

Terms and conditions for equipment sales

1. Scope of application and definitions

1.1 Scope of application of the terms and conditions for equipment sales

These terms and conditions apply to the sales of equipment as defined in section 1.2 that is offered by Telia Finland Oyj or its Group companies ("Telia") through electronic commerce, telephone sales, customer service by telephone, or any other distance sales channel ("Distance Sales Channel"). These terms and conditions apply unless otherwise agreed on in writing between the customer and Telia.

1.2 Equipment

In these terms and conditions, equipment refers to mobile phones, devices, data media, accessories, computer programs and any written material related to them ("Equipment") offered to customers through a Distance Sales Channel.

1.3 Customer

In these terms and conditions, customer refers to a consumer customer who purchases Equipment mainly for a purpose other than conducting business. The customer must be a legally competent adult residing in Finland.

2. Formation of the agreement

2.1 Formation of the agreement

An agreement is formed when Telia has accepted the customer's order and the customer has paid the price of the Equipment or committed to paying the price according to the payment method selected from the available options. Telia sends an order confirmation for the accepted order. Ownership and risk of loss transfer to the customer once the customer has received the Equipment

2.2 Right to refuse to conclude an agreement

Telia has the right, at its discretion, to refuse to conclude an agreement for the sale of Equipment with the customer, unless mandatory legislation provides otherwise.

3. Paying for Equipment

3.1 Paying for Equipment

The customer must pay Telia the price of the Equipment as stated in the Distance Sales Channel using one of the payment methods available at the time. The listed prices include value-added tax (VAT). Telia has the right to determine which payment methods are available to the customer, unless mandatory legislation provides otherwise. The selected payment method may be subject to the terms and conditions of a third-party provider or to Telia's specific terms and conditions applicable to that payment method.

4. Delivery of the Equipment

4.1 Delivery method

Telia delivers the Equipment ordered through the Distance Sales Channel within a reasonable time to the address provided by the customer, a parcel locker, pick-up point, or Telia store selected by the customer. Available delivery options, including environmentally friendly options, are shown during checkout and may vary depending on the Equipment.

4.2 Order delivery costs

Delivery costs for Distance Sales Channel orders are shown at checkout and may vary based on delivery method and Equipment.

4.3 Delivery restrictions

Telia does not deliver Equipment outside Finland.

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4.4 Returning damaged or incorrect Equipment for replacement

The customer must inspect the delivery package and the Equipment it contains immediately upon receiving the Equipment. If the Equipment is damaged at the time the customer receives it, or if the customer has been delivered the wrong Equipment, the customer must promptly notify Telia by submitting a return notification at telia.fi/laitepalautus and contacting Telia's customer service (telia.fi/asiakastuki/yhteystiedot) to arrange the delivery of a replacement Equipment. For Equipment delivered to the customer's specified address, the customer must also request that any visible damage be noted in the delivery documentation at the time of receipt.

5. Right of return

5.1 Notification of cancellation of the agreement

The customer has the right to cancel an agreement concluded with Telia on Equipment through a Distance Sales Channel within 14 days of having received the Equipment. The return can be submitted at telia.fi/laitepalautus.

5.2 Customer's responsibility for the received Equipment

The customer must keep the Equipment and its retail packaging substantially unchanged and in a saleable condition until the customer has decided to keep the Equipment. If the customer cancels the agreement after the Equipment has been taken into use, the customer is responsible for any reduction in the value of the Equipment.

For the purposes of these terms and conditions, taking the Equipment into use includes, among other things:

- inserting a SIM card or other smart card into the Equipment, or activating an eSIM;
- connecting the Equipment to a communications network via any wireless or wired connection (e.g., Wi-Fi or Ethernet);
- installing or downloading software or content to the Equipment;
- setting a lock code or logging in to the Equipment using personal credentials; and
- removing the protective film on the screen or any similar protective coverings.

5.3 Returning the Equipment

The customer must carefully pack the Equipment, along with any promotional items received under the same agreement, including all accessories, in the original retail packaging. The customer must write on the shipping package the information specified in the instructions received after submitting the return and return the package in accordance with those instructions no later than 14 days after submitting the cancellation notice referred to in section 5.1. The customer must not make any markings on the Equipment retail packaging or attach a shipping label directly to the retail packaging.

Telia is responsible for the cost of returning the Equipment, provided that the return is carried out in accordance with this section 5.3.

5.4 Refund in connection with returns

Telia will refund the payment it has received from the customer using the same payment method that the customer used when paying for the Equipment, unless otherwise agreed. Telia will issue the refund no later than 14 days after it has received the returned Equipment, or after the customer has provided proof of having returned the Equipment.

5.5 Restrictions on the right of cancellation

The customer does not have the right to cancel the agreement concluded with Telia through the Distance Sales Channel if:

- The agreement concerns Equipment that is manufactured or customized according to the customer's specifications or clearly personalized to meet the customer's individual needs (e.g., Equipment made to order or Equipment with added engraving or similar customized markings or features);

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- The Equipment is delivered sealed and, for health or hygiene reasons, cannot be returned once the seal has been broken (e.g., in-ear headphones, electric shavers, electric toothbrushes);
- The Equipment is delivered sealed and contains audio or video recordings, computer software, or console games, and the seal has been opened.

6. Other return or exchange rights

Telia may grant a return or exchange right for the Equipment that is separate from the statutory 14-day right of cancellation in distance sales. The terms and conditions of any such additional return or exchange rights will be specified separately in the Distance Sales Channel at the time the Equipment is ordered.

7. Warranty and Service

7.1 Telia's Warranty

The Equipment is delivered to the customer without any warranty provided by Telia regarding the Equipment's faultlessness or its suitability for the intended purpose, unless otherwise agreed or required by mandatory legislation. Telia is also not responsible under any warranty issued by the manufacturer, producer and/or any previous seller in the distribution chain for a defect for which the seller of the Equipment is not liable under the mandatory provisions of the Finnish Consumer Protection Act.

Telia may grant a three-year (36-month) extended Telia warranty for selected Equipment. This extended Telia warranty follows the same terms and conditions as the manufacturer's warranty and becomes effective once the manufacturer's warranty—if shorter—has expired. The Equipment must be in a condition eligible for warranty service, and it must not have been serviced by any unauthorized repair providers. The warranty does not cover defects caused, for example, by mechanical damage or moisture. The extended warranty does not cover the battery or any accessories supplied with the Equipment.

Telia grants the extended Telia warranty for Equipment purchased new from Telia (not applicable to Telia Recycled Equipment), including:

- Mobile phones
- Tablets
- Smartwatches with mobile connectivity (e.g., 4G or 5G)
- Computers with mobile connectivity (e.g., 4G or 5G)

The extended Telia warranty is available to all customers who have at least one of the following Telia services:

- A mobile subscription (excluding prepaid subscriptions)
- Mobile broadband (excluding prepaid subscriptions)
- Home broadband (excluding Taloyhtiönetti without additional speed package)

An agreement for at least one of the above services must be concluded no later than 30 days after the Equipment purchase. The extended warranty is personal to the customer and cannot be transferred to a third party. Maintaining eligibility requires that at least one of the listed service agreements remains continuously active, without interruption, from the time of purchase until the Equipment becomes defective.

The Equipment must be submitted for service through Telia's designated service channels. Under the extended three-year warranty, the Equipment will be either repaired or reimbursed, at Telia's discretion. Any reimbursement will be a maximum of 50% of the Equipment's original purchase price.

7.2 Warranties, maintenance and updates provided by Other Parties

Any warranty terms issued by the Equipment's manufacturer, producer and/or any previous seller in the distribution chain, as well as instructions on how to exercise such warranty rights, can be found in the product packaging or are otherwise provided at the time the Equipment is delivered to the customer. Information about such warranties may also be provided through EU-standardized labeling, if the Equipment's producer has made this information available to Telia. Additional

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guidance and information regarding warranty service is available at <https://www.telia.fi/asiakastuki/laitteet/takuu-ja-huolto>.

Details regarding the Equipment's repairability score, the availability of repair and maintenance instructions, any limitations related to repair, as well as the availability of spare parts necessary to maintain the Equipment in its required condition—including estimated costs and ordering procedures for such spare parts—are shown in the Equipment information provided in the Distance Sales Channel, provided that the Equipment's producer has made this information available to Telia.

The minimum period during which the Equipment's producer supplies free security updates or other updates necessary to keep Equipment containing digital elements compliant with the required condition is indicated in the Equipment information in the Distance Sales Channel, if the Equipment's producer has made such minimum-period information available to Telia.

8. Telia's Liability for Defects

Telia is responsible for any defect in the Equipment in accordance with the mandatory provisions of the Consumer Protection Act regarding liability for defects.

9. Processing of Personal Data

Telia processes personal data as described in Telia's Privacy Statement. The Privacy Statement is available at telia.fi/tietosuoj

10. Other Terms and conditions

10.1 Assignment of the Agreement

The customer is not entitled to assign the agreement to a third party without Telia's prior written consent. However, Telia has the right, without the customer's consent, to assign the agreement in whole or in part within the Telia group or to a third party to whom the business covered by the agreement is transferred. Telia also has the right to assign any receivables based on the agreement to a third party. Once the customer has received notification of such assignment of receivables, the customer may validly make payments only to the assignee.

10.2 Force Majeure

Telia is not liable for its contractual or compensatory obligations to the extent that the performance of the agreement is prevented or delayed by a force majeure event. A force majeure event refers to a circumstance that Telia could not have considered when entering into the agreement and that is beyond Telia's control. Such a circumstance may include, for example, a national state of emergency, labor dispute, fire, natural disaster, interruption of energy supply, interruption of payment services, legislation or an order or decision by an authority, damage caused by a third party, or any other cause with similar effects, as well as delivery failures by a contractual partner resulting from any of the aforementioned circumstances. If the performance of the agreement is prevented or delayed due to a force majeure event, the time for fulfilling the obligation shall be extended by a period considered reasonable in view of the circumstances.

10.3 Dispute resolution

Disputes between Telia and the customer shall primarily be resolved through negotiation. However, the customer has the right to refer to a dispute concerning the agreement to the Consumer Disputes Board, whose decisions are recommendations in nature (www.kuluttajariita.fi). Before bringing the matter before the Consumer Disputes Board, the customer must contact Consumer Advisory Services. (<https://www.kkv.fi/kuluttajaneuvonta>).

10.4 Applicable Law

These Terms and conditions for equipment sales are governed by the laws of Finland, excluding its provisions on choice of law.

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10.5 Applicable and Validity of the terms

Telia may unilaterally amend these Terms and conditions for equipment sales unless mandatory legislation provides otherwise. The currently valid Terms and conditions for equipment sales applicable to Equipment offered through Telia's Distance Sales Channel can be found at:

<https://www.telia.fi/toimitusehdot-ja-palvelukuvaukset>

These Terms and conditions for equipment sales enter into force on 8 April 2026 and replace the previously valid Terms and conditions for equipment sales. These Telia Terms and conditions for equipment Sales are valid from 8 April 2026 until further notice.

For matters not covered in these Terms and conditions for equipment sales, the currently valid Telia General Terms of Delivery for Consumer Customers shall apply.