

Returns & Right of Withdrawal Policy

Last updated: May 10, 2025

This document outlines your rights to return products and withdraw from purchases made on ICE PLUNGER, operated by Oy Rossi Ventures Ab, in accordance with EU and Finnish consumer protection law.

1. Right of Withdrawal

As an EU consumer, you have the right to withdraw from your purchase within 14 days after receiving the goods, without giving any reason.

To exercise this right, you must notify us in writing at hello@iceplunger.com before the 14-day period expires.

2. Return Conditions

- Items must be unused, in original condition, and returned within 14 days of cancellation notice.
- You are responsible for return shipping costs unless the item is faulty or incorrect.
- Refunds are issued within 14 days of receiving the returned goods or proof of return.

3. Exceptions

The right of withdrawal does not apply to:

- Custom-made or personalized products (e.g., mugs or shirts with customer designs)
- Digital goods that have been downloaded or accessed after purchase

4. How to Return

Please email us at hello@iceplunger.com with your order number and reason for return. We will provide return instructions.

5. Refunds

Refunds are processed via the original payment method. Shipping costs are refunded only if the entire order is returned and the return reason is due to our error.

6. Legal Basis

This policy complies with the EU Consumer Rights Directive and Finnish consumer law. Nothing in this policy limits your statutory rights.

Contact: hello@iceplunger.com