

RETURNS & REFUNDS

Right of withdrawal

The Client has the right to withdraw from the contract of sale, without giving any reason, within 14 days from the delivery date of the purchased product(s). In the case of product(s) purchased in a single Order and delivered separately, the 14 days commencement date starts from the last delivery.

In order to enact the right of withdrawal, the Client must inform Deglupta by email at: customercare@deglupta.it and within the above mentioned specified time frame.

In the case of a withdrawal, the Client must return the product(s) to Deglupta within 14 days from the date of the withdrawal. The product(s) must be returned to the following address:

- *Deglupta S.r.l. via delle Motte 67 - 30030 Martellago (Venezia) – Italia*

The Client must return the product(s) before the due date (14 days after the date of withdrawal).

The returned product(s) must be intact, complete in all its parts (including the seal), and with its original packaging (including packing material, documents, and provided accessories). The returned product(s) may show signs of inspections by the Client, in accordance with normal diligence, that are minimally required by him/her to check the integrity of the product.

The right to withdrawal can be applied to the entire purchased product(s), the right to withdrawal cannot be applied to one part of the product(s). In case of withdrawal, the Client is refunded the entire amount paid. This amount is deducted of any additional delivery costs in the case where the Client has chosen a delivery service that is different from the standard delivery service offered on the Website. The direct cost of returning the product(s) is at the expense of the Client. The refund will be made within 14 days starting from when Deglupta receives the withdrawal notice. Notwithstanding a different agreement made with the Client, for the refund Deglupta will use the same payment method used by the Client for the original purchase. In any case, the Client will not have to undertake any additional cost due to the refund.

The refund can be put on hold until Deglupta receives the product(s), or until the Client demonstrates that the product(s) has been sent within the specified time frame.

The transportation risks are at the expense of the Client. In case of damages, theft, or loss of the product(s) during transportation, Deglupta will immediately communicate it to the Client, in order to allow him/her to promptly report the fact to the relevant Courier and subsequently request the relevant reimbursement. The product(s) damaged during transportation will be at the Client's disposal, and the right of withdrawal will be consequently annulled.

ORDERS AND PAYMENTS

Purchasing procedures and contract of sale

The products for sale are solely the ones on display on the Deglupta Website at the moment the Order is sent, and as described in the relevant specifications.

Please note that the images supplied in the products exclusively refer to the product selected and it is possible that they do not entirely represent faithfully the products original colours; such colours can vary in accordance with the type of browser or monitor utilised by the user to access the Website and to visualise the relevant images.

In order to complete and send an Order, the Client needs to click on the relevant product. This way, the Client accesses the specifications that describe the main characteristics of the product. Subsequently, the Client needs to complete the Order form in all its parts. The Client can insert in the same Order form one or more products of the same or different types. The Order can only be sent after the Client reads and accepts the Conditions. During the Order procedure, the Client can request an invoice for the purchased product(s). Confirmation that the Order has been correctly received by Deglupta will be sent to the Client by email. The confirmation email (hereafter, the "Confirmation of Order Received") is sent to the email address that has been previously communicated in the Order by the Client. The Confirmation of Order Received is an email that briefly describes the purchase conditions and the data in the Order, so that the Client can verify the correctness of such data and, if required, communicate to Deglupta any necessary correction to the data. Such corrections must be communicated to Deglupta within 24 hours of the Client receiving the Confirmation of Order Received. Any correction must be communicated by email to: customercare@deglupta.it, and needs to have in the object line the phrase: "order modification" followed by the code of the relevant Order

Within 24-48 hours after sending the Confirmation of Order Received, and once the online credit and the availability of the product(s) has been verified by Deglupta will email (to the

same address previously communicated by the Client in the Order) to the Client that it has accepted the Order (hereafter, the “Order Accepted”).

The contract of sale is considered finalised when the Client receives the Order Accepted from Deglupta.

In the case of a failed payment, within 48 hours from when the Client receives the Confirmation of Order Received (including the purchasing price and transportation costs accepted by the Client when sending the Order) Deglupta has the right to annul the entire Order or just the part relevant to the unpaid product(s).

Prices and payment methods

The prices in the Website are inclusive of taxes and VAT. Possible transportation costs, or additional costs involved with the payment method chosen by the Client (among the payment methods described below) are at the expense of the Client. The Client is informed about the exact amount of any possible additional payments while completing the Order form and, in any case, before sending the Order to Deglupta.

Payment methods available:

- ***PayPal***

The Client can pay by PayPal, in accordance with the relevant rules and regulations (see www.paypal.com)

- ***Credit Card***

In cases where the payment is by credit card, the transaction will occur through the secured PayPal server or another secured server selected by Deglupta. In no case, and in no phase of the payment, will Deglupta be able to access any information relevant to the credit card used for the payment. The transaction occurs with a protected connection directly to the server of the bank that manages the transaction. No data centre of Deglupta retains any type of data relevant to the transaction. Therefore, Deglupta cannot in any way be held responsible for any possible deceitful and/or illicit use of the Client's credit card by third parties during any phase of the payment.

- ***Bank transfer***

In case of a purchase through a bank transfer, the IBAN code of Deglupta will be provided during the checkout. In the Confirmation of Order Received Deglupta will also specify the bank details and the exact amount to be paid.

SHIPMENTS

Delivery of the product(s) and relevant costs

The purchased product(s) is delivered during office hours (excluding Saturday and Sunday, and subject to any unforeseen circumstances) at the address communicated by the Client within 72-96 hours starting from when Deglupta sends to the Client the Order Accepted by email.

The failed delivery of the purchased product(s) within the above mentioned specified time does not entitle the Client refusing the delivery and/or dismissing the contract of sale regarding the purchased product(s).

If after 5 working days, (excluding Saturday and holidays and starting from when Deglupta sends to the Client the Order Accepted by email), the purchased product(s) has not been delivered to the Client, please contact Deglupta's customer care service by email at: customercare@deglupta.it.

The Courier delivers the goods from Monday to Friday, during office hours. The recipient cannot require that the delivery be made at a specific date and time. If the recipient is absent, a delivery slip will be left at the recipient's address, informing the rescheduled date of delivery.

The Courier will attempt the delivery twice and, in the case of the recipient being absence during the second delivery, before returning the goods to the supplier the Courier will contact the recipient by phone at the number (if noted) given in the Order.

The shipping cost is free of charge for all EU countries, whereas for non-EU countries the cost varies according to country of destination and weight/volume of the package. However, the Client is informed of the exact transportation cost (including possible additional custom taxes) while completing the Order and also before confirming and sending it to Deglupta.

By sending the Order, the Client agrees that the delivery of the purchased product(s) may be made in more than one delivery.

In case of a failed delivery of the purchased product(s) due to causes attributed to the Client (e.g. wrong address or telephone number in the Order, continuous absence of the recipient, refusing to accept the delivery even when not damaged and when containing the correct purchased product(s), etc.) the Client will be reimbursed; however, such reimbursement does not include delivery and returning expenses, and/or possible custom charges relating to both the exporting and re-entry of the goods from and back into Italy.

During the delivery by the Courier, the Client is advised to check that:
the number of products delivered is the same as that registered on the delivery docket
the package and the packing materials are intact, not damaged, or wet, and/or somehow
otherwise altered.

Possible damages to the package and/or the product(s), as well as in the case where type
or number of delivered products do not coincide with the ones registered on the delivery
docket, must be immediately noted in the appropriate space on the delivery docket.

Subsequently, the Client must sign the docket and return it to the Courier. In the case of
the acceptance of the package without reserve, Deglupta assumes that the delivered
package is intact and that the product(s) inside correspond (in type and quantity) to that
which is registered on the delivery docket.

Possible damage to the products that are not immediately recognisable as such (or the
number and/or type of product(s) do not correspond with those in the Order), this fact must
be communicated to Deglupta within 8 days starting from the delivery date. The
communication must be sent by email to: customercare@deglupta.it, and the email must
specify the Order number, the original purchased product, the product actually received
and, if possible, accompanied by a photograph of the received product.