

## Terms of sale

The commercial relationship between Ceramiche Artistiche Gialletti Giulio S.n.c. - Gialletti Antonio & Carlo and the consumer are governed by the following sale conditions. For further information, contact us at +39 075 972021 or by email at: [info@ceramichegialletti.com](mailto:info@ceramichegialletti.com)

## Right of withdrawal

The Customer can exercise the right of withdrawal in accordance with the provisions of the current legislation of the Legislative Decree n. 50 dated 15/01/1992 and Legislative Decree n. 185 dated 22/05/1999. The right of withdrawal belongs only to Customers who fall within the definition of "consumers" according to the provisions of the aforementioned decrees and that is to natural persons who act for purposes that can be considered unrelated to their business or professional activity.

The Customer, if "consumer", can withdraw from the purchase contract and return the purchased goods without having to justify their decision and without any penalty within a period of 20 working days; this period is calculated from the receipt of goods by the "consumer". Those who intend to exercise the right of withdrawal must notify Ceramiche Artistiche Gialletti Giulio S.n.c. by explicit declaration, which can be sent by registered mail to the following address: Artistic Ceramics Gialletti Giulio s.n.c. - Via Tiberina south 304 - 06053 DERUTA (PG)

The communication can also be sent by e-mail, within the same terms, provided that it is confirmed by then sending a registered letter with acknowledgment of receipt within 48 hours.

The goods must be returned in perfect condition, in the original packaging.

The direct costs of returning the goods to Ceramiche Artistiche Gialletti Giulio S.n.c. will be charged to the Customer who decides to withdraw from the purchase contract.

Artistic Ceramics Gialletti Giulio S.n.c. reserves a term of 30 days from receipt of the returned goods, to credit the Customer with the amount paid, less the amount incurred for the packaging and shipment of the products to the Customer.

We also remind you that the aforementioned decree laws provide for reimbursement only for amounts exceeding € 25.82 (twenty-five/82) net of additional costs and in any case prior notice by the Customer.

In all above mentioned cases, the Customer must indicate data to carry out the credit.

N.B. the right of withdrawal cannot be exercised by the consumer buyer (art. 5 D Legislative Decree 185/1999 letter c) for all "customized" products, understood as specific work expressly requested by the Customer, since these are "customized" items made specifically for the applicant.

Artistic Ceramics Gialletti Giulio S.n.c. guarantees the replacement or credit of any product that is found to be defective or shipped by mistake by its staff. The products of Ceramiche Artistiche Gialletti Giulio S.n.c. are all handcrafted and handmade, this makes each piece unique and unrepeatable. The presence of any small imperfections are a demonstration and guarantee of work carried out by our master craftsmen. Therefore, any imperfections deriving from our manual craftsmanship should not be considered.

However, damages caused in correct use of the product are not covered by warranties.

Replacements or credits are subject to technical verification of the product by Ceramiche Artistiche Gialletti Giulio S.n.c. Costs relating to the return of a product will be free only and exclusively in the cases indicated above, and in particular in the case of a defect, only after a technical verification of the return goods has confirmed the alleged defect. If the cause of the return does not fall within one of the cases described above, the shipping costs will be deducted from the credit of the refundable amount.

To start the return procedure, it is necessary to send a written communication by e-mail, accompanied by a photo, to the address [info@ceramichegialletti.com](mailto:info@ceramichegialletti.com) indicating the date of receipt of the goods, the number of the sales document and description of the defect. Any shipments with assigned port and/or without prior authorization for returns will be rejected.

If an order cannot be carried out

The company Ceramiche Artistiche Gialletti Giulio S.n.c. reserves the right to cancel an order if unforeseen events occur rendering it impossible to carry out the work, this will be subject to reimbursement of the relative amount paid.

Responsibility

In no event will Ceramiche Artistiche Gialletti Giulio S.n.c. be held responsible for any direct or indirect damage caused to the Customer by the products purchased.

Shipping and Insurance

The shipment will be delivered to your home and the transport costs, including insurance, will be charged at the time of the order.

If, upon delivery, the box appears damaged in any way (excessively dirty, punctured, dented, mishandled, torn, etc.), always sign with reservations as a precautionary measure.

Any breakage must be reported within 5 days of delivery (with relative photographic documentation), both to the shipper and to Ceramiche Artistiche Gialletti Giulio S.n.c., so that a complaint procedure can be started and you are entitled to insurance coverage.

The original wrappings and container must be kept in case an insurance representative comes to examine the packaging at a later date.

For shipments to non-EU countries, customs duties and any local taxes of the country of destination are charged to the customer.