General terms of sale

The seller

Full name

Business registration number

Full address

E-mail address

Telephone

These terms apply to sales made to:

☐ Consumers (private individuals) ☐ Business customers

1. Purpose. These terms govern sales of products between the seller named above and its customer. Placing an order means accepting these terms, which prevail over any other document unless agreed otherwise in writing.

2. Products, prices and orders. Products are described on the seller's website or catalogue, while stocks last. Prices are in the currency and with the tax treatment shown below. The sale is concluded when the seller confirms the order.

Currency of prices

Prices shown: tax included or excluded?

3. Payment. The price is payable when the order is placed, by the means shown below. The seller may withhold performance until payment is received.

Accepted means of payment

Payment period

4. Delivery. Delivery times are indicative and run from confirmation of the order. Risk passes to the customer on delivery. The customer checks the parcel on receipt and reports any damage or missing item without delay.

Delivery areas

Usual delivery time

Delivery charges

5. Returns and withdrawal. A consumer customer may withdraw from the purchase within the period below, where the law of their country provides for it, without giving a reason; the product is returned in good condition and the seller refunds within the period shown. Some products (made to measure, perishable, unsealed) may be excluded.

Withdrawal period (days)

Refund period after return (days)

- [ ] The right of withdrawal applies to consumer customers
- [ ] No right of withdrawal (business-to-business sales or legal exclusions)

6. Guarantees. The seller is liable for non-conforming goods and hidden defects as provided by the applicable law. The customer reports the defect in writing with photos and proof of purchase; the seller offers repair, replacement or refund.

Commercial guarantee, if any (length)

7. Liability. The seller's liability is limited to foreseeable direct damage, as far as the law allows, and does not cover force majeure. Nothing in these terms removes the rights that the law guarantees to consumers.

8. Personal data. The seller processes customers' data to manage orders, delivery and invoicing and keeps it only as long as needed. Customers may ask for access, correction or erasure of their data at the address below.

E-mail address

9. Disputes. If a problem arises, the customer first contacts the seller to look for an amicable solution; recourse to a mediator or a dispute-resolution body remains possible. Failing that, the competent courts are those shown below, subject to the rules protecting consumers.

Governing law

Competent courts (city or country)

10. Changes. The seller may change these terms for future sales; the version that applies is the one in force on the date of the order.

Place

Date

Version and effective date

Seller's signature

Name in full