

# TERMS OF SALE - B2C

## General Terms :

The prices of all products shown on the website [www.dalnegro.com](http://www.dalnegro.com) and cart are already inclusive of VAT.

The customer can insert holder VAT with all data, and the invoice will be sent with the parcel.

In any case we will charge only the amount of products actually sent and the related shipping costs.

You can not change the items purchased with other products.

## Right of withdrawal :

The customer has the right to terminate the contract without penalty and without reason.

“ Valid, if the goods will be returned within 7 working days of its receipt, the postmark or courier date on parcel will be witnesses “

Shipping costs for returning goods are charged to the customer.  
To use the Law of Return must send written notice via e-mail at [infob2c@dalnegro.com](mailto:infob2c@dalnegro.com) ,or by letter to Teodomiro Dal Negro SpA Piazza G.B. Cavarzerani, 9 31030 – Carbonera ( TV ) B2C Office.

No penalty will be applied to that right, but in any case once the payment by the consumer must wait until the end of the process of closing and shipping the order to be reimbursed.

If the withdrawal right is exercised by the customer properly and in accordance with these general conditions of sale, the company will refund the price paid by the customer.

Repayment materializes free in the shortest possible time, in any case within a period not less than 5 working days of receipt of returned merchandise from the company after it has checked the same integrity and respect of these general conditions, but not later than 30 days from the date on which the company became aware of the right of withdrawal by the customer.

After all checks have been run and requirements have been met then you will receive a confirmation e-mail communication made acceptance.

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## Failure of the product / Returns :

Is necessary in any case, please contact our customer service in case of return and wait for confirmation taken by the courier.

Shipping costs will be borne by the customer.

In the case of manifest lack of conformity of product that exists at the time of delivery, the customer must immediately inform the customer service company, by email to: [infob2c@dalnegro.com](mailto:infob2c@dalnegro.com), existence and type of product defect which, as example:

1. Product does not comply with the ordered ;
2. Product with missing parts .

For decks after opening the pack in cellophane, you can not accept the return.

If returning the property is prohibitively expensive for the company (taking into account the value of the property, its transportation costs also that the company should support the return and the magnitude of the alleged defect), the customer may require resolution the contract, ie the repayment of money, after return of the company.

Lack of conformity is minor (ie this does not prevent customers from using the property for the intended use), for which the company is too costly for the remedy of replacement, does not entitle the customer to expect even the termination (ie the repayment of money, after returning the goods). Products such as gaming packets or sets must be complete in all parts inside (cards, dice, chips, etc..) Before being returned and to be accepted.

## Refunds :

The reimbursement of sums paid by the customer, in cases where it is provided in these conditions, will be as follows:

Orders paid by PayPal account: reimbursement will be visible within 48/72 hours.

Orders paid with Click & Buy: The refund will be visible within 48/72 hours.

Orders paid by credit card: the time necessary to see the reimbursement depends on the institution of the card emitter.

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## Payments methods :

### PayPal payment method:

Clicking complete the order after confirming the details of your order, you open the login page to access your PayPal account and complete the payment.

If you do not have a PayPal account, you can create the PayPal login page, before completing the order.

No charge.

### Click&Buy payment method :

Clicking complete the order after confirming the details of your order, you open the login page Click & Buy to access your account and complete the payment.

If you do not already have an account Click & Buy, you can create the login page Click & Buy, before entering the order.

No charge.

### Credit Cards payment method ( through PayPal ) :

Pay with all the cards have the Visa logo, Visa Electron, MasterCard, American Express.

Secure transactions, each purchase is the greatest security through the use of advanced technology systems and Coding (SSL).

No charge.

## Coupon :

It 's a discount code that corresponds to a fixed value to be entered when the order confirmation in your cart.

Not be combined with other coupon and is valid only once.

Should not we spend the entire value of the coupon but the total order is worth less will not be returned money back and not remain within the remainder of the value of the coupon.

## Shipping :

Business days are Monday through Friday.

We invite you to also check the holidays when our warehouse not export.

You can track the shipment of your order using the tracking number provided by the carrier in your email.

The courier delivery from Monday to Friday during office hours and can not make appointments. If you do not find anyone will leave a delivery notification, on which you will find the number to contact and establish a restitution or stored at their warehouse.

The second step of the courier did not charge.

In the case of dispatch by the Italian Post Office will not be able to pay cash on delivery.

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## Jurisdiction :

For disputes concerning the application of these general conditions of sale, is mandatory and exclusive jurisdiction of the court place of custode residence or address.