



# CONSUMER ADVISING

[www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi)

## CONSUMER PROBLEMS?

You can search for a solution for your consumer problem on the online service. The online service gives you instructions in matters related to consumption, in which the parties are a consumer and a business. If you need mediation help with an entrepreneur, you can call the telephone service.

### INSTRUCTION FOR ACTION IN A CONSUMER PROBLEM

1. **Clarify your rights.** Get help at [www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi) for trade problems. You will find information on, among other things, compensation for a product or service error, agreements and paying.
2. **Make a complaint to the business.** Try to agree with the business on the compensation. In making the complaint, you can utilise the forms at [www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi).
3. **Contact consumer advice.** The consumer rights advisor gives information on the rights of the consumer and mediates in a dispute situation between the consumer and the business.

#### National telephone advice 029 553 6901

The number serves on weekdays 9:00-15:00. The charge for calling the advice number is the normal charge for a call to a local network or mobile phone. Telephone advice in Swedish is available at 029 553 6902.

You can contact Consumer Advice also through an electronic form, which you can find at [www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi). You can make an appointment with an advisor at an office, if you cannot solve the matter over the phone.

### FREE CONSUMER ADVISING TO CONSUMERS

Advice is offered to people who have a home or residence in a European Union member state or in a country belonging to the European Economic Area.

Consumer advice changed from a municipal service to a national one on 1 January, 2009. After the renewal, advice is given by the registrars responsible for the service. The advising is controlled by the Finnish Competition and Consumer Authority.

If you cannot solve your problem with the help of the consumer rights advisor, you can take the matter to the Consumer Disputes Board.

# CONSUMER ADVICE OFFICES

You can reach the advisor at the number of the national phone advice at 029 553 6901 and in Swedish at 029 553 6902.

## Lapland

### Kemi

Keskuspuistokatu 20 -  
22,3.krs  
9400 Kemi

### Rovaniemi

Hallituskatu 5 C  
96100 Rovaniemi

## Northern Finland

### Oulu

Isokatu 4  
90100 Oulu

### Pudasjärvi

Sähkötie 2  
93100 Pudasjärvi

### Raahe

Kummatinkatu 6  
92150 Raahe

### Ylivieska

Valtakatu 4  
84100 Ylivieska

## Eastern Finland

### Iisalmi

Virrankatu 2  
74100 Iisalmi

### Joensuu

Torikatu 36 B  
80100 Joensuu

### Kuopio

Puistokatu 29  
70110 Kuopio

### Mikkeli

Raatihuoneenkatu 5 A  
50100 Mikkeli

### Savonlinna

Olavinkatu 46 A  
57100 Savonlinna

### Varkaus

Wredenkatu 2a  
78250 Varkaus

## Southwestern Finland

### Pori

Pohjoisranta 11 E  
28100 Pori

### Turku

Aurakatu 8  
20100 Turku

## Western and Inland Finland

### Kokkola

Kaarlelankatu 74  
67100 Kokkola

### Seinäjoki

Juhonkatu 4  
60320 Seinäjoki

### Tampere

Hatanpään valtatie 24  
33101 Tampere

### Vaasa

Wolffintie 35  
65200 Vaasa

## Southern Finland

### Helsinki

Ratapihantie 9  
00520 Helsinki

### Hyvinkää

Urakankatu 1 B  
05800 Hyvinkää

### Hämeenlinna

Birger Jaarlin katu 13  
13100 Hämeenlinna

### Imatra

Tainionkoskentie 70  
55120 Imatra

### Kotka

Vuorikatu 5 C  
48100 Kotka

### Kouvola

Vuorikatu 1  
45100 Kouvola

### Lahti

Salininkatu 3  
15100 Lahti

### Lappeenranta

Pormestarinkatu 1 a  
53100 Lappeenranta

### Raasepori

Ajuripuisto 4  
10600 Tammisaari