

Order and Delivery Terms

Contact Information:

Suomen AA-kustannus ry
00320 Helsinki
Business ID: 0221147-7
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Contents of the Order and Delivery Terms:

1. Customer Relationship and Processing of Personal Data

Customers may order physical products without registering in the online store. The information provided by the customer when placing an order is stored in Saak ry's customer register. The stored customer data is used solely for fulfilling the placed orders. We process customer personal data in accordance with the data protection legislation in force at any given time.

You can read the privacy policy at:

https://www.aa.fi/en/_files/ugd/d52e8c_84592504f3bd4bdf94203a9bb39fbf3f.pdf

We will announce any changes on our website.

1.1 Cookies

The aa.fi website does not use cookies. The user may also disable cookies in their browser settings if they wish.

2. Ordering

Customers may order physical products without registering on the aa.fi website.

2.1 General Information About Ordering

The ordering process consists of three steps: Shopping Cart, Delivery Information, and Payment. In the shopping cart, customers can monitor the total amount of their order and the number of products.

The customer pays the price displayed at the time of ordering; the price will not change even if the product price in the online service changes later.

We aim to ship all items in one single delivery whenever possible.

2.2 Delivery Information

Required delivery information includes delivery method, order approval, the customer's name and address, phone number, and email address. An order confirmation is sent to the email address provided by the customer. Product prices in the online store include VAT regardless of the destination country.

Postal Delivery

Orders are processed within 1–2 business days. The ordered products are delivered to the nearest SmartPost / Posti pick-up point. We reserve the right to send small shipments as a Small Parcel directly to the home address. You will receive a notification when the package is ready for pickup. The shipment must be collected within 7 days of arrival at the SmartPost / Posti pick-up point. Failure to collect the shipment does not constitute a cancellation of the order. Delivery fees are shown in the summary.

International Deliveries

We deliver to Sweden whenever possible. Currently, we do not deliver to other countries.

2.3 Payment

Payment Methods:

We accept MasterCard and Visa credit cards, as well as online bank payments from Finnish bank accounts. Online bank payments are handled by MakeCommerce.

MakeCommerce (Maksekeskus AS) as the Payment Intermediary:

2.3.1 Service

2.3.1.1. Maksekeskus provides the merchant with the following service: collecting payments from payers via the selected payment method based on the merchant's authorization and forwarding them to the merchant.

2.3.1.2. Detailed service description:

- (1) The merchant forwards a payment order to the Payment Environment;
- (2) The payer pays the payment order;
- (3) Maksekeskus forwards the payment confirmation to the Website;
- (4) If necessary, the merchant sends a refund order to the Payment Environment (including multiple refund orders for the same transaction);
- (5) Maksekeskus transfers payments to the merchant's bank account according to the Payment Orders and refunds the payer according to the Refund Orders after the reconciliation defined in the Agreement.

Until 25 November 2025, the payment service provider is Wix Payments (<https://www.wix.com/about/terms-of-payments>). Wix Payments appears as the recipient on the account statement or card bill and forwards the payment to the merchant.

From 26 November 2025 onwards, the payment service provider is MakeCommerce (<https://makecommerce.net/general-terms/>). For complaints, please contact aa@aa.fi first.

Wix Payments / MakeCommerce appears as the recipient on the card statement and forwards the customer's card payment directly to the merchant. Payments made by bank transfer and card are processed securely on a protected payment form, and card details are not stored in the online store's systems.

If you wish to cancel an order or remove individual books from it, please contact aa@aa.fi or call +358 9 838 7040 immediately.

3. Order Processing

3.1 Order Confirmation

An order confirmation is sent to the customer by email upon receipt of the order. aa.fi reserves the right to reject an order, for example, if the customer has repeatedly failed to pay invoices or has repeatedly returned ordered products. The customer will also receive a separate confirmation from Posti when the order is on its way.

3.2 Delivery Times and Delivery Fees

Delivery times are estimates, and we cannot guarantee that books will arrive within the indicated time. Delays outside Saak ry's control may occur.

The final delivery time depends on product availability and stock status. Products are usually shipped within 1–5 business days. Some items are ordered from publishers, resulting in longer delivery times of 1–2 weeks.

Customers will be informed of significant changes in delivery time whenever possible. Saak ry is not responsible for indirect costs caused by delivery delays.

Delivery Fees:

Finland: €7

Sweden: €20

Delivery fees for books and goods vary depending on the delivery method and destination country. We reserve the right to change delivery fees.

4. Right of Return and Complaints

4.1 Right of Return

Physical products purchased from aa.fi have a 14-day return right for consumer customers. If you wish to make a return, please contact aa@aa.fi.

4.2 Complaints

If the delivery does not match the order, the customer must contact aa@aa.fi without delay. The customer should include the order number in the message; it can be found in the order confirmation and delivery note. An incorrect product is generally replaced by delivering a correct product. If this is not possible, the amount paid for the product will be refunded using the customer's original payment method once the faulty product has been returned.

4.3 Cancelling an Order

Order cancellations must be reported within 48 hours to aa@aa.fi.

Aa.fi has the right to cancel an order if the ordered product is sold out or if there are other insurmountable issues with its availability. Customers will be informed of cancellations by email as soon as possible.

4.4 Other Considerations

The service contains material protected by copyright, trademark rights, and other intellectual property rights. Customers may not copy or otherwise use material obtained from the service beyond their personal use without the explicit written permission of the creator, rights holder, or aa.fi's partners, unless otherwise stated in the service.

Aa.fi reserves the right to change these delivery terms without prior notice. Customers must review the valid terms on the aa.fi website before placing an order. Suomalainen.com is not liable for indirect damages or damages caused by force majeure.

Aa.fi is not responsible for interruptions caused by technical failures, maintenance, or installation work, nor for delays, alterations, or loss of information resulting from data communication disruptions.

Aa.fi is also not liable for damages caused by matters that are the responsibility of the user or third parties, nor for compensation obligations arising from the exercise of rights under these terms. aa.fi's liability is limited to the extent required by mandatory Finnish law.

The parties are released from obligations and liability for compensation if non-performance results from force majeure, such as war, uprising, requisition, seizure for public use, interruption of energy distribution, labor disputes, fire, thunderstorm or other natural events, damage caused by a third party, or another similarly exceptional and independent reason.

Aa.fi is not liable for delays caused by force majeure or for indirect harm caused by defective products or delayed deliveries. Any disputes will be primarily resolved between the customer and aa.fi.
