

# GENERAL TERMS AND CONDITIONS

## Prices

All prices are **TAX EXCLUDED**. Additional shipping fees will be charged for order amounts below € 360.00.

## Invoicing

For each order processed, a packing list and subsequent invoice will be issued, the invoice can be used as a document proving the validity of the warranty.

## Service

### **CUSTOMER SERVICE HOURS:**

Monday - Friday: 9:00 am -1:00 pm and 2:30 pm – 7:00 pm.

Tel. +39 0543 720836

Fax +39 0543 721481

## Warranty

All products offered by **Sport Italia Srl.** are covered by a two-year warranty, according to Law Decree 24/02. The warranty does not cover damages caused by misuse and we will not be held liable for direct or indirect damages, resulting from improper use of the products sold by us.

**The warranty does not cover vaulting poles and throwing items used for athletics.**

## Withdrawal right

Sport Italia Srl offers its customers a “Satisfied or Reimbursed” warranty. If the customer is not satisfied with the goods supplied, they can be returned.

Customer will be reimbursed as established by the law in force. The law (Law Decree No. 185/99) establishes a deadline to exercise the right of withdrawal: **10 days from the receipt of the goods.**

Making use of this warranty is simple. It is sufficient to follow the following procedures:

- Send an email to [sportitalia@sportitaliasrl.it](mailto:sportitalia@sportitaliasrl.it) or send a fax to +39 0543 721481 within 10 days from the receipt of the goods.

In any case, we recommend contacting us as soon as possible by phone.

Products must be returned intact, placed in their original packaging with all their parts (including any documentation and accessories: manuals, cables, etc) and with proper external packaging carefully sealed.

- Transport costs for returns must be paid by the customer.
- **Attention**, products returned beyond the deadline to our warehouse without meeting the above requirements will not be reimbursed.

To exercise the right of withdrawal, you can also choose one of the following options:

- Replacement of goods
- Reimbursement specify the bank or post office account details: Swift (BIC) code, IBAN code, account holder name and last name. Reimbursement refers to the price of the product and the cost of first shipment and it will be performed within 30 days from receipt of the returned goods. The only expenses paid by the customer are those related to goods return).

Once the goods reach our warehouse they will be inspected to evaluate possible damages or tampering not caused by transportation.

## Goods returned/ Returns

Freight charges for goods returns are always borne by the Customer, except in case of returns of

defective goods under warranty in which case the delivery cost for replacement of the product are borne by Sport Italia Srl.

## PRODUCT DELIVERY

### Delivery locations

Sport Italia Srl delivers to all the EU countries.

### Carrier used

Costs are calculated according to package weight and size and final destination. These costs will be calculated and shown at the time of order confirmation.

Sport Italia Srl reserves the right to ship the goods with the carrier it deems more appropriate for logistics reasons or due to the nature of the goods.

### Delivery time and Shipping Procedures

If the goods are in stock, Sport Italia srl reserves a business day for packaging and fulfilment of the necessary administrative tasks. Carrier's delivery time shall be added to this time.

Remember that delivery times and procedures vary depending on the carrier that will be used. Saturdays, Sundays and bank holidays are not considered in the calculation of the delivery days.

### How to Deal with Product Delivery

In order to make our service more efficient, please check the conditions of the packaging at delivery time.

If the package is not intact, accept it with reserve, in other words in the delivery note, beside the signature, clearly mark "RECEIVED with RESERVE. Package was damaged".

If the packaging is so seriously damaged that the internal content has been damaged, reject the goods by writing on the delivery note "REJECTED GOODS, damaged package."

In addition, ensure that the quantity of packages is correct.

Any disputes must be raised immediately with the carrier, otherwise the products will be deemed delivered correctly.

The delivery note or invoice, contained in the special pocket applied outside the package must be kept as a valid document to be used as proof of warranty.

## PAYMENT METHOD

### Accepted payments

Sport Italia Srl accepts the following methods of payments:

- o **Pepaid bank wire transfer (SWIFT)**
- o **Payment via Paypal**

### Payments via Bank Wire Transfer

When paying via bank wire transfer, the goods will be sent only after having verified that payment has reached our account.

#### Payments through UNICREDIT BANK

- Account's holder **Sport Italia Srl**
- Swift (BIC) code : **UNCRITB1QN0**
- IBAN code **IT 11 0 02008 13201 000100911959**

#### Payments through CASSA DEI RISPARMI DI FORLI' E DELLA ROMAGNA

- Account's holder **Sport Italia Srl**
- Swift (BIC) code : **IBSPIT2F**

- IBAN code **IT59 O 060 1013 2090 7400 0006 568**

The bank wire transfer remark section must indicate: purchase order confirmation received by email as well as the name and last name of the customer who placed the order.

Based on the current banking system, the amount paid via wire transfer is credited on our account in 3 to 5 business days from the date of the bank wire transfer.

**Before issuing payment, it is advisable to ensure that goods are available in stock by contacting our Customer Service.**

If payment is not received within 8 to 10 days from the order date, **order will cancelled.**

In case of large amounts, Sport Italia Srl reserves the right to **request an advance as security deposit payable via bank wire transfer.**