

DNA Terms and Conditions of Sale and Delivery for Distance Selling

1. Scope

These terms and conditions are applied to distance selling, such as e-commerce and telemarketing, carried out by DNA Plc and its Group companies to consumers.

2. Company and contact information of the seller

2.1 Name of the seller

DNA Plc
Business ID 0592509-6

2.2 Contact information for DNA Group head office

DNA street address:

DNA Plc
Ilmalantori 4
FI-00240 Helsinki

DNA postal address:

DNA Plc
P.O. Box 10
FI-01044 DNA

Customer service is not provided and product returns not accepted at these addresses.

2.3 Contact information for customer service

Enquiries concerning purchases are answered by DNA customer service via phone at +358 44 144 044. Calling and queuing for customer service is subject to standard domestic call rates. Calls from abroad are subject to the international price list. Calls from DNA landline subscriptions are free of charge.

DNA customer service may also be contacted via the DNA website at the address dna.fi, by email at palvelu@dna.fi or by mail at DNA Plc, P.O. Box 100, FI-01044 DNA.

3. Delivery of orders

Orders from DNA distance sales are delivered only to mainland Finland (orders are not delivered to Åland). Depending on the service or product, orders are delivered directly to the customer's home address or to the nearest Posti pickup point. Information on the manner of delivery is provided when placing the order.

Delivery costs may vary depending on the ordered product or service, and are stated when placing the order and on the confirmation of the order, the copy of the contract or the enclosed price list.

4. Service provider for e-commerce one-time fees

The payment gateway and payment service for e-commerce one-time fees are provided by Paytrail Plc (2122839-7) jointly with Finnish banks and credit institutions. Paytrail Plc will be shown as the recipient on the bank or credit card statement and will forward the payment to DNA. Paytrail Plc has a payment institution license.

Paytrail Plc, Business ID: 2122839-7

Innova 2
Lutakonaukio 7
FI-40100 Jyväskylä
paytrail.com/kuluttaja/tietoa-maksamisesta

5. Terms and conditions of withdrawal

5.1 Right of withdrawal

Under chapter 6, section 14 of the Finnish Consumer Protection Act, in distance sales, the customer is entitled to cancel a contract by notifying DNA within 14 days. The cancellation period of 14 days begins when the customer has received the confirmation of order. In the case of purchased goods, the cancellation period is counted from the delivery of the goods, if these are delivered later than the confirmation.

5.2 Exercising the right of withdrawal

The withdrawal notice can be submitted via our support website at dna.fi/peruuttaminen or directly through the chatbot on the dna.fi website. Withdrawal notice may also be given by phone to DNA customer service at +358 44 144 044. Calling and queueing for customer service is subject to standard domestic call rates. Calls from abroad are subject to the international price list. Calls from DNA landline subscriptions are free of charge.

Opening hours Mon–Fri 8.00–18.00.

Withdrawal notice may also be given by email at palvelu@dna.fi or by mailing a withdrawal form to the address DNA Plc, P.O. Box 1111, 01044 DNA.

The customer also has the right to exercise their right of withdrawal partially. If a distance selling contract concerns several goods or separate services, the customer may withdraw from the contract specifically for the goods or services they wish. In the event of withdrawal, the customer must specify the products and/or services for which the contract is to be cancelled.

5.3 Responsibility for the received device

The customer must handle the received device with care and keep it in an essentially unchanged and unreduced condition until they have decided not to return the device.

If the customer wishes to return the delivered device and receive a full refund of the amount paid, they must ensure that the device and its package are returned in an essentially unchanged and saleable condition. The customer may examine the device superficially.

Uses of the device include the following:

- Connecting power to the device
- Removing the screen protector film or other similar protection
- Charging the device
- Logging into a personal account and enabling locking (e.g. iCloud or Google account)
- Using the device with a SIM card or equivalent smart card inserted
- Storing data on the device's memory
- Returning the sales package without all its included accessories, manuals, remote controls, wires and other materials.

5.4 Returning the device

The customer must return the received device without delay and within 14 days of giving the notice of cancellation. Any promotional products and gratuities received in connection with the purchase must also be returned. If these products are not returned, DNA has the right to collect from the customer the value of the benefit received.

Prior to returning the device, the customer must log out of any personal accounts, delete sensitive and personal data, and that locking is disabled (e.g. Find My iPhone (FMiP), Google Lock, or Samsung Knox).

If the device is returned to DNA locked, a depreciation of value may be charged up to the full value of the device. It is the customer's responsibility to disable locking as equipment manufacturers may prevent resellers from disabling it.

The right of return does not apply to hygiene products, such as in-ear headphones, the package of which has been opened (package seal broken).

If the customer returns a hygiene product in an opened package, DNA has the right to charge the amount corresponding to the decrease in value up to the full price of the device, in addition to the costs of returning the device.

Mail the device to be returned and a completed return form to the address:

DNA Plc
P.O. Box 1111
FI-01044 DNA

Include the Posti contractual code 631717 on the return envelope or parcel.

5.5 Processing of returns

DNA processes all returns without delay in their order of arrival. For enquiries concerning returns, please contact the DNA customer service.

5.6 Service fees during the cancellation period

If the customer cancels a contract for a subscription (such as mobile phone, mobile broadband or fixed-network broadband) or other service (such as pay-TV or DNA Viihde), and the subscription or service is available for use by the customer during the cancellation period, the customer shall be liable for service fees charged during said period despite cancelling the contract.

6. DNA's liability for defects

DNA is liable for defects in its sold products and devices in accordance with the provisions of the Consumer Protection Act.

7. Warranty

Devices sold by DNA include the manufacturer's or importer's warranty, whose terms shall be observed. Some devices have an extended DNA Warranty of three years. Details of the warranty are provided upon delivery of the device.

8. Code of conduct complied by DNA

DNA complies with the telemarketing code of conduct issued by the Finnish Direct Marketing Association (ASML) in its telephone sales. The code of conduct can be viewed at: asml.fi/pelisaannot

9. Compatibility of digital services and contents

Compatibility of the digital services and contents offered by DNA with devices and software may be checked on the DNA web site at the following addresses:

Information security service

dna.fi/tietoturva

Deezer

dna.fi/deezer

DNA TV app

dna.fi/tuki/viihde/dnatv-mobiilisovellus

dna.fi/tuki/viihde/dnahubi

10. Disputes

The customer has the right to lodge a complaint with the Consumer Disputes Board (kuluttajariita.fi) for a dispute concerning a contract with DNA if the dispute cannot be settled through mutual negotiations.

The decisions of the Consumer Disputes Board are not binding. Before lodging a complaint with the Consumer Disputes Board, the customer should contact the Consumer Advisory Services offered by Finnish Competition and Consumer Authority (kuluttajaneuvonta.fi).

11. Validity of the terms and conditions

These terms and conditions will enter into force on 19 June 2026 and replace the conditions that took effect on 22 April 2026. The terms and conditions will be valid as of 19 June 2026 until further notice.



Distance selling return form

You have the right to withdraw from this contract within 14 days without providing any reason.

The withdrawal period expires 14 days after you have received the order confirmation. However, in the case of goods, the withdrawal period starts from the date of receipt if the product is received later than the order confirmation.

To exercise your right of withdrawal, you must notify us (DNA Oyj, Ilmalantori 4, 00240 Helsinki, tel. +358 (0)44 144044, e-mail palvelu@dna.fi) of your decision to withdraw from the contract in an unambiguous manner, by letter or e-mail, for example. You can use this withdrawal form, but its use is not compulsory.

You can also exercise your right of withdrawal online at dna.fi/peruuttaminen or via the chatbot on dna.fi. If you use the webpage, we will send you without undue delay, by a durable medium (e.g. email), a notice of receipt of the withdrawal, indicating the content of the cancellation and the date and time of its delivery.

You are also entitled to exercise your right of withdrawal partially. If a distance selling contract concerns several goods or separate services, you may withdraw from the contract specifically for the goods or services you wish. In the event of withdrawal, you must specify the products and/or services for which the contract is to be cancelled.

To comply with the withdrawal deadline, it is sufficient to send a notice of withdrawal before the end of the withdrawal period.

Should you withdraw from this contract, we will refund to you all payments we have received from you, including the delivery costs (except the additional costs if you have chosen a delivery method other than the cheapest standard delivery method we offer), without delay and in any event no later than 14 days after we receive the notice of withdrawal. We will provide the refund using the payment method you used in the original transaction, unless you have expressly agreed otherwise, and in any event at no cost to you.

We can withhold the refund until the goods have been returned to us or until you have proved that you have sent the goods back.

If you have received goods under this contract, you must send the goods back or hand them over to us without delay and no later than 14 days after the notice of withdrawal is given. The deadline is considered to have been met if you send the goods back before the end of the 14-day period.

We will cover the cost of returning the goods. Pack the equipment and accessories in the original packaging. The returned product must be taken to a Posti service point or a parcel machine. Returns can be made at a Posti service point, on the posti.fi website or in the OmaPosti application, using either the delivery ID or the contract ID. DNA's contract ID is 631717. The package should be sent to DNA Oyj, P.O. Box 1111, 01044 DNA.

You are only liable for the depreciation of the goods resulting from handling other than that necessary to establish the nature, characteristics and functionality of the goods.

I wish to cancel my contract for the following devices/ services:

Reason for the return:

- The product did not meet my expectations
- The product did not match the seller's promise
- I have no need for the product/service
- I could not activate the service
- Other/undisclosed reason

Name: _____

Order number: _____

Address: _____

Postal code and city: _____

Mobile phone number: _____

Date of return: _____

Signature and print name: _____

