

Shipping Policy

Last updated: 27.08.2025

At HopAgent, we aim to deliver your merchandise quickly and reliably. Below you'll find details about our shipping process, costs, and timelines.

General Information

- We currently ship merchandise (non-alcoholic products such as apparel and accessories) within **Finland**.
 - Due to Finnish alcohol laws, we do not sell or ship alcoholic beverages through our webshop.
-

Processing Time

- Orders are processed within **2–4 business days** after payment is received.
 - You will receive a confirmation email once your order has been shipped.
-

Shipping Methods & Costs

- All orders are shipped via reliable courier or postal services (e.g., Posti, Matkahuolto).
 - Shipping costs are calculated at checkout based on order weight, size, and delivery location.
 - Free shipping may be offered on special promotions or for orders over a certain amount (if applicable).
-

Delivery Times

- Standard delivery time within Finland is typically **3–7 business days**.
 - Remote areas may require additional time.
 - Please note that delivery times may be affected by holidays, strikes, or other factors outside our control.
-

Order Tracking

- When available, tracking information will be sent by email once your order has been dispatched.
-

Damaged or Lost Packages

- If your order arrives damaged or does not arrive within the expected timeframe, please contact us immediately at info@hopagents.com. We will work with the shipping provider to resolve the issue.

