

1. The Service Agreement is between the client and Nikula Legal Ltd ("Nikula"), and Nikula cannot transfer the matter to another lawyer without the client's approval. The parties undertake to notify the other party of any changes in their contact information.
2. Nikula accepts to take measures as soon as the Service Agreement has been agreed and signed. Due to the distance selling rules (Consumer Protection Act – *Kuluttajansuojlaki*), a distance service agreement can be accepted and the assignment start immediately if expressly agreed. Otherwise Nikula shall start studying the case after fourteen (14) days after the conclusion of the contract.
3. Nikula reserves ten (10) working days for familiarization with the assignment and is not responsible for any measures not carried out during this period. In distance selling situations, the time reserved for familiarization will not begin until fourteen (14) days later, unless otherwise agreed.
4. The client and Nikula may use the email address provided by the client in their communications. The client undertakes to acknowledge the information and documents delivered to the e-mail address provided by the client as having been received.
5. Nikula is entitled to receive a fee for the measures performed and a reimbursement of costs and expenses incurred. The client is responsible for paying the fee and the reimbursement of costs and expenses. The lawyer also charges a fee for the travel time used to handle the assignment, unless otherwise agreed.
6. The fee and expenses are charged on a monthly basis, unless a special payment arrangement has been agreed.
7. Nikula has the right to terminate the agreement if the Client fails to pay the fee or the costs and expenses incurred.
8. Nikula has the right to check the Client's credit information and creditworthiness.
9. Nikula has the right to set off a receivable from the client to Nikula's client asset account for a payment made for the benefit of the client.
10. Change in the VAT rate does not affect the net fee but the VAT payable on the net fee.
11. If the case is heard in Court, the Court gives an order about the liability to the legal costs, and this has no effect on the client's obligation to pay the fee and the reimbursement of costs and expenses to Nikula based on the Service Agreement.
12. Legal expenses insurance (LEI) is a separate agreement between the insurance company and the client. If, for a reason or another, the insurance company does not reimburse the fee and costs and expenses, the client must pay them to Nikula as agreed in the Service Agreement.

13. As a rule, Nikula does not take any criminal cases except in exceptional cases.
14. Nikula offers legal support in economic crime cases (so-called white-collar crimes) if they are related to the client's property, inheritance, accounting and corporate matters or tax matters related to the mentioned matters. In economic crime cases, Nikula may represent a suspect/accused or a plaintiff in a criminal case.
15. The assignment is carried out with legal aid/a defense counsel order **only** in situations where this has been expressly agreed.
16. A change in the client's financial situation or any other reason in the course of assignment does not transfer this assignment to the scope of legal assistance or a counsel order without a separate agreement between the parties and Nikula's consent.
17. The Service Agreement has been drawn up with the information available at the time of signing the agreement.
18. A party must immediately notify the other party of any matter that affects the object of the assignment or the management of the matter.
19. Providing new material or information related to the assignment - after the Service Agreement has been concluded - may affect the terms of the assignment. If the assignment turns out to be more extensive than anticipated or more difficult to manage, the fee will be reassessed (if a total fee estimate has been given for the assignment).
20. The client has the right to be informed of the current invoicing situation of the assignment upon request.
21. Nikula has the right to charge the client an advance payment for the fee and/or costs and expenses when a special reason has arisen during the course of the case management, such as loss of creditworthiness or late payment.
22. Nikula stores information in its registers that is necessary for the performance of the assignment. Information concerning the client and other persons is stored in order to carry out the assignment appropriately and to safeguard the client's interests.
23. Personal data will not be disclosed to third parties.
24. Nikula may record the assignment as a summary displayed on its website "cases done" in such a way that it does not reveal the client, directly or indirectly.
25. The management and audit of Nikula's accounts include invoices addressed to the client.
26. The client's personal information data can be used to prevent money laundering and terrorist financing in the ways provided for in legislation. Nikula has an obligation based on the law to disclose information to the authorities for purposes such as tax and criminal audits.
27. Under the Data Protection Act, the client has the right to request that his/her personal data be viewed, corrected and deleted by sending a written request to Nikula, eg. by email. The client has the right to withdraw consent and lodge a complaint with the supervisory authority regarding personal data.

28. Nikula will not delete the data even at the client's request, if Nikula has the right or obligation not to delete the data under the Finnish Data Protection Act and the EU General Data Protection Regulation. Legal service providers have a legal obligation to identify their clients and maintain client register data. The law firm has the right and obligation to store the data generated in the performance of the assignment.
29. If there has been an error or negligence in the performance of the assignment, Nikula has the primary right to rectify what has happened.
30. Nikula is not liable for any damage caused by the actions of a third party, for reasons beyond Nikula's control, or by incorrect information provided by the client.
31. Nikula is not responsible for postal, telephone or telecommunications disruptions or disruptions in the supply of electricity, fire or accident or any other corresponding reason beyond Nikula's control.
32. Nikula shall not be liable for any damage caused by decisions by the authorities or for any error made by an authority because of incorrect interpretation and application of regulations and tax and other agreements.
33. Nikula's liability for any errors or negligent damage happened in connection with the performance of the assignment by the Service Agreement.
34. The client must immediately submit a complaint (complaint) of any error or omission he/she considers having happened in the course of the assignment, and no later than three months after the end of the assignment.
35. Any disagreement arising from the Service Agreement will primarily be resolved through negotiations between the parties. If the dispute cannot be resolved through negotiations within 30 days of sending the complaint, the contracting party has the right to bring the matter to the District Court of Helsinki.
36. However, a consumer client's claim based on consumer protection legislation can also be examined in a district court having jurisdiction in the area where the consumer has a domicile or permanent residence in Finland (Code of Judicial Procedure, Chapter 10, Section 5).
37. The Client has the right to terminate the Service Agreement immediately without any special reason by notifying Nikula thereof by email.
38. Nikula may terminate the Service Agreement and stop all measures in the matter if the client has not paid the fee and/or the reimbursement of costs and expenses based on the agreement.
39. Nikula has the right to terminate the Service Agreement if the client has provided untruthful information in the matter, demanded Nikula to perform an unlawful act or for some other similar reason due to which Nikula's trust in the Client has been lost.
40. The Service Agreement and the contractual relationship shall be governed by the laws of Finland.