Workparts

General Terms of Sale and Delivery

Version 2026-10.1 | Effective 24 October 2026

Seller: Mercantodor Finland Oy, Business ID 3604784-7. These terms apply to product sale and delivery agreements made through the Workparts online store. This PDF is the official version of the terms.

Customer service: myynti@mercantodor.fi

1. Parties and scope

These General Terms of Sale and Delivery apply to products sold by Mercantodor Finland Oy (the Seller) through the Workparts online store. They apply particularly to business customers unless otherwise agreed in writing.

The customer's own terms do not apply unless the Seller has accepted them in writing. These terms supplement any separately agreed written contracts.

2. Product information, suitability and customer responsibility

Product images, technical information, OE and reference numbers and fitment information are indicative. The customer is responsible for ensuring that the ordered product is suitable for its intended use unless the Seller has confirmed suitability in writing based on a product identifier, OE number or other identifying information.

The customer must verify suitability before installation. Installing, using or modifying a product may limit return rights and liability for defects under these terms.

3. Prices and customer price lists

Prices are determined by the price displayed in the Workparts online store at the time of order or by the price list currently granted to the customer by Mercantodor Finland Oy. Unless otherwise stated, prices include VAT. Net prices and VAT shown to a business customer are itemised in order and invoicing documents.

The Seller may correct an obvious pricing or product-information error before accepting an order. A customer-specific price list may be changed or ended with at least 30 days' prior notice. If the customer has made no purchases for 12 months, the Seller may move the customer to the then-current standard price list after prior notice. The change does not affect already confirmed orders or a price list agreed in writing for a fixed term.

4. Orders and payment

An order binds the Seller when the Seller has confirmed it or delivered the product. The Seller may decline an order, for example due to availability, pricing, credit or a payment-service provider's decision.

Available payment methods are shown at checkout. If an external payment provider's business invoice or credit is used, the payment provider makes its decision for each purchase under its own terms. The Seller does not grant contract invoicing or a credit limit unless separately agreed in writing.

5. Delivery and delivery time

Products are delivered by the delivery method selected by the customer or confirmed by the Seller. Delivery-time estimates are estimates, not binding delivery dates. Availability, transport, stock status and the quantity ordered by the customer may affect delivery time.

The Seller may deliver an order in several instalments unless otherwise agreed. No separate delivery charge is made for partial deliveries unless agreed or stated otherwise in the order confirmation. Transport damage or a shortage must be reported to the carrier and the Seller without delay.

6. Inspection on receipt and notice of defect

The customer must inspect the delivery without delay after receipt. Visible transport damage, shortages or defects must, where possible, be noted on the transport document and reported to the Seller in writing without undue delay, no later than 14 days after receipt.

The notice must identify the order, the product and the defect, and include photographs where necessary. The Seller may request further information before handling the matter.

7. Returns

A business customer has no automatic right of return. A fault-free product may be returned only with the Seller's prior written return authorisation and for a justified reason. A return request must be made no later than 14 days after delivery.

The returned product must be unused, uninstalled, unopened and resalable in its original packaging. The return authorisation, order or invoice number, product identifier and reason for return must be included.

As a rule, return rights do not apply to products ordered separately for the customer, campaign or discounted products, electrical parts, software, liquids, opened packages or products that have been installed, used or modified. The Seller may charge a return-handling fee if the return is not caused by the Seller's error.

8. Warranty and liability for defects

The manufacturer's warranty and mandatory legislation apply to the product. The warranty does not cover defects caused by incorrect installation, incorrect use, inadequate maintenance, external damage or ordinary wear and tear.

Warranty processing requires the customer to provide information requested by the Seller and follow return instructions. Within a reasonable time, the Seller decides whether the product is repaired, replaced or its price is refunded in accordance with the applicable liability.

9. Retention of title and limitation of liability

Title to the product remains with the Seller until the purchase price and any interest and charges have been paid in full. Risk passes to the customer when the product is handed over for transport to the customer or a carrier named by the customer, unless mandatory law provides otherwise.

The Seller is not liable for indirect loss, such as production interruption, loss of profit, unused working time or third-party claims. The Seller's total liability is limited to the net purchase price of the defective product unless mandatory legislation provides otherwise.

10. Uncollected deliveries

If the customer fails to collect or receive a delivery without an acceptable reason, the Seller may charge the actual transport, return and handling costs. The Seller may also cancel the order where justified by the circumstances.

11. Business accounts and personal data

Business-account application data is processed to assess the account, manage the customer relationship, handle orders and agree possible customer-specific commercial terms. A company may have several users under the same company account. The company is responsible for having the right to add and manage its users' data.

Processing of personal data is described in the Workparts privacy notice. The business customer must ensure that user accounts and access rights remain up to date.

12. Force majeure, applicable law and amendments

The Seller is not liable for delay or loss caused by an obstacle beyond the Seller's reasonable control, such as an authority order, labour dispute, transport disruption, telecommunications disruption, supplier delivery problem or exceptional availability problem.

Finnish law applies to these terms. Disputes are first resolved through negotiation. If no resolution is reached, the matter is resolved by the competent district court at the Seller's registered office, unless mandatory legislation provides otherwise.

The Seller may update these terms. New terms apply to orders made after they enter into force. Customer-specific written agreements may be amended only through the agreed procedure.