

Instruction – Ordering products

Our order service is available on weekdays from 8:00 to 15:30 by phone and email:

- Industrial gas and welding equipment orders, as well as inquiries related to orders and deliveries: tilaukset@woikoski.fi / 040 166 2023
- Medical gas and hospital equipment orders, as well as related inquiries: tilaukset.medical@woikoski.fi / 040 166 2023

A valid prescription is required for ordering medical gases.

Orders can also be placed via our customer portal Woikoski Store (in Finnish):

<https://woikoskistore.woikoski.fi/>. In the portal, you can also view your cylinder and rental agreement balances. To access Woikoski Store, you need a user account, which can be requested via the registration link: <https://woikoskistore.woikoski.fi/registration/>

Orders must be placed two business days before your location's delivery route day by 12:00 noon.

You can check your location's delivery days on our website:

<https://www.woikoski.fi/en/for-the-customer/timetables/> or by contacting our order service when placing your order.

Please include the following information when ordering:

- Customer number (or company name)
- Delivery address
- Contact person and phone number for delivery
- Reference for invoicing
- Ordered products: gas type, cylinder size, quantity
- Returned products: gas type, cylinder size, quantity (Returned cylinders must be easily accessible for the driver and either marked or identifiable by the recipient on site)

Also include any additional delivery details, such as alternative delivery address or specific delivery location (e.g., door, loading dock).

Orders placed on time will be delivered on the next scheduled delivery day for your location.



Deliveries are generally made between 8:00 and 16:00. If you prefer delivery later than the next delivery day, please mention this when placing your order.

Additional delivery services incur a service fee in addition to the standard freight charge, according to our current price list (e.g., delivery at a specific time).

Same-day deliveries are charged according to our emergency delivery price list.

Please note:

- Product transport boxes and cylinder crates are the property of Woikoski. Please return them to Woikoski.
- No markings or stickers may be placed on Woikoski's rental cylinders.

For more information, contact our customer service. Also remember to ask about our maintenance and network installation services!

Changes to deliveries due to public holidays:

Public holidays affect our gas delivery schedule. We do not deliver gases on public holidays, except for emergency deliveries. Please take this into account when placing gas orders and schedule them for the preceding or following agreed delivery day.

A substitute delivery day will be arranged for locations whose only weekly delivery day falls on a public holiday. Check your substitute delivery day with our customer service. Please place your order in time.

Our order service is open as usual on the business day preceding a public holiday from 8:00 to 15:30. More information about changes due to public holidays and a list of holidays is available on our website: <https://www.woikoski.fi/en/for-the-customer/timetables/>

Emergency gas deliveries:

We accept emergency gas delivery orders on holidays and weekdays between 15:30 and 08:00 tel. 040 591 0474. Emergency deliveries are charged according to our current price list.

Customer service assists with customer data, invoicing, and rental agreements:

Industrial customer service: asiakaspalvelu@woikoski.fi / 040 166 2023

Medical customer service: medical@woikoski.fi / 040 166 2023

Our reseller locations across Finland are also at your service.