addition to the service provider's message, Paytrail will send a payment confirmation by e-mail.

If the customer has purchased admission tickets through the service provider's platform, for the sake of clarity, it should be noted that the payment confirmation is not an admission ticket to the event.

## **Privacy Policy**

Customer agrees to use its own information in accordance with the service provider's general privacy policies: <https://www.liveto.io/dpa>.

## **Admission tickets**

### **Return and exchange of tickets**

When purchasing a ticket, the customer must always check the ticket and event information. In principle, paid tickets will not be exchanged or returned afterwards. Only with the special permission of the company, can tickets be exchanged or returned.

Lost tickets will not be reimbursed by the service provider or the company itself.

If the customer receives their admission ticket, you can report this to the service provider's customer service. Based on the ticket, on a case-by-case basis, the results will be revisited when the original ticket is cancelled.

The customer is obliged to check that the event has not been canceled and other information related to the event (for example. show time, age limit, opening hours) on the event pages. If a refund is made to the customer (for example. If the event is postponed or cancelled) the service fee paid by the customer will not be refunded.

Also, any billing surcharge will not be refunded. The company is primarily responsible for informing of a cancelled or postponed event.

The company will inform by e-mail those customers who have provided their e-mail information when purchasing the ticket.

The ticket can be resold at your own risk. For most events, the name on the ticket does not matter.

### **Special tickets and purchase limits**

If special-priced tickets are available for the event (such as pensioner, student or other similar discount tickets), the ticket holder must be prepared to prove a discount certificate at the entrance to the event.

If there is a purchase limit in the event, the service provider has the right to cancel the sale and cancel tickets that exceed the purchase limit on order.

In case of problems, please contact by email at [asiakaspalvelu@liveto.io](mailto:asiakaspalvelu@liveto.io).

## **Gift cards, services and accessories**

### **Delivery and redemption of gift cards**

The service provider is responsible for delivering gift cards to customers.

Gift cards will be delivered in PDF format to the e-mail address provided by the customer. Individual identifier is added to the gift cards, through which the company can ensure the correctness and disposability of the gift cards.

The value of the gift card must be used at once, unless the company agrees otherwise directly with the customer.

### **Taxation of gift cards**

Gift cards are in the form of multi-purpose vouchers that customers are free to use for all the products and services offered by the company that are pre-determined by the company, regardless of the tax rate.

The company is responsible for delivering and reporting the taxes due to it upon redemption of gift cards in accordance with the appropriate tax rate and the tax collector's instructions.

### **Product and service responsibility**

The company is responsible for the content of the products and services purchased with gift cards in relation to the customer as a contractual partner.

If the customer redeeming the gift card product or service incorrectly assigns error, return, or damages claims to the service provider, it has the right to assign those claims to the company as recourse claims.

### **Company insolvency**

The gift card is marked, that the service provider is not responsible if the company is not liable for company's insolvency, that the gift card is not possible exchange for a company's service or product.

Regardless of the method of payment, the customer accepts the possibility that the seller of the product (company) may be in a state of insolvency and unable to provide the service sold.

If the company has sold courses, training or other products or services (not mentioned in here) using the service provider's platform, the same conditions apply as for gift cards.

The service provider is not responsible for the delivery of the sold products and the realization of the services.

### **Legislation established in the implementation of products and services**

The company is committed to comply with the legislation in force in Finland in the contractual relationship between the company and the customer.

The Company is aware that the consumer has the right to cancel an order for a gift card purchased at a distance sale within fourteen (14) days.

### **Delivery of gift cards**

The service provider delivers the sold company products (multi-purpose vouchers) to the customer electronically using e-mail.

Delivery will be sent immediately after payment is confirmed in the online store.

The Service Provider shall not be liable for delays caused by force majeure or indirect damage caused by delayed delivery.

### **Cancellations and refunds**

In accordance with the Finnish Consumer Protection Act, the consumer has the right to cancel the order by notifying the service provider within fourteen (14) days of receiving the order. The condition of the return is that the order has been canceled in accordance with the terms of sale by notifying the service provider within 14 days of receipt of the product and the product is unused. If the customer requests a refund, the service provider will deduct a portion of the € 2 service fee, which has previously covered the costs of selling the gift card (transaction fees and online service). If the order has been placed by invoicing, the service provider will not refund the invoicing surcharge. The service provider makes the return, but if the service provider has already credited the funds to the company, then the company is responsible for the customer's return.