

FINOM

FINOM SHIPPING AND DELIVERY POLICY

IMPORTANT INFORMATION - please read carefully.

Upon receipt of a package and in the event of visual damage to the package, please proceed as follows:

- Sign the delivery receipt but make a note on it of the damage to the package and notify the delivery person
- Open up and inspect the contents carefully
- In case of breakage to the goods do not discard the packing material
- Document and take pictures of damaged fixture and/or parts, as well as packing material
- Contact us immediately via mail to info@finomlights.com or by phone +358 50 5588633 within a 24 hour period. It is crucial we receive all the information stated above in this time frame. After this time FINOM lights is no longer liable for damages originating from transport.

Our insurance requests this detailed information in order to properly and fully cover the damages. The same documenting and reporting procedures apply to concealed damage (when package is intact). To avoid misunderstandings, please also note the following:

- When your warehouse or office is not the final destination of the package, please inspect the goods as soon as they arrive. If you are forwarding the package, you will need to take additional insurance, as our insurance will only cover the transport to your “ship to” address, and does not extend to a forwarded package. If the package is shipped as a drop shipment directly to the end user or to a jobsite, the same requirements for inspection and reporting apply.

Thank you for your interest in our designs and products.

Sincerely,

Jukka Vesmanen, CEO Innoite Oy

FINOM lights
www.finomlights.com