

Special conditions for equipment sold by Telia

1. Overview

These terms and conditions apply to endpoint devices related to an Yhteys kotiin (Home connection) agreement whose ownership will be transferred to Telia Finland Oyj's customer. These terms and conditions do not apply to Telia's rental devices, the terms of which can be found in a separate service description. Ownership of the device is indicated in the service description.

Telia sells the endpoint device specified in the Telia Yhteys kotiin (Home connection) agreement with any accessories (hereinafter the "Device") to the customer under these terms. The customer can pay for the Device either in one go or with equal monthly instalments.

The payment period selected by the customer is indicated in the Telia Yhteys kotiin (Home connection) agreement.

2. Conclusion of agreement and right to cancel

The agreement is concluded when Telia accepts the order submitted by the customer. Telia is entitled to check the customer's personal and credit data before accepting the order and, if necessary, require an advance payment or security in accordance with Telia's general delivery terms for consumer customers.

In order to purchase a Device from Telia, the customer must either have a valid Telia Yhteys kotiin (Home connection) subscription or order one simultaneously with the purchase of the Device.

The customer has a right to cancel a Device agreement within 14 days after receiving the Device, if the agreement has been concluded over a distance selling channel (for example, by phone or in an online shop).

3. Ownership of the Device

The ownership of the Device and the liability for risk are transferred to the customer upon the handover of the Device. The customer is responsible for the Device and for paying the fees under the agreement to Telia, even if the customer hands over the Device to a third party or the Device is stolen or lost or breaks down.

4. Price, payment and payment period

The total price of the Device consists of a one-time charge for the selected device package or a monthly amount multiplied by the number of instalments over the course of the payment period. The customer can pay for the Device either in one go or with equal monthly instalments. The total Device price, the payment period and method, the amount of the monthly instalments and the period of agreement are indicated in the customer's agreement or order confirmation. The customer's payment obligation begins when the subscription mentioned in the customer's Yhteys kotiin (Home connection) agreement is delivered.

The invoice is delivered to the customer either as a paper invoice or online as selected by the customer and indicated in the agreement. If the customer buys the Device with a certain payment period, the monthly instalments are invoiced in connection with the monthly charges collected for the customer's Yhteys kotiin (Home connection) subscription.

If the Yhteys kotiin (Home connection) subscription is terminated or changed to another Yhteys kotiin (Home connection) type or if the customer replaces the Device with another (excluding warranty replacements), any unpaid monthly instalments of the Device fall due for payment in one go.

5. Delivery and installation

The Device can be delivered by mail or handed over to the customer as the agreement is concluded. The delivery of the Device is considered to have taken place when the customer has acknowledged the Device as received. The Device may be delivered by mail only to Finland. The delivery time of the Device is approximately one (1) week from the conclusion of the agreement. The customer is responsible for installing the Device at their own expense and for having the operating environment meet the requirements set in the installation instructions accompanying the Device.

The software of some Devices provided by Telia can be updated through Telia's remote management system. In case of malfunction, Telia can use the remote management system to check the settings of the Device and change them, if necessary, provided that the customer agrees to this. Telia requests the customer's consent before updating the software or checking and changing the settings of the Device.

6. Device faults and warranty

The endpoint device is covered by the device manufacturer's or importer's warranty, and the terms of the issuer of the warranty are applied. A more precise warranty period is indicated for each device in the Device's user manual or the like. The customer accepts the device manufacturer's terms of warranty by signing a Telia Yhteys kotiin (Home connection) agreement or, when the Device is replaced, by acknowledging the receipt of a new Device. Telia has the right to assign any warranty issues to the manufacturer's partner responsible for maintenance. Telia is liable for any defects in the endpoint device in accordance with the Consumer Protection Act. In case of malfunction, Telia and/or the device manufacturer has, at its discretion, the right to repair the Device or replace it with a new one within a reasonable time.

Telia's liability does not cover faults arising from circumstances attributable to the customer or a third party. These include, for example, faults attributable to erroneous or insufficient information, instructions or orders provided by the customer; use of the Device in an environment that does not meet the requirements set forth in the agreement; use, storage, installation, servicing, maintenance or repair of the Device that is incorrect, insufficient or violates the instructions; faulty or unsuited IT items; and faults that are beyond Telia's control. Those include, for example, faults caused by software viruses or by voltage disturbances, thunder, electrical power network, fire, water damage or other accidents or by normal wear and tear of the Device. Telia's liability does not cover software products and instructions for their use. The software and its instructions are provided "as is", unless the party granting the right of use has specifically stated otherwise in the licence agreement accompanying the software. In case of a warranty return, the Device must be returned in its entirety, with all the components contained in the original package (devices, wires, connectors etc.). In order for the return to be acceptable, the serial number of the Device or the MAC address of the modem must be readable. Telia is not liable for any content, data or other material lost or destroyed during the Device's warranty servicing or repair.

7. Expiry of the agreement

The agreement on the Device expires when the customer has paid all the payment instalments concerning the Device to Telia.

8. Applicable terms and validity of the terms

The above terms will enter into force on 22 March 2023. In addition to these terms and conditions, Telia's General delivery terms for consumer customers concerning services are applied.

Terms of payment period for Telia installations

1. Overview

These terms and conditions apply to agreements sold by Telia Finland Oyj ("Telia") with a payment period.

Telia sells to the customer the installation service specified in the Telia Yhteys kotiin (Home connection) subscription agreement ("Installation") in accordance with these terms and conditions. The customer can pay for the Installation either in one go or with equal monthly instalments.

The payment period selected by the customer is indicated in the Telia Yhteys kotiin (Home connection) agreement.

2. Conclusion of agreement and right to cancel

The agreement is concluded when Telia accepts the order submitted by the customer. Telia is entitled to check the customer's personal and credit data before accepting the order and, if necessary, require an advance payment or security in accordance with Telia's general delivery terms for consumer customers.

In order to purchase Installation from Telia, the customer must either have a valid Telia Yhteys kotiin (Home connection) subscription or order one simultaneously with the purchase of the Installation.

The customer has the right to cancel an Installation agreement within 14 days after receiving the Installation, if the agreement has been concluded over a distance selling channel (for example, by phone or in an online shop).

A reasonable fee may be charged for the cancellation of products and services ordered as well as other purchases made online or by phone, if the product, service or other purchase has been used during the first 14 days from the purchase decision.

3. Price of Installation, payment and payment period

The total price of the Installation consists of a monthly amount multiplied by the number of instalments over the course of the payment period. The customer can pay for the Installation either in one go or with equal monthly instalments. The total price of the Installation, the payment period and method, the amount of the monthly instalments and the period of agreement are indicated in the customer's agreement or order confirmation.

The price indicated in the agreement or order confirmation includes value-added tax. The customer's payment obligation begins when the subscription mentioned in the customer's Telia Yhteys kotiin (Home connection) subscription agreement is delivered. The invoice is delivered to the customer either as a paper invoice or online as selected by the customer and indicated in the agreement. If the customer buys the Installation with a certain payment period, the monthly instalments are invoiced in connection with the monthly charges collected for the customer's Yhteys kotiin (Home connection) subscription. Invoices must be paid no later than on the due date indicated on the invoice using the account and reference numbers on the invoice.

Telia has the right to charge interest on late payment in accordance with the Interest Act. A fee is charged according to the price list for late payment reminders. Telia or a party managing collection on its behalf also has the right to recover the reasonable costs of collecting the late payment.

If the Yhteys kotiin (Home connection) subscription is terminated or changed to another Yhteys kotiin (Home connection) type or if the customer replaces the outdoor unit with another (excluding warranty replacements), any unpaid monthly instalments of the Installation fall due for payment in one go. The customer also has the right to pay early all remaining monthly instalments as a single payment.

Terms of payment period for Telia installations

4. Delivery and installation of the outdoor unit

The outdoor unit to be installed will be mailed to the customer. The delivery of the outdoor unit is considered to have taken place when the customer has acknowledged the outdoor unit as received. The outdoor unit may be delivered by mail only to Finland. The delivery time of the outdoor unit is approximately one (1) week from the conclusion of the agreement.

More detailed steps and delivery of the Installation are described in the Telia Yhteys kotiin (Home connection) service description.

5. Installation faults and warranty

Telia's liability does not cover faults arising from circumstances attributable to the customer or a third party. These include, for example, faults attributable to erroneous or insufficient information, instructions or orders provided by the customer; use of the installed cabling in an environment that does not meet the requirements set forth in the agreement; use, storage, installation, servicing, maintenance or repair of the installed cabling that is incorrect, insufficient or violates the instructions; faulty or unsuited IT items; and faults that are beyond Telia's control.

These include but are not limited to faults caused by voltage disturbances, thunder, electrical power networks, fire, water damage, or other accidents.

The warranty of the Installation is two (2) years.

6. Expiry of the agreement

The agreement on the Installation expires when the customer has paid all the payment instalments concerning the Installation to Telia.

7. Other terms and conditions

This agreement and any advance information provided on it are subject to Finnish laws.

As a general rule, the language in which the customer's agreement was concluded is used during the contractual relationship. In its communication pertaining to the contractual relationship, Telia uses, at the customer's discretion, either Finnish, Swedish or English.

8. Applicable terms and validity of the terms

The above terms will enter into force on 22 March 2023. In addition to these terms and conditions, Telia's General delivery terms for consumer customers concerning services are applied.