

## TERMS & CONDITIONS

The following Terms and Conditions of Sale, together with the Return Policy and Cookies & Privacy Policy (collectively "Additional Policies"), govern the offer and sale of products through the Website [www.redele.it](http://www.redele.it) in accordance with the provisions of the Consumer Code (Legislative Decree No. 206/2005, amended by Legislative Decree on electronic commerce No. 21/2014 and No. 70/2003).

The products marketed on the Website are offered and sold by RÉDÉLÉ SRL, a company duly incorporated in Italy, with VAT number 01126320256 and subscribed share capital of Euros 22,222, number 01126320256 in the Belluno Company Register and n ° 97328 in the R.E.A. of Belluno with a registered office in Via Agordo 176, 32100 Belluno, Italy, telephone number +39 0437358170, email: [servizio.clienti@redele.it](mailto:servizio.clienti@redele.it).

The present Conditions of Sale and Additional Policies are applicable to all purchases made through the Rédélé Website. The purchase of an item through the Website implies knowledge and acceptance of the Terms and Conditions of Sale and the Additional Policies. By accepting these Conditions of Sale, the User accepts the Additional Policies, which collectively form a legally binding part of the contract between Rédélé and the User.

**The User is invited to carefully read these Conditions of Sale and the Additional Policies before purchasing any item from the Website. When purchasing a product offered on the Website, the User fully accepts these Conditions of Sale and the Additional Policies.**

Rédélé reserves the right to modify the Conditions of Sale and the Additional Policies at any time. Any modification of the Conditions of Sale or of the Additional Policies will be valid for all new orders placed after the publication of the modification on the Website. The User is invited to consult the Conditions of Sale and the Additional Policies published on the Website before placing an order, to evaluate and accept the changes that have occurred since their last access.

The User may request any information on the Conditions of Sale and Additional Policies by contacting Customer Service (email: [servizio.clienti@redele.it](mailto:servizio.clienti@redele.it) or phone +39 0437358170). For any other legal information, please consult the sections: Return Policy and Cookies & Privacy.

## I - COMMERCIAL POLICY

### CONSUMERS AND ADULT USERS

The goods sold on this Website are intended exclusively for the private end user or "Consumer", ie. any person who interacts with the Website for purposes not related to his own commercial, business or professional activity. Rédélé therefore, reserves the right not to process orders from subjects other than the "Consumer" or in any case that do not comply with the company's commercial policy.

The purchase of items on the Website is strictly limited to Users who are 18 years old and over.

### REFUSAL / CANCELLATION OF ORDERS

Rédélé reserves the right to refuse or cancel orders that come from a User with whom it has an ongoing legal dispute; a User who has previously violated the conditions and / or the terms of the purchase agreement through the Website; a User who has been involved in fraud of any kind and in particular in fraud relating to credit card payments.

## **LINKS TO OTHER SITES**

The Site may contain references to other websites ("Links") or online social media pages.

These sites or pages have not necessarily been verified by Rédélé and are maintained by third parties over which Rédélé has no control. Therefore Rédélé declines all responsibility for the contents and materials accessible on such sites and in any case obtainable through them.

The Conditions of Sale and the Additional Policies do not regulate the sale of products by parties other than Rédélé that are present on the Website through links, banners or other hypertext links.

## **WARRANTY**

Only products bearing the "Rédélé" brand are offered for sale on the Website. No second-hand products, irregular products, or products of lower quality than the corresponding standards offered on the market are sold.

Rédélé guarantees its products against damage due to defective materials and manufacturing which emerge within a period of two years from the date of delivery of the goods.

The User must inform Rédélé of the aforementioned defects within a reasonable period of time and, in any case, within two months from the date they were identified.

Scratched lenses are subject to normal wear and tear and are not covered by warranty, unless the product has a defect upon delivery.

## **RESPONSIBILITY**

Rédélé assumes no responsibility for any delay or failure to comply with these Conditions of Sale or the Additional Policies if such disruptions are attributable to any unforeseeable, inevitable event beyond the reasonable control of the Company.

## **PRIVACY**

Any information on how Rédélé processes the User's personal data is available in the "Cookies & Privacy" section. For any other information on the Privacy Policy, we invite the User to contact Customer Service (via email or telephone +39 0437358170).

## **APPLICABLE LAW**

This contract is governed and interpreted according to Italian law. Any dispute relating to the application, execution and interpretation of these Conditions of Sale and the Additional Policies, is the responsibility of the court where the User resides or has elected domicile.

## **ONLINE DISPUTE RESOLUTION**

Any disputes relating to products purchased on [www.redele.it](http://www.redele.it) can be resolved amicably through the online platform (ODR) prepared by the European Commission at: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=IT>

## **CUSTOMER SERVICE AND COMPLAINTS**

Contact our Customer Service for all communication including requests for information, assistance or complaints via email or by phone at +39 0437358170 or by filling out the contact form.

## **II - INFORMATION PROVIDED ON THE WEBSITE AND AVAILABILITY OF GOODS**

The items offered on the Website are sunglasses and optical frames, branded "Rédélé", featured in the electronic catalogue published on the website at the time the User places the order.

Each item is accompanied by a description that illustrates its main features. Nevertheless it is important to keep in mind that purchasing on the Internet differs in many respects from an in-store shopping experience.

In particular, the User must note:

- images and descriptions of the products on the Website reproduce as closely as possible the characteristics of the individual items;
- colours of the item / s as shown on the Website may differ from the real ones due to numerous factors, including the Internet browser and the settings of the monitor used by the User;
- actual sizes and shapes of the item / s may differ from how they appear on the screen.
- the User is invited to read the description provided for each item on the Website;
- photos and images shown on the Website are for illustrative purposes only.
- the User is invited to refer to the product description.

## **AVAILABILITY OF GOODS**

All goods on the Website are subject to availability, which is continuously monitored and updated.

However, since the Website can be visited by multiple Users at the same time, this can result in more than a single User purchasing the same item contemporaneously. In such cases, the item may appear to be available for a short time, while in fact it is out of stock or not available immediately and requires waiting for restocking. An IT anomaly may also occur making an item available for purchase when it is not really.

If the item / s ordered by the User is found to be unavailable, Rédélé will notify the User as soon as reasonably possible, through the contact information provided when the order was placed.

Rédélé reserves the right to modify or terminate the Website at any time, as well as to stop the online sale of one or all of the items, either temporarily or permanently.

## **III - PRICES**

All the prices of the items offered on the Website are expressed in EURO and are inclusive of Value Added Tax (VAT).

Rédélé reserves the right to change prices on its Website, at its discretion, at any time, and without notice. These changes will not affect online orders already placed by the User and the prices which appeared on the Website at the time of ordering.

## **SHIPPING COSTS**

Shipping costs are indicated and calculated at the time of checkout and before payment is made. No shipping charges for delivery in Italy.

## **IV – PURCHASE**

### **PURCHASING METHODS**

Placing an order:

1. Once the desired items have been selected, they will be displayed in the "cart" and the User can proceed with the purchase by filling out the appropriate form with the billing and shipping data.
2. To complete the checkout, the User must enter their credit card details and accept the terms and conditions of sale of the Website.
3. To complete the purchase and submit the order, the User must select "Place Order and Pay".
4. Once the order has been submitted, the User will receive an automatic email confirming receipt of the order containing the order summary and an order number.
5. The User is required to carefully double-check all the data and information indicated in the confirmation email. The order can be cancelled by contacting Rédélé Customer Service (email or phone +39 0437358170) with the order number assigned in the order receipt confirmation email.
6. As soon as the order has been processed, the User will receive an order acceptance and confirmation email and at the same time the amount relating to the order will be charged.
7. Once the order has been processed, the User will receive a shipping confirmation email from the courier, with an indication of an estimated processing time and a tracking number to track the status of the shipment online.

### **PAYMENT METHOD**

Payment for the products purchased on the Website can be made by credit / debit card or by PayPal.

In the case of online payment by credit card, the payment will be charged when the User receives the order acceptance and confirmation email. If the payment is not successful or not made, Rédélé will be exempt from the delivery of the item / s, without prejudice to any other remedies or rights.

### **DELIVERY**

Delivery will be made to the shipping address in the territory covered by the Rédélé Website as specified by the User during the order process. Please note that for example, by purchasing an item on the French site, the User can only indicate a shipping address located in France, or by purchasing an item on the German site, a shipping address located in Germany, and so on. These limitations are exclusively due to practical, logistical and organisational reasons relating to the shipment of the items to the various European countries.

For any delivery enquiries, please contact Customer Service (via email or phone +39 0437358170).

Once the goods have been delivered to the User, there is a transfer of ownership and from that moment on, any risk of loss, theft or damage will be at the User's expense. Upon delivery, the User must check the condition of the order and notify Customer Service of the presence of any damaged, missing and / or incorrect products.

## **V - CANCELLATION OF ORDERS AND RETURN OF GOODS**

### **RIGHT OF WITHDRAWAL**

As required by law, the User has the right to withdraw from the purchase contract, without providing any reasons, within 14 days from the day the User acquires physical possession of the goods. The right of withdrawal can be exercised in relation to one or more items delivered.

To exercise the right of withdrawal, the User may contact Customer Service or send a declaration of their decision to withdraw from the contract, by email to Customer Service or by post (to: Rédélé Srl, Via Agordo 176, 32100 Belluno - BL). To this end, the User can use the withdrawal form shown in the "Return Policy" section.

In the event of withdrawal, Rédélé reimburses all payments made by the User within 14 days from the day the Company receives the return. The refund is made using the same payment method used by the User for the initial transaction.

In the event of withdrawal, the User is required to take reasonable care of the items and to return all unwanted products within 14 days of the date on which the decision to withdraw from the contract was communicated to Rédélé.

The User is invited to refer to the "Return Policy" section for more information on how to withdraw.

### **DEFECTIVE GOODS**

In the event of receipt of goods that do not materially comply with their description provided on the Website, and which are incomplete or damaged or faulty, the User must promptly notify Rédélé by contacting Customer Service (via email or telephone +39 0437358170).

Only in the event that Rédélé is unable to remedy the problem or defect by repairing or replacing the products free-of-charge, the User will be entitled to a reduction in the purchase price or a termination of the contract.

## **VI - PRINTABLE VERSION**

By clicking [HERE](#), the User has the option to print or save locally a copy of this document, including the "Additional Policies".

### **Return Policy**

### **RETURN INSTRUCTIONS**

If, for any reason, you are not satisfied with your purchase on the Website, the User has the right to exercise the right of withdrawal from the contract within 14 days of delivery of the goods by following the following simple steps:

1. Contact Customer Service by calling +39 0437358170 or sending a declaration of the decision to withdraw from the contract, by email to Customer Service or by post (to: Rédélé Srl, Via Agordo 176, 32100 Belluno - BL). The User can download the withdrawal form [HERE](#). Rédélé will send an email to the User confirming receipt of the notice of withdrawal.
2. Attach the adhesive label received in the original packaging, which includes the shipping address for the return, to the outside of the return package.
3. Insert the accompanying invoice received in the original packaging inside the package.
4. Contact Customer Service (by email or phone +39 0437358170) to schedule the collection of the package through the courier indicated by the Company.

#### **CONDITIONS TO EXERCISE THE RIGHT OF WITHDRAWAL**

- The declaration of withdrawal must be sent to Rédélé within a maximum of 14 days from the date of delivery of the product to the User.
- The User must deliver the product to the courier without delay and in any case within a maximum of 14 days from the date on which the decision to withdraw from the contract was communicated to Rédélé.
- The product must be returned in its original condition, complete with any packaging and accessories shipped with the product. Otherwise, Rédélé will not be able to proceed with a refund and in this case, the User can choose whether to get the product back at his own expense.

#### **SHIPMENT**

The product must be shipped via the courier indicated by Rédélé, using the pre-printed label and following the instructions contained inside the package.

No cost will be charged to the User for shipping the return via the courier indicated by Rédélé.

#### **REIMBURSEMENT**

Once Rédélé has received the return of goods and checked that all the requirements for exercising the right of return have been met, the User will receive an email confirming acceptance of the return.

The refund will be made with the same payment method chosen by the User for the purchase and will be activated as soon as possible and in any case within 14 days of receipt of the return.

The actual time for crediting the amount paid by the User for the purchase of the product depends on the payment method used and the delivery time of the return package, once it is shipped to the Rédélé warehouse.