

Online training order and delivery terms

Updated on 28.3.2025

1. General

These terms of order and delivery (hereinafter "Terms of Delivery") apply to orders in which the customer orders digital educational services ("Service(s)") from Aurevia Oy (later "Aurevia" or "Service Provider"). The customer must accept these terms of order so that the customer can use the digital training services provided by Aurevia.

Ordered digital training service:

Online training courses are ordered through Aurevia's website. The course's access period, price and purpose are stated in the training description of the selected course or training. The access period may vary from course to course and starts from the user's first login. Personal login details are used for training.

Service Provider and contact information:

The service is provided by Aurevia Oy.

Address: Kumpulantie 15, 00520, Helsinki, Finland

Email: info@arevia.com

Phone number: +358 9 8566 8200 (weekdays 8:30-16:00 EET)

Price of Service:

The price of the training is shown in the training description. The training is produced as a Turnkey service.

Platform for using the service:

When you purchase a training or an online course, you can study on the Aurevia Academy educational platform unlimitedly during the right of use. Saarni Learning Oy provides the training platform. All of Saarni Learning Oy's servers are located within the EU/EEA area.

Customer support:

The customer can contact Aurevia's customer support by email: info@arevia.com.

Customer refers to a customer who orders online courses or online training for themselves or other participants from the website.

These delivery terms apply to the business relationship and contracts between Aurevia and its Customers. Aurevia has the right to update the Terms of Delivery without prior notice. Orders are subject to the Delivery Terms valid at the time of ordering.

The customer guarantees that the information provided in the order is correct. Completing online courses or training on behalf of another person is prohibited.

2. Cancelling the order

Ordering an online training provides the basis for billing. The subscriber of individually purchased online courses or trainings has the right to cancel the transaction within 7 days of the delivery of the order. Delivery of the order means the delivery of the login details and the delivery confirmation to the customer. The customer does not have the right to cancel the transaction if the delivery of the digital content has been started electronically with the customer's consent before the end of the cancellation period and the customer has been informed of the absence of the right to cancel.



The delivery of the digital content starts when the participant logs into the learning platform for the first time.

Cancellation notifications must be made in writing to Aurevia at the email address info@aurevia.com.

3. Delivery of the Service

Aurevia Oy delivers the login details to the participant at the email address provided by the Customer. Each participant must have their own email address to which the login details will be sent. Aurevia Oy is responsible for sending the login details to the email address provided by the Customer. The customer is responsible for the operation of the email address provided. Aurevia strives to deliver the ordered service no later than two business days after the order.

4. Use of the service and access rights to the material

The ordered online courses are available to the customer with the provided login details for the time specified in the training description. To use the Service, the customer needs an email address, an internet connection, and an internet browser. The service works with modern browsers, such as Microsoft Edge, Google Chrome, and Mozilla Firefox. The service provider is not responsible for possible incompatibility problems between the device used by the customer and the Aurevia Academy training platform. The customer can inquire about more detailed information about the compatibility requirements from Aurevia's customer support.

If problems arise when using the Service, the Customer can contact Aurevia's customer support. Aurevia periodically performs maintenance procedures that may cause temporary interruptions to the Service. If the service interruption caused by Aurevia's maintenance measures causes inconvenience to the Customer, the Customer's right to use the online course or training can be extended for the duration of the interruption, according to Aurevia's own decision. Aurevia is not responsible for outages caused by third parties.

The material of the online courses and training offered by Aurevia is only intended for the personal use of the participants. Copying and distributing the material or any other activity that violates copyright is strictly prohibited. The customer's username is intended for personal use, and sharing it with a third party is prohibited. Aurevia has the right to close the Customer's user profile if the Customer acts contrary to these Terms of Delivery.

5. Limitation of liability

Aurevia offers the Services as it is, and the functionality of the Service on the Customer's device is not guaranteed. Aurevia reserves the right to change the Service, its availability and equipment requirements. Even otherwise, Aurevia's liability is limited to the price paid by the Customer for the Service.

6. Customer's responsibility

If the Customer violates these Terms of Delivery, the Customer is obligated to compensate Aurevia for the amount of damage caused by the violation of the Terms of Delivery.

7. Force majeure

Aurevia is not responsible for damage caused by force majeure. A force majeure event is an event beyond Aurevia's control, which Aurevia could not have reasonably taken into account at the time of the contract, and whose consequences Aurevia could not have reasonably avoided or overcome either. An overwhelming obstacle is, e.g., interruption of general energy production, fire or other similar event preventing the use of the fairgrounds, natural disaster, earthquake, war, or rebellion, pandemic or state of emergency or any other reason due to which the safety of event participants and/or partners may be endangered. Force majeure faced by Aurevia's subcontractor is also considered a ground for release.



8. Billing

The customer must provide invoicing or payment information when ordering. The customer is responsible for the correctness of the invoicing information they have provided. Aurevia reserves the right to suspend the Customer's right to use the Service if the billing information provided by the Customer is incorrect or if the Customer does not pay the invoice sent by Aurevia for the order.

