

Kimikopet Oy – Terms & Conditions

Website Sales Terms, Membership & Subscription Terms, Delivery, Returns, Payments, Consumer Rights, and General Legal Information

Business / Brand	Kimikopet Oy
Parent Company	4Core Holdings Oy
Business ID	3547261-4
VAT Number	FI35472614
EORI Number	FI3547261-4
Country	Finland (European Union)

Last updated: March 2026. These Terms & Conditions apply to purchases made through the Kimikopet website and related online sales channels. They are drafted in a structure inspired by the uploaded reference terms document, while being customized for Kimikopet's own business model, products, memberships, subscriptions, and customer processes.

1. Scope of Application

These Terms & Conditions apply to all orders placed by consumers through the Kimikopet website and any official Kimikopet-operated online sales channels.

These Terms govern the sale of cat litter, pet hygiene products, accessories, and other pet-related goods offered by Kimikopet.

These Terms are intended for consumer sales. They are not intended for commercial resale, wholesale redistribution, or other business-to-business purchasing unless separately agreed in writing.

2. Eligibility and Customer Status

Orders may be placed only by persons who are at least 18 years old or otherwise legally capable of entering into binding contracts under applicable law.

Kimikopet reserves the right to reject or cancel orders that appear to be placed for commercial resale, abusive purchasing behavior, fraud, or misuse of promotions.

3. Order Process

Customers may browse products, add them to the shopping cart, review quantities and prices, and proceed to checkout.

During checkout, customers may either log in to an existing account, create an account, or where available, place an order as a guest.

Before submitting an order, customers are able to review order details, delivery details, billing details, shipping costs, discounts, taxes where applicable, and the selected payment method.

4. Submission of Order and Contract Formation

By clicking the order submission button at checkout, the customer places a binding order for the products listed in the checkout summary.

An automatic order confirmation email acknowledges receipt of the order, but this does not by itself mean that the sales contract has been concluded.

Unless otherwise stated for a specific payment method, the sales contract is formed when Kimikopet accepts the order and dispatches the goods, or otherwise confirms acceptance in a separate communication.

If payment is made by a prepayment method and Kimikopet sends payment instructions specifically for that order, Kimikopet may treat the contract as formed when those payment instructions are issued, subject to timely payment.

5. Contract Language and Storage of Terms

The contract language may be Finnish and/or English depending on the website version and checkout flow used by the customer.

Kimikopet may store contract-related records, including order details and the version of the applicable terms, for accounting, legal, tax, customer service, and compliance purposes.

Customers are encouraged to save or print a copy of these Terms and their order confirmation for future reference.

6. Products and Product Information

Kimikopet sells pet products, including cat litter and related pet care items. Product descriptions, images, sizes, formulas, weights, packaging illustrations, and marketing texts are provided for general guidance.

Minor variations in packaging, design, color, labeling, or manufacturer presentation may occur without affecting the essential nature of the product.

Kimikopet aims to keep product information accurate, but does not guarantee that all product descriptions, images, stock indicators, technical details, or other content will always be fully error-free, complete, or current.

7. Household Quantities, Order Limits, and Resale Restriction

Products are sold only in quantities reasonably suitable for normal household use unless otherwise agreed.

Kimikopet may impose order quantity limits, maximum order values, or product-specific restrictions for operational, inventory, anti-fraud, or fair-use reasons.

The commercial resale of goods purchased from Kimikopet is not permitted unless expressly authorized by Kimikopet in writing.

8. Prices, VAT, and Additional Charges

All prices displayed on the website are shown in euros (€).

Unless otherwise stated, website product prices include applicable VAT required by law for the destination of sale. Shipping fees, optional service fees, customs charges, and other additional costs are shown separately where applicable.

Pricing errors may occasionally occur. If a manifest pricing error is discovered after an order is placed, Kimikopet may contact the customer to offer correction, cancellation, or another lawful remedy.

For deliveries outside the European Union, import duties, customs clearance charges, local taxes, or similar fees may be imposed by authorities in the destination country. Such charges are the customer's responsibility unless expressly stated otherwise.

9. Payment Methods

Kimikopet may offer one or more of the following payment methods depending on country, device, order value, risk controls, and technical availability: credit card, debit card, Apple Pay, PayPal, Klarna, bank transfer, invoice-based payment, or other third-party payment methods.

Kimikopet reserves the right to enable, disable, or limit payment methods generally or for individual orders.

If the selected payment provider performs its own identity, fraud, or credit assessment, the processing of payment may depend on that provider's approval and terms.

10. Invoices, Late Payment, and Collection

Kimikopet may issue invoices electronically, including by email or through the customer account where available.

If an invoice or delayed payment method is offered, the customer must pay by the due date shown on the invoice or payment instructions.

If payment is not made on time, Kimikopet may charge statutory late payment interest and reasonable recovery costs to the extent permitted by applicable law.

11. Membership Program – General

Kimikopet may offer an optional membership program that provides participating customers with commercial benefits such as discounts, exclusive offers, sign-up offers, loyalty advantages, early access to promotions, or other membership benefits determined by Kimikopet from time to time.

Membership is optional and separate from ordinary product purchases unless Kimikopet clearly states otherwise.

12. Membership Fee

Unless otherwise specifically stated in a campaign or membership page, the standard membership fee is 9.99 euro per month excluding VAT.

Applicable VAT may be added to the membership fee in accordance with Finnish and European Union tax rules depending on the customer's status and the applicable place-of-supply rules.

Kimikopet reserves the right to change membership pricing for future billing periods by giving prior notice where required by law or contract.

13. Membership Benefits, Sign-Up Offer, and Monthly Offers

Membership benefits may include, for example, member-only pricing, exclusive monthly offers, early access to campaigns, limited product bundles, subscription-related incentives, or other marketing benefits.

Kimikopet may also provide sign-up offers for new members, such as a welcome discount, first-month benefit, or other introductory advantage.

Monthly offers, sign-up offers, and promotional benefits may be subject to specific campaign terms, limited stock, date restrictions, minimum purchase requirements, category exclusions, or one-time-use rules.

Unless expressly stated otherwise, sign-up offers and monthly offers cannot be combined with all other campaigns, discount codes, loyalty benefits, or third-party marketplace promotions.

14. Membership Subscription and Billing

If the membership is offered as a recurring subscription, the membership renews automatically for successive monthly billing periods until cancelled.

By subscribing, the customer authorizes recurring billing using the selected payment method.

The customer is responsible for ensuring that the stored payment details remain valid and up to date. If recurring payment cannot be processed, Kimikopet may retry payment, suspend benefits, request a new payment method, or terminate the membership.

15. Membership Changes, Cancellation, and Termination

Unless a different rule is stated in a campaign or legally required, a customer may cancel membership at any time through the customer account or by contacting customer support.

Cancellation stops future renewals. The membership usually remains active until the end of the paid billing period unless otherwise stated.

Membership fees already charged for the current billing period are generally non-refundable except where refund is required by law.

Kimikopet may suspend or terminate membership benefits in the event of fraud, abuse of promotions, chargeback abuse, repeated payment failures, policy violations, or other justified reasons.

16. Product Subscriptions / Auto-Delivery / Monthly Recurring Orders

Kimikopet may offer recurring product subscriptions or auto-delivery options for eligible products. Under such a service, a customer authorizes Kimikopet to create recurring orders for selected products at the chosen interval.

Each recurring shipment is subject to product availability, current price, current subscription discount if any, and successful payment processing at the time the recurring order is created.

Kimikopet may send a reminder email before the recurring order is processed, allowing the customer to review, change, skip, pause, or cancel the upcoming recurring shipment where such features are provided.

Not all products, temporary promotional items, or low-availability items are eligible for recurring subscriptions.

17. Subscription Product Prices and Discounts

Subscription prices, subscription discounts, and product availability may change over time.

Any subscription discount or member discount applies according to the rules valid at the time the recurring order is processed unless another rule is expressly stated.

Kimikopet may change, limit, suspend, or discontinue a subscription discount scheme at any time for future orders.

18. Availability and Stock

All products are subject to availability. Stock information shown on the website is indicative only and may change quickly.

If a product is unavailable after an order is placed, Kimikopet may cancel the unavailable item, partially fulfill the order, offer a replacement, delay fulfillment, or cancel the full order depending on the circumstances and what is most reasonable.

19. Delivery Area and Geographic Restrictions

Kimikopet may deliver within Finland, selected European Union countries, and any other countries specifically listed on the website.

Delivery to the Åland Islands is currently not possible.

Kimikopet may change its delivery area from time to time for operational, customs, legal, tax, or carrier reasons.

20. Shipping Times and Delivery Performance

Estimated shipping and delivery times shown on the website are non-binding estimates unless a guaranteed service is expressly offered.

Orders are normally processed within a reasonable period after successful payment or order acceptance. Delivery times may be affected by stock status, carrier handling, weather, customs processing, peak seasons, public holidays, address issues, or force majeure.

If the customer chooses prepayment, processing may start after payment has been received and verified.

21. Partial Shipments and Multiple Packages

Orders may be shipped in multiple packages or from multiple locations, including warehouse partners or supplier locations, if this is necessary or operationally reasonable.

Kimikopet may, where appropriate, make partial deliveries if part of the order is available sooner than the remainder.

22. Shipping Costs, Weight-Based Charges, and Oversized Orders

Shipping costs are determined based on the order contents, weight, package size, destination, and selected delivery method.

Heavy goods such as cat litter may result in higher shipping charges, surcharges for overweight shipments, or split shipping.

Any shipping fees shown at checkout are the fees applicable to that order at the time of checkout, subject to correction of obvious technical errors.

23. Risk of Loss, Transfer of Risk, and Transport Damage

For consumer sales, the risk of accidental loss or damage passes to the customer when the goods are delivered to the customer or a person designated by the customer.

If a parcel arrives visibly damaged, the customer should, where possible, note the damage with the carrier and contact Kimikopet customer service without undue delay.

Prompt notice of transport damage helps Kimikopet investigate the matter with the carrier, but it does not limit the customer's mandatory legal rights.

24. Retention of Title

Goods remain the property of Kimikopet or the relevant selling entity until full payment has been received to the extent permitted by applicable law.

25. Statutory Right of Withdrawal for EU Consumers

If the customer is an EU consumer purchasing through distance selling, the customer generally has the legal right to withdraw from the purchase contract within 14 days without giving a reason.

The withdrawal period generally begins on the day the customer or a third party designated by the customer receives the goods.

To exercise the right of withdrawal, the customer must send a clear statement of withdrawal before the withdrawal period expires, for example by email.

26. Effects of Withdrawal

If the customer validly withdraws from the contract, Kimikopet will reimburse the payments received for the withdrawn goods, including the basic standard delivery cost where required by law.

Kimikopet may withhold reimbursement until the returned goods have been received back or until the customer has provided evidence of having sent them back, whichever occurs first.

Refunds are made using the original payment method unless another method is agreed and legally permissible.

27. Return Conditions and Exclusions

Returned goods should be sent back without undue delay and no later than 14 days after the customer communicated the withdrawal.

The customer may inspect the goods to the extent necessary to establish their nature, characteristics, and functioning. However, the customer may be liable for diminished value if the goods have been handled more than

necessary for that purpose.

For hygiene or health reasons, opened or used products may not be eligible for return where the legal conditions for exclusion are met. This may apply, for example, to opened hygiene-sensitive pet products.

Customized goods, quickly perishable goods, sealed goods not suitable for return for health or hygiene reasons once opened, and mixed goods that cannot be separated may also fall outside the right of withdrawal where the law allows such exclusions.

28. Voluntary Return Policy and Customer-Paid Return Shipping

In addition to mandatory legal rights, Kimikopet may operate a commercial return process described on its website. Unless Kimikopet expressly states otherwise, customers are responsible for return shipping costs, especially for non-defective returns or ordinary change-of-mind returns.

If Kimikopet provides a return label or separate return instructions, customers should follow those instructions to help ensure proper handling of the return.

29. Refund Timing

Once the returned goods are received and inspected, refunds are typically processed within 5 to 10 business days, although bank or payment provider timelines may vary.

Original outbound shipping charges are refunded only to the extent required by law or expressly offered in Kimikopet's return policy.

30. Legal Warranty, Defects, and Complaint Handling

The customer has statutory rights in the event of defective goods. Nothing in these Terms limits mandatory legal warranty rights under Finnish or EU consumer law.

If the customer believes a product is defective, incorrect, unsafe, or not as described, the customer should contact Kimikopet customer support and provide relevant details, photographs where useful, and the order number.

Kimikopet may ask for reasonable evidence of the issue and may offer replacement, refund, repair, price reduction, or another remedy required or permitted by law.

31. Product Safety and Proper Use

Kimikopet products are intended for normal household pet use only and must be used according to product instructions, warnings, storage guidance, and common-sense safety practices.

Cat litter and similar products should be stored in a dry place and kept out of reach of children where appropriate.

Pets should be monitored when new products are introduced. If a pet shows signs of irritation, allergic reaction, or another adverse effect, use should be discontinued and veterinary advice should be sought.

32. Veterinary, Therapeutic, and Special Product Disclaimer

If Kimikopet offers products intended for special dietary, therapeutic, or other sensitive uses, such products should only be used appropriately and, where relevant, based on professional veterinary guidance.

Kimikopet is not responsible for consequences caused by unsuitable product choice, misuse, failure to follow instructions, or failure to seek veterinary advice where needed.

33. Customer Account

Customers who create an account are responsible for keeping account credentials confidential and for maintaining accurate account information.

Kimikopet may suspend or close accounts that are used in a fraudulent, abusive, unlawful, or technically harmful manner.

34. Discount Codes, Coupons, and Promotions

Discount codes, sign-up offers, and promotional coupons are subject to their own campaign-specific terms.

Unless expressly stated otherwise, coupons may not be exchanged for cash, combined freely with all other campaigns, or applied retroactively after an order is placed.

Kimikopet may refuse or reverse promotional benefits in cases of misuse, duplication, technical abuse, or violation of campaign terms.

35. Marketing and Customer Communications

If the customer subscribes to newsletters or otherwise provides marketing consent, Kimikopet may send promotional communications by email or similar channels.

In addition, where permitted by law, Kimikopet may send marketing concerning similar products or services to existing customers, subject to the customer's right to opt out at any time.

Operational communications such as order confirmations, shipping notices, payment notices, security alerts, and legal notices may still be sent even if the customer opts out of marketing.

36. Privacy and Data Protection

Kimikopet processes personal data in accordance with applicable data protection law, including the EU General Data Protection Regulation (GDPR) where applicable.

Personal data may include name, delivery address, billing address, email address, telephone number, payment-related details, order history, account activity, IP address, device information, and customer service communications.

Data is processed for purposes such as order handling, payment processing, shipping, fraud prevention, customer support, legal compliance, analytics, service improvement, and marketing where permitted.

Customer data may be shared with payment processors, logistics companies, IT service providers, marketplaces, suppliers, fraud prevention providers, accountants, legal advisors, or public authorities where necessary and lawful.

Customers may have rights of access, rectification, deletion, restriction, objection, portability, and complaint to a supervisory authority, subject to the conditions of applicable law.

37. Cybersecurity and Platform Protection

Customers may not misuse the Kimikopet website, attempt unauthorized access, interfere with the website's operation, introduce malicious software, scrape data unlawfully, or engage in fraudulent behavior.

Kimikopet may take technical, contractual, and legal measures to protect the security, availability, and integrity of its website and customer data.

38. Intellectual Property and Website Content

All website content, including trademarks, logos, design elements, product text created by Kimikopet, graphics, and other materials, is protected by applicable intellectual property laws.

No content may be copied, republished, distributed, modified, or commercially exploited without permission except as permitted by law.

39. Force Majeure

Kimikopet is not liable for delay or failure to perform caused by events beyond its reasonable control, including natural disasters, epidemics, strikes, war, carrier disruption, customs intervention, cyber incidents, system failures, legal restrictions, supply chain breakdowns, or other force majeure events.

40. Limitation of Liability

Nothing in these Terms excludes or limits liability that cannot be excluded under mandatory law, including liability for death or personal injury caused by negligence, fraud, or violation of mandatory consumer rights.

Subject to mandatory law, Kimikopet is not liable for indirect or consequential losses, loss of profit, or losses arising from misuse of products, delay by carriers, or customer-side technical or address errors.

41. Alternative Dispute Resolution and ODR

Consumers in the European Union may use the EU Online Dispute Resolution platform in relation to eligible online purchase disputes.

Kimikopet may seek to resolve disputes amicably through customer support before escalation.

42. Governing Law

These Terms are governed by the laws of Finland, excluding conflict-of-law rules to the extent permitted, and without prejudice to mandatory consumer protection rights that the customer may enjoy under the law of the customer's country of habitual residence.

43. Severability

If any provision of these Terms is found invalid, unlawful, or unenforceable, the remaining provisions remain in force to the fullest extent permitted by law.

44. Amendments to These Terms

Kimikopet may update these Terms from time to time for legal, operational, technical, or commercial reasons.

The version published on the website at the time of the order applies to that order, unless a change is required by law or expressly agreed otherwise.

45. Contact Information

For customer support, withdrawal notices, complaints, and policy questions, customers should use the contact details published on the official Kimikopet website.

Important note: This document is a professionally drafted business terms file for website and operational use. Before publishing, Kimikopet should have a qualified Finnish or EU legal professional review the final live terms, especially if membership pricing, subscription mechanics, or international delivery rules change.