

LEGAL ENTITY ARGAN OIL BY MAIN	COMMERCIAL BRAND Bröderna Mains	BUSINESS ID (Y-TUNNUS) FI31888081	JURISDICTION & DOMICILE Mariehamn, Åland Islands, Finland
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Order Cancellation & Modification Policy

Operational Rules Governing Customer-Initiated and Kitchen-Initiated Order Cancellations in Mariehamn.

1. Made-to-Order Gastronomic Standards1.0

Every smash burger, marinated chicken fillet, and portion of loaded fries at Bröderna Mains is prepared fresh on hot plancha griddles immediately upon order confirmation. Because ingredients cannot be reused once cooking has commenced, order cancellation rules are strictly governed by production milestones.

2. Statutory Cooling-Off Period Exemption2.0

Pursuant to Chapter 6, Section 16 of the Finnish Consumer Protection Act (Kuluttajansuojalaki 38/1978) and Article 16(d) of Directive 2011/83/EU, the consumer statutory right of withdrawal does not apply to contracts for the supply of food or beverages that are liable to deteriorate or expire rapidly.

3. Order Status Lifecycle & Cancellation Eligibility3.0

Lifecycle Stage	Operational Status	Cancellation Allowed?	Financial Treatment
Phase 1: Pending	Order placed; awaiting kitchen review & griddle scheduling.	YES - UNCONDITIONAL	Immediate 100% refund to original card or Digital Wallet.
Phase 2: Preparation	Kitchen griddles fired, beef patties smashed, sauces applied.	NO - IN PREPARATION	Order cannot be halted; 100% of order total is retained.
Phase 3: In Transit	Courier dispatched with insulated thermal delivery bag.	NO - DISPATCHED	Courier en route; cancellation strictly prohibited.

4. Restaurant-Initiated Order Cancellations4.0

Bröderna Mains reserves the right to cancel orders if: (a) Fresh beef or brioche inventory is exhausted, (b) Sudden extreme weather or blizzard conditions make delivery hazardous for riders, or (c) Suspicious or fraudulent payment activity is flagged by Stripe Radar. In any such merchant-initiated cancellation, the customer will receive an immediate 100% refund plus a priority discount voucher for future dining.

5. Pre-Ordered & Scheduled Catering Orders5.0

Orders scheduled in advance for corporate gatherings or parties may be cancelled with a full refund up to two (2) hours prior to the scheduled preparation time. Cancellations made within less than two hours will incur a 50% culinary wastage fee.

Statutory Swedish Advisory: Ångerrätt & Avbeställning§ SV-ÅNGERRÄTT

Distansavtalslagen & ångerrätt: Vid köp av tillagad mat och snabbt förgängliga varor via vår app gäller inte den vanliga lagstadgade ångerrätten på 14 dagar för distanshandel. Din beställning är ekonomiskt bindande och ångerrätten upphör helt så fort köket har påbörjat tillagningen av din mat.

Brådskande kontakt: Om en felaktig beställning har gjorts måste du kontakta restaurangen omedelbart via telefon (+358 18 22960). Om köket redan har påbörjat tillagningen debiteras fullt pris. Ingen återbetalning är då möjlig.

FOR THE OPERATING ENTERPRISE



ARGAN OIL BY MAIN / Bröderna Mains

General Management • Business ID: FI31888081 • Mariehamn, Åland,
Finland

LEGAL & REGULATORY COMPLIANCE UNIT

Regulatory Oversight & Audit Desk

Formally Reviewed & Adopted for 2026 Production Infrastructure •
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