

# Terms and conditions of sale

These terms apply to the electricity sales contract between you and Lumo Energia Plc (business ID 2701773-4). Lumo Energia Plc acts as a service provider.

The contract documents form the content of the sales contract, and shall be applied in the following order of priority:

- 1 Individual, product-specific terms of contract
- 2 Lumo Energia's price list
- 3 These terms and conditions of sale
- 4 Recommended Terms of Electricity Sale by Finnish Energy (TES 2014). Read them [here](#).

A consumer customer also enjoys the rights granted by the Consumer Protection Act (38/1978).

**Lumo Energia Abp**  
Teollisuuskatu 21  
00510 Helsinki  
[contact@lumoenergia.fi](mailto:contact@lumoenergia.fi)  
09 4272 0444

# Enter into and terminate a contract



When the order is placed, you are responsible for ensuring that the information you have provided is correct.

- Enter only information that is relevant to the order.
- The contract is not created until we have sent you a **confirmation message**.



Orders and contracts submitted via the internet are considered **distance selling** and for them there is always a 14-day right of withdrawal without charge for consumers.

- Cancellation of the order must be notified **in writing** to us by e-mail at [contact@lumoenergia.fi](mailto:contact@lumoenergia.fi) or by letter to our postal address.
- Note that despite the cancellation, you are responsible for paying for the electricity you have consumed at the agreed price according to the contract.

## Checking the customer's solvency

We reserve the right to verify your credit information. If it appears that you have ongoing payment defaults, we reserve the right to refuse you a contract or require a reasonable security before initiating the contract.

# Delivery of electricity



We promise to supply the ordered electricity product to the agreed withdrawal point on the agreed start date.

- Please note that **delivery can start at the earliest 15 days after** the conclusion of the contract. Therefore, we cannot guarantee an earlier delivery.
- If you have expressed a wish for an early delivery, we will strive to fulfill the desired start date, but we are not responsible for damage or inconvenience if the delivery is delayed from the desired start date.

**The precondition for starting the supply of electricity is that the usage site does not already have an active electricity contract with another electricity supplier.** However, we will take care of all practical arrangements for changing electricity suppliers. This contract serves as a power of attorney, which you have given us, to carry out the exchange on your behalf. If the start of the electricity delivery is prevented due to the customer having a valid fixed-term electricity contract, we have a 12-month power of attorney with this agreement to execute the order.

# Payment and pricing



The amounts of electricity supplied to you are determined with the help of measurement data provided by the electricity network company and other metering managers.

- If, for any reason, we do not receive this measurement data, we have the right to estimate your consumption using your previous consumption data and other data to help us.
- If the contract begins retroactively, the consumption for the period before the beginning of the agreed contract is invoiced according to the market price.

The electricity transmission is billed by the local electric distribution company.



We bill you every month in arrears.

- You can choose to receive the invoice by e-mail or letter.
- You can also sign an e-invoice agreement with your online bank once you have received your first invoice.
- Invoicing every three months is an additional service for an additional fee.
- Any price changes will always be announced at least 30 days before they take effect. However, it should be noted that we do not have the right to change the price of electricity on a fixed-term contract.

# Duration of the contract



If we have a fixed-term contract, it will automatically continue as an on-going contract after it expires, unless either of us notifies its termination no later than two weeks before the expiry of the term.



We both have the right to terminate a continuous agreement with two (2) weeks' notice.

# General



**We are responsible for our delivery in accordance with the Electricity Market Act (588/2013).** Please note, however, that we do not reimburse you for costs incurred for telephone calls and other communications or for the time used to handle matters with us.



You can find the **energy consumer's checklist** on the Energy Authority's website [energiavirasto.fi](https://energiavirasto.fi).



**We respect the privacy of our customers and treat all personal information we have received only in accordance with our privacy policy, which you will find [here](#).**



**In case of complaint, contact our customer service. Complaints must be made by e-mail.** If a dispute arises in connection with this contract, which we cannot resolve with each other, you can take the matter to the Consumer Disputes Board ([kuluttajariita.fi](https://kuluttajariita.fi)). Before you submit the case to the Consumer Disputes Board, you can contact the Finnish Competition and Consumer Authority ([kkv.fi/en/consumer-advice](https://kkv.fi/en/consumer-advice)).

## Translation

In the event of any inconsistency between the Finnish language version and this translated English version, the Finnish version will at all times prevail and take precedence.