

GENERAL SALES CONDITIONS

1. By placing an order, the customer declares to have read and accepted the present sales conditions;
2. Orders are considered accepted only if expressly confirmed by Adhara s.r.l. If the customer notices any errors in the order confirmation, they must report them within 2 days of receiving the confirmation, after which the order confirmation will be considered correct and in accordance with the customer's order;
3. The listed prices are indicative retail prices, excluding VAT, and free shipping for orders over €700 net. For orders under this amount, a flat fee of €15 will be charged;
4. Adhara s.r.l. will apply the prices in effect at the time of the order;
5. If the order is placed based on a previous offer, the prices from the offer will apply, along with the terms, limits, and reservations highlighted in the offer, provided that Adhara s.r.l. receives the order within the validity period of the offer;
6. Orders must be submitted to Adhara s.r.l. in writing; any verbal orders placed in advance will be considered valid only if confirmed in writing by the customer;
7. Orders will be recorded and confirmed solely based on the product codes provided by the customer. Drawings and other information will not be considered valid for the purchase and sale contract;
8. Adhara s.r.l. does not accept modifications to orders after two days from the order date;
9. Standard packaging is included in the sale price. Special packaging will be invoiced as a price supplement;
10. The delivery terms indicated in the order confirmations are indicative. Adhara s.r.l. assumes no responsibility or penalties for any delays, nor for the consequences resulting from potential delays;
11. The customer agrees to accept partial shipments;
12. Upon receipt, the customer must immediately check the condition of the packaging and the integrity of the goods, making any reservations or claims to the carrier in writing with a copy to Adhara s.r.l.;
13. In case the customer finds any discrepancies in the goods received compared to the order or any defects, they must inform Adhara s.r.l. within eight days of receipt, providing the necessary information to evaluate the anomaly;
14. Under no circumstances does Adhara s.r.l. accept returns of goods that have not been authorized in writing;
15. Adhara s.r.l. reserves the right to modify its products at any time without prior notice;
16. Payments must be made within the agreed terms and methods, exclusively to Adhara s.r.l.'s bank account (bank details indicated in the invoice). In case of late payment, interest will be charged at the bank rate plus 3%;
17. The products sold remain the exclusive property of Adhara s.r.l. until full payment has been made;
18. The purchase and sale contracts are governed by Italian law. In case of dispute, the Court of Monza (MB) will have exclusive jurisdiction.