



Azienda Agricola Antonio e Mariella Falcini

Loc. Collevocchio 16 - 06012 - Città di Castello (PG) - Umbria - Italy

Tel +39 075 8526182 - Fax +39 075 8526182

Web: www.collevocchio.com - E-mail: info@collevocchio.com

C.F. 01822580542 - P.IVA 01822580542

Ref 105/30072013

Pagina 1 di 3

martedì 30 luglio 2013

Ordering and shipment of goods

1) Right to withdrawal

According to the provisions of Legislative Decree n. 206/2005 (cd. Consumer Code) and with reference to the measures of Section II, Paragraph I, Title II, Part III, the Customer has the right to withdraw from final online contract without penalty and without specifying why or how and with the conditions hereafter stated: the right of withdrawal from contract is applicable with the sending, within the established limit of 10 working days from the receiving of goods, of a written communication sent by registered post with notice of receipt addressed to: Azienda Agricola Antonio e Mariella Falcini, Località Collevocchio, 16 - 06012 Città di Castello (Perugia) – Italy. The communication may also be sent within the said period, by fax to the number +39 075 8526182, on the condition that it is confirmed by means of registered letter with a notice of receipt within the next 48 hours. The communication must contain the order's reference details and the products that must be handed back together with the instructions on the refund of the sustained cost (postal cheque, direct debit, etc.) and any necessary bank information. The items must be handed back whole, to the same address as that used for the registered communication. As soon as they have been received and the integrity of the goods has been ascertained the customer will be accredited the cost of the items returned (see art. 67, comma 2 Legislative Decree mentioned above).

2) Exception to the right to withdrawal

reason of their nature are not suitable for return shipment, or may deteriorate rapidly (according to Dlgs n. 206/2005 cd. Consumer Code and in particular according to Section II, Item I, Title II, Parts III, art. 55 paragraph 2).

3) Irrevocability of the order

The order of the purchase of products carried out by the buyer is irrevocable in character for the buyer, except for the right to withdraw from contract as specified in point 1)

4) Prices and rendering

Prices include V.A.T and for rendered goods free postage and packaging specified by the buyer at the moment of purchasing, including standard packaging and special packaging for sending bottles, but excluding eventual extra costs, if not already specified at the moment of accepting the order, such as for example the products' clearance purchases that are not predictable for orders coming from countries which are outside the European Union, if it is not specified in writing at the moment of the order acceptance. The prices agreed upon are intended in reference to the present general sales conditions. Azienda Agricola Antonio e Mariella Falcini reserves the right to modify the sale list without notice.

5) Terms and methods of acceptance and delivery

Azienda Agricola Antonio e Mariella Falcini may not be held responsible in any way for the non delivery of an order nor for the non or late supply of the products of the said order, the acceptance and execution of the order being specifically subordinated to the availability of the ordered products and moreover to the absence of circumstances that can influence the availability of the aforementioned products and their supply in a short time. These same conditions allude to, not only force majeure and accidental case, but to circumstances such as strikes, riots, workplace disruptions, lack of raw materials that may impede or delay the fabrication or the delivery of products. The purchaser guarantees to exonerate Azienda Agricola Antonio e Mariella Falcini from any responsibility, foregoing explicitly any request for damages due to non or delayed acceptance of the order, or for non or delayed delivery of the products object of an already accepted order. The delivery of products is considered done with the handing over of the product to the courier, in this moment all the risks relative to the purchased materials for Azienda Agricola Antonio e Mariella Falcini cease. Azienda Agricola Antonio e Mariella Falcini delivers the ordered products to the address specified by the purchaser. The deliveries are made from Monday to Friday with the exception of festivities within 10 working days from the order date. In order to avoid difficulties, it is better to leave a telephone number and an address where there is always someone who can pick up the goods. Azienda Agricola Antonio e Mariella Falcini generally makes its deliveries through Mail Boxes Etc.



Azienda Agricola Antonio e Mariella Falcini

Loc. Collevocchio 16 - 06012 - Città di Castello (PG) - Umbria - Italy

Tel +39 075 8526182 - Fax +39 075 8526182

Web: www.collevocchio.com - E-mail: info@collevocchio.com

C.F. 01822580542 - P.IVA 01822580542

Ref 105/30072013

Pagina 2 di 3

martedì 30 luglio 2013

6) Buyer reclaims

Azienda Agricola Antonio e Mariella Falcini accurately controls the products at the moment of posting them, therefore eventual damage or non-deliveries must be contested with the courier at the moment of delivery. Eventual damages not caused by transportation must be notified in writing to Azienda Agricola Antonio e Mariella Falcini within 8 days. In case of receiving opening or damaged package it is safe to write on the courier's delivery note "accepted with the proviso that I could check its contents".

Azienda Agricola Antonio e Mariella Falcini will examine in due time the reclaim and, if considered reliable, will see to the delivery of the missing or damaged goods.

7) Restitutions

Eventual restitutions, beyond the period foreseen by the Right to Withdrawal in point 1), must be authorised in writing by Azienda Agricola Antonio e Mariella Falcini and sent back to, free of every charge, Azienda Agricola Antonio e Mariella Falcini, Località Collevocchio, 16 - 06012 Città di Castello (Perugia) – Italy.

8) Technical specifications of products

Measurements, weights and technical specifications of the products as illustrated in the Azienda Agricola Antonio e Mariella Falcini prospectuses and catalogues are to be considered indicative and not binding in specific detail.

9) Controversies and competencies

The order of purchase to Azienda Agricola Antonio e Mariella Falcini is regulated by the principle of law: the Court of competent jurisdiction is that of the consumer if it's in Italy.

10) Privacy

Azienda Agricola Antonio e Mariella Falcini wishes to inform you that the Legislative Decree no. 196 of 30 June 2003 ("Personal Data Protection Code") previews the protection of the people and of other subjects regarding the treatment of the personal data. According to above mentioned law, the treatment will be oriented to the principles of correctness, transparency and protection of your confidential information and rights.

According to the article 13 of the D.lgs. n.196/2003, therefore, we supply the following information:

1. Definitions

The data from you supplied will be treated for the following purposes: gathering, subscription, organization, preservation, elaboration, modification, selection, extraction, comparison, usage, interconnection, block, communication, spread, data and images destruction or the combination of two or more of the above mentioned operations.

2. The purposes of the processing for which the data are intended

All personal data is treated solely within the bookkeeping, administrative and fiscal execution due to the normal working proceedings of the company, exclusively to deal with orders and if any problems arise to contact the purchaser.

3. The modalities of the processing for which the data are intended

The modalities of the processing for which the data are intended.

This consolidated statute, hereinafter referred to as "Code", shall ensure that personal data are processed by respecting data subjects' rights, fundamental freedoms and dignity, particularly with regard to confidentiality, personal identity and the right to personal data protection. The processing of personal data shall be carried out with or without the help of electronic or automated means.

4. Right to the Protection of Personal Data and other Rights

(Art. 7 Legislative Decree no. 196 of 30 June 2003)

A data subject shall have the right to obtain confirmation as to whether or not personal data concerning him exist, regardless of their being already recorded, and communication of such data in intelligible form.

A data subject shall have the right to be informed of the source of the personal data; of the purposes and methods of the



Azienda Agricola Antonio e Mariella Falcini

Loc. Collevocchio 16 - 06012 - Città di Castello (PG) - Umbria - Italy

Tel +39 075 8526182 - Fax +39 075 8526182

Web: www.collevocchio.com - E-mail: info@collevocchio.com

C.F. 01822580542 - P.IVA 01822580542

Ref 105/30072013

Pagina 3 di 3

martedì 30 luglio 2013

processing; of the logic applied to the processing.

A data subject shall have the right to obtain: updating, rectification or, where interested therein, integration of the data. A data subject shall have the right to object, in whole or in part, on legitimate grounds, to the processing of personal data concerning him/her, even though they are relevant to the purpose of the collection; to the processing of personal data concerning him/her, where it is carried out for the purpose of sending advertising materials or direct selling or else for the performance of market or commercial communication surveys.

5. The categories of entity to whom the personal data are communicated

The categories of entity to whom the personal data may be communicated are:

- third parties designed by the Azienda Agricola Antonio e Mariella Falcini to fulfil tax, managerial and administrative obligations in order to carry on Azienda Agricola Falcini regular activities;
- banks, financial institutes and other subjects to whom the processing of data is necessary to carry on their activities in relation to the fulfilment of contractual obligations;
- public authorities and administrations in order to fulfil legal obligations.

6. The obligatory or voluntary nature of providing the requested data and the consequences if (s)he fails to reply

All information requested for the services offered by Azienda Agricola Antonio e Mariella Falcini, through its website is optional and voluntary. Failure to provide the personal data requested will make it impossible to obtain registration, and thus the service requested by the user.

To get more information regarding the characteristics of the services offered please contact:

Azienda Agricola Antonio e Mariella Falcini

Località Collevocchio, 16 - 06012 - Città di Castello (Perugia) - Italy

Phone: +39 075 8526182 - Fax: +39 0758526182

E-mail: info@collevocchio.com - Web: www.collevocchio.com