



Castel Goffredo, 2017

Amlux s.r.l. enforces the Law on Distance Selling (Legislative Decree 185/1999 and European Directive 2011/83 on Consumer Rights), which provides precise duties both for the seller and for the buyer.

Any sale of products marketed by Amlux s.r.l. via a telematic or telephone network, by a Customer, a final consumer (B2C), who is not acting in the course of his / her profession and / or activity, is governed by the following General Sales Conditions which constitute an essential part of the contract.

The information contained in these General Terms and Conditions must be read and accepted before sending the order and in order to fully comply with the above conditions.

1. Sales Condition

1. The contract between Amlux s.r.l. and the Customer must agree to the acceptance of the order, even partial, by Amlux s.r.l.
Such acceptance is deemed silent, unless otherwise communicated to the Customer.
By placing an order with the methods provided by the site www.amlux.it, the Customer declares to have read all the information provided during the purchase procedure and to accept in full both the general terms and the payment terms outlined below.
2. Any Customer's right to damages or compensation, as well as any contractual or non-contractual liability for direct or indirect damages to persons and / or things caused by the failure to accept, even partial, of an order, is excluded.
3. The Customer can purchase the products in the electronic catalog of www.amlux.it, at the time of the order delivery as described in the summary at check out.
4. It is understood that the image accompanying the descriptive card of a product may not be perfectly representative of its features but differ according to color, size, and products, accessories shown in the figure. All purchasing support information (technical data sheets, photographs, etc.) are intended as simple general information material, not relevant to the actual features of a single product.
5. Correct receipt of the order is confirmed by Amlux s.r.l. by email, sent to the e-mail address entered by the Customer in the purchase form. This confirmation message will show the Order Execution Date and Time and a 'Customer Order Number', to be used in any further communication with Amlux s.r.l. The message replicates all the data entered by the Customer who undertakes to verify its accuracy and to promptly communicate any corrections by telephone +39 0376 781094 or by mail at info@amlux.it . In case of non-acceptance of the order, Amlux s.r.l. ensures timely written communication to the Customer.
6. Online sale does not involve, by the Seller, the obligation to issue invoice unless specifically requested by the Customer. So, if the customer wishes the invoice is invited to check the box, fill out the required fields and enter the VAT number or send the same day an urgent email to info@amlux.it.
7. The customer can choose to send the material to a different recipient than the one to which the invoice is addressed.



AMLUX s.r.l.
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Rea.208408 R.Imp.MN-2000-4716
Internet site: www.amlux.it E-mail:info@amlux.it

2. Payment

Amlux s.r.l. accepts payment with PayPal, bank transfer and credit card. If the customer needs any help during the checkout (billing and payment) he can call by telephone at +39 0376 781094 in office hours 9-12, 15-18. Our customer service will guide you step-by-step in the procedure. Regardless of the payment method chosen, **payment for the order must be credited within 5 days from the date of placement.** After this deadline the order will be automatically canceled without notice.

1. Credit Card

Payment is possible by entering your credit card or prepaid card or Postepay data in the appropriate spaces, information required during the checkout. Data transfer is managed on secure payment manager servers, so sensitive data is not managed or saved by Amlux s.r.l servers.

2. Paypal

Payment is possible both for those who are registered on the PayPal platform and for those who are not.

If you are registered: insert **email-address for PayPal and your PayPal password.**

If you are not registered: click Credit Card and enter your credit card, recharge card or Postepay data.

IMPORTANT NOTICE: products will be sent only to the PayPal address you have confirmed in the payment process. **In case of a mistake or to change the recipient we will have to cancel the payment,** so please advise immediately by sending an email at info@amlux.it or calling us by telephone at +39 0376 781094.

Credit with PayPal is immediate, so shipping will take place **within 24/48 hours later.**

Data transfer is managed on secure payment manager servers and Paypal, so sensitive data is not managed or saved by Amlux s.r.l servers.

3. Bank Transfer

In case of payment with bank transfer in advance, goods will be send only **after receiving** the total amount paid on the c/c of Amlux s.r.l. It should happen **whitin 5 working days from order date.** After that the order will be automatically cancelled. Amlux s.r.l. does not respond to any credit delays caused by banking services.

Bank details for the wire transfer:

AMLUX s.r.l.
Via Belgio,11/13
46042 CASTEL GOFFREDO (MN) ITALY

CARIPARMA CREDIT AGRICOLE
Branch of Castiglione delle Stiviere (Mn)
IBAN : IT52I0623057570000043469659
SWIFT/BIC: CRPPIT2P263

In the **bank transfer** you should specified **name and surname** with the **order number.**



3. Delivery

1. Tariffs

Shipping rates are specified in the order summary page, before confirming the payment. Generally, buying multiple items in one order will cost you a reduced rate, however, the final cost is the one you can find in the order or cart summary page at checkout. Tariffs valid till a max weight of 30 Kg.

2. Delivery Time

We will send **the same day only** orders whose **payment will be received within 11.30 h weekdays, Saturday and Sunday excluded.**

Goods will be sent with Express Courier that will deliver material normally in **5/8 working day in the most European Country**, during working days. It doesn't deliver on Saturday, on Sunday and during national holidays.

In case of order of products which are not available at our warehouse, we **estimate delivery in 10/12 workingdays**. Delivery will be in a **unique solution** only if all goods of the order are available at our warehouse. For different or special requirements, please contact Amlux s.r.l.

Amlux s.r.l. is not responsible for delivery delays due to strikes, bad weather conditions, catastrophes.

For more info call us at +39 0376 781094 office hours 9-12, 15-18 or write us at info@amlux.it .

3. Receipt of the goods

When receiving the goods the receiver has to check:
that the number of packages delivered corresponds to what is stated in the shipping document;
that the packaging is intact and not altered even in closing tapes.

Important: in case of tampering and / or breakage, the receiver must immediately challenge the shipment and / or delivery by writing "ACCEPTED SUBJECT TO INSPECTION (state reasons for eg wet neck or broken box)" on the delivery document and affix the courier's signature alongside the reserve. If the customer does not follow this procedure he will raise Amlux s.r.l. from any refund for damage during transport of the package or envelope and / or the goods contained therein.

The Customer will, however, have to report promptly to Amlux.s.r.l. by email (info@amlux.it) any damage within 2 (two) days of receipt of the goods.



4. Right of Withdrawal

If the Customer is not satisfied with the purchase made, if he is a natural person who buys for purposes other than his / her business, he has the right to withdraw from the contract and return the product (s) without penalty and without having to specify the reason, as laid down in the European Directive 2011/83 on consumer rights.

1. This provision provides that the right of withdrawal shall be exercised by the purchaser, by way of penalty, by sending a registered letter with acknowledgment of receipt to Amlux s.r.l. within 14 days from the day of receipt of the products.
2. The communication can also be sent by email within the same deadline, provided it is confirmed by registered letter with acknowledgment of receipt within the next 48 hours.
3. Such communication shall indicate the express intention of the Customer to withdraw from the contract and the indication of the order of reference and of the products for which the withdrawal is to be effected. **The withdrawal template is at the bottom of this document.**
4. Within the same fourteen days, the Customer has to return the items he / she does not intend to purchase at their expense, in their original packaging and in good condition. As for the timing reference will be made to the date of acceptance by the post office or forwarder.
5. Shipping costs and risks for return are fully borne by the Customer. We therefore advise you to insure the products during shipment with the selected courier (tracking is always required by the customer as proof of delivery).
6. The customer who paid with PayPal can take advantage of the free return service, upon admission to the program. The details are specified on the page <https://www.paypal.com/it/webapps/mpp/refunded-returns>.
7. If the returned product has been damaged during transport, it will be our duty to notify the sender of the incident within the business day following receipt, in order to allow him to take action against the courier chosen for shipment.
8. For items not returned under the conditions in which they were shipped, we will consider a reduction on the article value that will be deducted from the amount refunded
9. The right of withdrawal will be completely canceled in case of:
 - provision of tailor-made or clearly customized goods;
 - the supply of sealed goods that can not be returned for hygienic reasons or are related to health protection and were opened after delivery;
 - if the integrity of the product (batteries, cables, lamps, etc ...) is lacking;
 - in case of partial or total damage to the product or parts thereof;
 - in case of absence or damage of the original packaging.In the presence of any of the above conditions, the product will not be fully reimbursed but reduced, on the basis of the alteration caused, as a partial contribution to the seller who will have to recondition the product.
10. If the withdrawal and return of the goods will be carried out in the manner indicated above, Amlux s.r.l. will refund you the value of the item you purchased, including shipping charges, in the same manner as you chose for payment within 14 days of the Customer's delivery of the merchandise.



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5. Complaint of Defects

The complaint of defects is the exercise of the right of guarantee under art. 130 D.Lgs 206/05.

1. If Customer has purchased a product **less than 24 months** ago and has a malfunction, he may make a complaint within 60 days of the discovery of the defect and **send at the same time a written communication** specifying the **date of purchase, order number, article and problem or defect found**. Attention: Consumer Goods Warranty Provisions provide that, 6 months after the purchase date, the burden of proof is borne by the Customer (this means that from the date onwards the consumer will have to prove that the malfunction is due to a fault and not to other causes).
2. The default complaint is not applicable if the product has been used differently than normal or otherwise than specified in the instructions.
3. In the event that the seller establishes that it is a defect of conformity that makes the product unsuitable for the intended use and such that the value is appreciably reduced, Amlux s.r.l. will arrange as soon as possible the repair of the product or its integral replacement with another of the same quality and type, free of any faults or defects as foreseen by art. 130 D.Lgs 206/05.

AMLUX s.r.l.

Via Belgio, 11
46042 Castel Goffredo (MN)- Italia
Phone: +39 0376 781094
Email: info@amlux.it
VAT Number: IT01906840200



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**Withdrawal form for distance or off-premises contracts
pursuant to art. 49, paragraph 1, letter. h) of the Consumer Code**

Date / /

To Amlux s.r.l.
Via Belgio, 11 - 46042 Castel Goffredo MN - Italia

sent by e-mail to: info@amlux.it

Or

sent by fax to: +39 0376 781095

or

recommended a/r n. _____

I/we _____ (insert name and surname of the person who has completed the purchase) hereby withdraw from the contract no. _____ concluded by myself/us for the purchase of the following goods :

ordered on _____ and received on _____

I undertake to return the goods at my expense without undue delay and in any case within 14 days

of this letter. At the same time I ask for a refund of all payments made by me, equal to Euros

_____ (insert amount paid) by _____ (insert the

payment method you choose, for example: bank transfer – IBAN _____

_____ BIC _____

or by return on the credit card/ Paypal Account used for the payment) within 14 days.

Signature