

SCRIPT CREATIVE SHOP TERMS AND CONDITIONS

By shopping with us, you agree to the following terms:

1. How to pay?

All purchases are paid immediately. We accept all common debit and credit cards, accepting secure payments via Stripe. If you need an alternative way to pay, please get in touch!

2. Delivery

Script Creative Shop sells three types of products:

- *Services* (workshops)
- *Digital files* (printables)
- *Physical products* (nibs, pen holders, ink)

Services are delivered when the workshop takes place, at a place and time advised in the product description. Please check that the date and time works for you, before purchasing!

Digital files are sent to the customer's email address immediately after the payment has been confirmed.

Physical products are sent to the customer as a letter or package via Posti. We always aim to process all purchases as quickly as possible, in a maximum of 3 days. You will receive an email confirmation upon purchase, and once more when the product has been posted.

At times, the order processing might experience delays - if and when so, we always tell you before you confirm your purchase! If you need to receive your package as quickly as possible, we will do our best to make that happen - please email us at aini@scriptcreative.fi

Postage fee within Finland 2,50€.

Postage fee within Europe 12,50€.

For postage outside Europe, please get in touch!

3. Cancellations and Returns

According to the Finnish Customer Protection law, the customer will have the right to return or exchange physical products within 14 days of receiving the product. This only applies to products that are unused and in their original packaging, in a re-saleable condition. This returns policy only covers physical products - not workshops or digital files.

When returning products, the customer is expected to cover the cost of returning postage.

In the case of returns, please get in touch with us at aini@scriptcreative.fi within 14 days of receiving the product, and we will advise further.

3.1 Workshop cancellations

If Script Creative has to cancel a workshop, the full amount will be re-funded to the customer. Alternatively, we can offer you to take part in an alternative workshop at a different date.

If you have to cancel your attendance, you can give your seat to a friend without an additional cost - just please let us know before the workshop by emailing aini@scriptcreative.fi.