



WORLD FEDERATION  
OF THE DEAF

## ORDER FORM

|  |  |          |       |              |
|--|--|----------|-------|--------------|
| <b>Name</b>  |  |          |       |              |
| <b>Email</b>   |  |          |       |              |
| <b>Organisation</b>  |  |          |       |              |
| <b>Mobile or Phone Number<br/>(include country code)<br/>(Example: +358....)</b> |  |          |       |              |
| <b>Delivery Address</b>  |  |          |       |              |
| <b>DEAF FLAG</b>   |  |          |       | <b>PRICE</b> |
| 900mm x 600mm  | 20 €   | Quantity |       |              |
| 1200mm x 900mm   | 30 €   | Quantity |       |              |
| 1800mm x 1200mm  | 50 €   | Quantity |       |              |
| 2400mm x 1200mm  | 60 €   | Quantity |       |              |
|  |  |          |       |              |
| Shipping   | <i>This will be agreed with the WFD depending on the delivery address and the weight of the package.</i> |          |       |              |
|  |  |          | TOTAL |              |

**Please Note: Shipping costs do not include customs duties that may be applied by your country's customs authorities. If your order is held by customs, you will be responsible for covering these additional charges.**

**To avoid delays, please ensure that the phone number you provided on the form is correct and reachable. If you are unavailable, kindly make sure a family member can answer on your behalf in case customs contacts you.**



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## Terms & Conditions

**World Federation of the Deaf (WFD)**  
Registered in Finland

### 1. General

These Terms and Conditions govern all sales by the World Federation of the Deaf (WFD). By placing an order, the customer acknowledges and agrees to these Terms and Conditions.

### 2. Product Description

WFD ensures that all merchandises are produced to the specifications provided on the order form. Slight variations in colour, printing, or stitching may occur due to manufacturing processes. Such variations do not constitute a defect.

### 3. Pricing

All prices are indicated on the order form or in the official communication. Prices do not include shipping costs, customs duties, taxes or import fees, which are the responsibility of the customer unless otherwise stated.

### 4. Payment Terms

Full payment must be received before production or shipment. The accepted payment methods will be indicated on the order form or on the invoice.

### 5. Shipping and delivery

- Orders are shipped from WFD's designated supplier.
- Delivery times vary depending on the destination, customs processing, and courier services.
- WFD is not responsible for delays caused by external factors such as customs, weather or disruptions to couriers.
- The customer must provide an accurate and complete delivery address.



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## 6. Post-delivery inspection

The customer must inspect the product upon receipt. Any problems must be reported to WFD within **7 days** of delivery, including photos and a description of the problem. Failure to notify within this period will be considered acceptance of the product.

## 7. Customs, Import Regulations and Tariff Rates

### 7.1. Customs Clearance and Import Regulations

Before placing an order, the customer is responsible for verifying the customs regulations, import restrictions, and documentation requirements of their own country. Customs authorities may impose additional rules, inspections, or documentation requests that are beyond the control of the World Federation of the Deaf (WFD).

### 7.2. Customs Retention

International shipments may be held, inspected, or delayed by customs authorities. The WFD **is not responsible for** the following:

- Customs retention or inspection of the shipment
- Delays caused by customs processes
- Additional documentation requested by customs
- Failure to comply with the import regulations of the destination country

The customer is solely responsible for complying with all applicable import regulations and procedures.

### 7.3. Customs Duties, Taxes, and Import Fees

Any customs duties, import taxes, handling charges, or other fees imposed by the destination country are **the customer's responsibility**. These charges are **not included** in the product price or shipping cost unless explicitly stated.

If customs requires payment of duties or fees, the customer must settle them directly with the customs authority or the courier for the goods to be released.



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#### **7.4. Non-Delivery Due to Customs Problems**

If the shipment is returned to WFD due to:

- failure to pay customs duties,
- failure to comply with customs requirements, or
- rejection by customs authorities,

WFD will not issue a refund for shipping costs. A refund for the product may be issued only after the item is received back in its original condition, minus administrative and handling fees.

#### **8. Returns and refunds**

WFD only accepts returns or refunds under the following conditions:

##### **8.1 Manufacturing Defect**

A product may be eligible for replacement or refund if:

- It is significantly damaged or defective due to manufacturing; and
- The client provides evidence (photos and detailed explanation).

##### **8.2 Conditions Not Eligible for Refund or Return**

- Customer dissatisfaction with subjective elements (e.g., personal expectations of quality, reference material).
- Small variations in color or seams.
- Damage that occurred after childbirth.
- Failure to follow care instructions.

##### **8.3 Return procedure**

If a declaration is approved:

- The customer must follow the return instructions provided by WFD.
- Products must be returned unused and in their original condition.
- The customer pays the return shipping costs, unless otherwise agreed.



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## **9. Order Cancellation**

Orders cannot be cancelled once production has started. If the order is cancelled before production, WFD may refund the amount minus an administrative fee.

## **10. Liability**

WFD's liability is limited to the value of the product purchased. WFD is not liable for any indirect, incidental or consequential damages arising from the purchase or use of the product.

## **11. Right of Government**

These Terms and Conditions are governed by the laws of **Finland**. Any disputes will be resolved through negotiation. If they are not resolved, disputes will be submitted to the competent courts in Finland.

## **12. Amendments**

WFD may update these Terms and Conditions at any time. The version applicable to a purchase is the one provided to the customer at the time of placing the order.