

Returns & Right of Withdrawal Policy

Last updated: September 29, 2025

This policy applies to customers in all EU countries and Norway. It outlines your rights to return products and withdraw from purchases made on **ICE PLUNGER (a business name of Oy Rossi Ventures Ab)**, in accordance with EU, Finnish, and Norwegian consumer protection law.

1. Right of Withdrawal

- As a consumer in the **EU or Norway**, you have the right to withdraw from your purchase within **14 days after receiving the goods**, without giving any reason.
 - The 14-day period begins on the day you (or a person authorized by you) **receive the goods**.
 - To exercise this right, please submit a withdrawal request using our contact form at iceplunger.com/support or by email to hello@iceplunger.com before the 14-day period expires.
 - A **standard withdrawal form**, as required by law, is also available on our support page. Use of this form is optional.
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2. Return Conditions

- Items must be **unused, in original condition**, and returned within 14 days of your withdrawal notice.
 - Returns are **free of charge** when using our prepaid return label. The label will be provided **upon request** via our support page or by email.
 - Free return shipping applies to standard postal returns. Any additional or express return methods chosen by the customer are not covered.
 - You are responsible for any **diminished value** of the goods resulting from handling beyond what is necessary to determine their nature, characteristics, and functioning.
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3. Exceptions

The right of withdrawal does not apply to:

- Custom-made or personalized products

- Digital goods that have been downloaded or accessed after purchase
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4. How to Return

1. Submit your return request at iceplunger.com/support or email **hello@iceplunger.com** with your order number and reason for return.
 2. We will provide you with instructions and a prepaid return label.
 3. Send the item back by mail using the provided label.
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5. Refunds

- Refunds are processed via the **original payment method**.
 - Refunds will be issued within **14 days of receiving the returned goods or proof of return (whichever comes first)**.
 - Standard shipping costs from the original purchase are refunded only if the **entire order** is returned and the return is due to our error.
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6. Legal Basis

- For EU customers: This policy complies with the **EU Consumer Rights Directive** and Finnish consumer law.
 - For Norwegian customers: This policy also complies with the **Norwegian Right of Withdrawal Act (Angrerettloven)**, which grants the same 14-day withdrawal rights starting from the day goods are received.
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 **Contact:** hello@iceplunger.com

 **Support & Returns:** iceplunger.com/support

Business details:

ICE PLUNGER is a business name (aputoiminimi) of **Oy Rossi Ventures Ab**

- Business ID (Finland): **3533901-2**
- VAT number (EU/International): **FI35339012**
- Address: **Katajasaarenkatu 6 A 4, 53900 Lappeenranta, Finland**