Terms & Conditions

Last updated: September 29, 2025

These Terms & Conditions govern purchases and use of services from ICE PLUNGER (a business name of Oy Rossi Ventures Ab).

1. Company Information

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
- Email: hello@iceplunger.com
- Support: <u>iceplunger.com/support</u>

2. Orders and Payments

- All orders placed through our website are binding once confirmed.
- Payment must be completed using the available payment methods at checkout.
- Prices include VAT where applicable, and will be displayed before checkout.

3. Delivery

- Orders are shipped to the address provided by the customer.
- Delivery times are estimates only. We are not liable for delays outside our control.

4. Returns & Right of Withdrawal

- Customers in the **EU and Norway** have the right to withdraw from their purchase within **14 days** without giving a reason.
- For EU customers, the 14-day period starts from the day the goods are delivered.
- For Norwegian customers, the 14-day period starts from the day the goods are received.

- Returns are free of charge when requested via our support page or by email. A
 prepaid return label will be provided upon request.
- Returned goods must be unused, in original condition, and sent back within 14 days of the withdrawal notice.
- Refunds are issued via the original payment method within 14 days of receiving the returned goods or proof of return (whichever comes first).
- Exceptions: No returns are accepted for digital goods after download or for custom-made/personalized items.

5. Privacy & Cookies

We process personal data in accordance with the **General Data Protection Regulation** (GDPR) and applicable Norwegian privacy law.

- For details on how we handle personal data, see our **Privacy Policy**.
- For information about cookies and tracking technologies, see our **Cookie Policy**. Both policies are available on our website.

6. Community Participation

Participation in our online community (forum, discussions, or other user-generated content) is subject to **separate Community Terms**, available on our website.

7. Limitation of Liability

- Our liability is limited to the total value of the order in question.
- We are not liable for indirect, incidental, or consequential damages.
- Nothing in these Terms affects your statutory consumer rights under EU or Norwegian law.

8. Governing Law & Disputes

- These Terms are governed by **Finnish law**.
- As a consumer in the EU or Norway, you also have the right to rely on the mandatory consumer protection laws of your country of residence.

- Disputes may be submitted to the competent courts in Finland or to your local consumer protection authority.
- **Contact:** hello@iceplunger.com
- Support: iceplunger.com/support
- Business details:

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