

1 – Purchasing on GLABmilano.it

Products purchased on GLABmilano.it are sold directly by Society GLAB Srl, regularly registered at Milan Company Register, number MI-2085776, VAT number 09371290967. Legal and operative office is located in via Pietro Giannone 4, Milan. Prices listed in the cart are quoted in Euro and normally include VAT. The total amount shown in the cart is also stated in the order recap and has to be confirmed by the Customer in order to close the contract through payment.

2 – Purchasing Procedure

1. In order to finalize the purchasing contract on www.GLABmilano.it the Customer has to fill in the electronic Order Form of GLABmilano.it
2. The Contract is always finalized when GLAB receives the Order Form and relative payment.
3. The responsibility to check order details is in charge to the Customer.
The Customer has to carefully check the cart before the final filling in the order to state that ordered items are set in accordance with his needs; GLAB Customer Care service is at full disposal for any doubt or concern.
4. In case (rare) a product selected by the Customer is not available at the moment the Order Form is sent, GLAB will proceed with refunding the amount which has been already anticipated.
5. With the telematic transmission of the Order Form the Customer commits to fulfill all Sale Terms and Conditions stated in this document.
6. The online Purchasing Contract between Customer and Supplier is finalized in Italy and therefore regulated by the Italian Law.
7. If the Customer does not share some terms listed in Sale General Terms and Conditions, we kindly suggest not to send the Order and to contact GLAB Customer Care service for further information.

3 – Order Modifications

Order modifications (both in terms of products or shipment options) have to be checked case by case: in case the modification is authorized, Customer has to pay a modification fee of € 50,00 (no matter the amount of the order or the modification entity). Invoicing data inserted with the order can be modified just until the release of the invoice.

Total or partial refunds are carried out following the same payment option chosen at the moment of the Order (credit card or bank transfer). Payment currency is always in Euro (also in case of transactions with different currencies); the refunded amount is decreased with bank and shipments costs sustained by GLAB.

4 – Shipment and Delivery

Shipment procedure is effective once the order has been taken in charge by the courier/transporter.

Orders picked up from Warehouse have to be collected within 30 days from availability notification. The delivery is effective only after payment has been carried out, it is managed by **couriers specialized in delivering furniture**; Standard Delivery is intended with delivery at ground level (ground floor, in the nearest point to the destination entrance reachable by the delivery transport mean).

GLAB reserves the possibility to open some boxes to do check samples, also taking pictures of the items and **is legally responsible for the items until they are delivered.**

The Customer can collect items from the Warehouse directly at our shop, **even for items with final destination outside European Union.**

5 – Shipping Costs

The form “Shipping” in the cart states an indicative estimate of delivery cost; Standard Delivery is meant to be at street level to any destination not included in the Special Places.

GLAB checks the delivery address filled in by the Customer and informs about possible extra costs for Special Places; in this case the Customer can decide not to confirm the Order.

6 – Delivery Times

Delivery Times correspond to Production Times added with declared Delivery Times. Declared Production Times have to be interpreted as provisions based on the statistics for previous orders made for the same product category. Each single Product Sheet states Production Times for the described product. **In most cases times range from 2 to 3 production weeks.** Delivery Times can vary depending on the destination and are declared in the section Deliveries.

Since we deal with “*items to be manufactured or packed with Special Cares for the Customer*” (which is the nature of ALL items sold on GLABMilano.it) the Law states a “**further delivery term due to circumstances**” within which a production delay can be considered “*reasonable due to circumstances*”; GLABmilano.it commits to fulfill delivery within 30 days from the term stated with the Customer (Production Times added with Delivery Times and possible interruptions due to holidays, festivities or force majeure). After this term the Customer can decide to terminate the contract without paying any fee and GLABmilano.it will refund what already paid by the Customer (for orders of different products which are not complementary or belonging to different collections the Customer can decide to terminate the contract for the only delayed products). GLABmilano.it Customer Care service updates regularly the Customer about the status of the order; if the Customer has been informed before the first 30 days term is due and decides to wait for the delivery of the products, he could not terminate the contract before an additional time of 30 days is passed. GLABMilano.it constantly works and **commits to respect the punctuality of agreed terms, doing all efforts to anticipate them.**

We would like to point out that productions and deliveries planned in the **period before Christmas and Summer Holidays** could have possible delays due to the nature of the period itself (even a slight unplanned delay before a closing period such as Christmas or Summer Holidays can result in a delay in deliveries planned for the reopening in January or September). Times here stated do not include service interruptions due to atmospheric events (snow, hurricanes, tornados, monsoons, coastal storms, typhoons), natural events (floods, landslides, avalanches, pandemic), health events (health emergencies at national level, pandemic) and other “human” exceptional events (strikes, riots, civil war, lockdown, curfew). Interruptions due to the above causes interrupt the passing of delivery terms described in this paragraph.

7 – Use Limits

GLABmilano.it constantly works and commits to update provided information.

We daily do all efforts to work for reaching a higher and higher level of precision and information, but **the Customer has nevertheless the responsibility to check all details he might find essential for his satisfaction and for purchasing the product;** among possible examples, purchasing items

to complete products or collections already bought (the Customer has to check match and color compatibility), items with sizes just inferior to the available space (the Customer has to contact us to carefully check product dimensions and be supported to take exact space sizes), or Products sheet that report different information in different part of the sheet itself (**the Customer has to carefully read the whole Product Sheet**);

We remind that color and texture of natural materials (wood, leather, stone etc.) depend on the natural variability of processes and factors leading to the development of the material itself. Moreover, apart from checking the digital Sample Book for correctly evaluate colors and finishing, small samples can provide a different esthetic perception compared to a wider surface. For all hanging or wall-fixed products (shelves, wall units etc.) structural stability is strictly connected with the available wall and the hardware to be used. The Customer has to check if the supplied blocks are correct to fix items on the destination wall.

Level surfing (the selection tool available on the left side of the page for each product category) has to be used to **filter the range of available products** and to select the wished item; lettering or features stated by these filters cannot exactly reflect the features of the wished item. The exact description can be found in the Product Sheet.

All manufacturers and suppliers of GLABmilano.it Srl constantly work to improve offered products, reserving the right to do **technical and size changes without preventive notice in case these changes do not have an impact on the esthetic, shape and use of the product**; beyond this, for stuffed products we need to consider a size excess or defect mark up (sizes of a product can vary based on the point it is measured or due to the hand-made manufacturing process, possible differences “of some centimeters” are considered normal in this field).

GLABmilano.it reserves the right to **change names to some products or product parts** in order to meet the agreements with their manufacturers.

8 – Right of Withdrawal

What declared in the following chapter is compliant with **Law Decree nr. 21 of 2014**, effective from March 26th 2014, released and fulfilled by Guideline 2011/83/UE on Consumer Rights. The Consumer has the **right to withdraw** from any remote contract without paying any penalty and without stating any reason, within 14 days from delivery date. The right of withdrawal is effective by sending a written notice (even via email) to GLAB SRL **within the stated term**.

The Consumer does not have the right to withdraw from the contract for “*tailor made or personalized items*” (art. 59 of above decree) or for “*not pre-assembled items manufactured basing on a specific choice of the consumer*” (art. 2 of above decree); since our products are characterized by a high personalization level and they are made on commission by our suppliers, **the right of withdrawal is not applicable to some of the products listed on our catalogue**, for further information we suggest you to contact our Customer Care service before purchasing or before manufacturing has started.

The right of withdrawal cannot be asked for sealed items that cannot be returned for health reasons or that have been opened after delivery (e.g., mattresses, pillows, linen). The right of withdrawal cannot be asked for “non personalized” items on the following cases: contracts not ruled by the Consumer Guideline (items purchased with VAT number for professional purposes); contracts negotiated and closed by GLAB premises; contracts negotiated by GLAB premises and closed by inserting the order from “remote”.

The Consumer has to **return items at his own charge** to GLAB within 14 days from withdrawal right and is responsible for the decreasing in value of the item deriving from a different manipulation than the one needed to check nature, features and functioning of the item itself. If the right of withdrawal is carried out in compliance with the rules stated above GLAB will refund the paid amount except for extra costs that the Customer has required and for delivery costs.

Refund is processed within **14 days from carrying out right of withdrawal** if the consumer has fulfilled his obligation to return the item within 14 days from carrying out his right.

9 - Warranty

Products are provided with regular sale invoice valid as warranty for 24 months on conformity defects, released by GLABmilano.it Srl in accordance with Consumer Code; purchase made by people with personal or company VAT number is covered with 12 months warranty.

Products have to be used correctly in total respect of their destination and maintenance; copy of the Product Sheet can normally be found inside the packaging box, if not customers have the responsibility to call the Customer Care service to ask for further information. GLABmilano.it always commits to work as fast as possible, thus considering production and managing times of our suppliers. Should a product be replaced or repaired the Customer has the responsibility to carefully pack parts sent back to avoid damages and sustain delivery costs for sending back the product/product parts; reparation costs (materials and labor) and costs to send the product/product parts back to the customers are covered by GLABmilano.it

10 –Personal data Processing

The notice is compliant with art. 13 of Law Decree 196/03 (named Privacy Code) for the users of our website. The notice is not valid for other websites reachable through our links, GLABmilano.it does not hold any responsibility on them. GLABMilano.it Srl located in via Giannone Milan owns processing of personal data referred to identified or identifiable people after consulting our website. Processing related to web services in this website is carried out in GLABmilano.it Srl. premises, contents are managed by GLABmilano.it Srl. staff. No data deriving from the web service is communicated or released to third parties. Personal data provided by users that submit service requests are used only for fulfilling the requested service. They are not communicated to third parties unless the communication is asked by law or necessary to fulfill the request itself.

12 – Cookies Policy

Neither cookies are used to release personal information, nor persistent cookies for tracking users. GLABmilano.it only displays technical cookies, included Web Analytics ones; according to the law for those cookies there is no need to give notice to the Customer since they are only present for the correct functioning of the site.

13. Electronic Invoicing Policy

The obligation to release electronic invoices is effective from January 1st 2019, after the release the invoice will immediately be transmitted to the Income Revenue Authority through the Interexchange System (SDI). During transmission data for completing the invoice release are requested, fiscal code for private users and VAT number for companies, Recipient Code or PEC for companies. **Invoicing data inserted during the order can be modified just until the invoice is released**, release is effective once first payment has been verified. After release the invoice is transmitted to SDI that carries out formal controls on data and sends the document in electronic format to the Customer. **In case the invoice is rejected** new data have to be transmitted within 5 days from notice. A rejected invoice is considered as “not issued” GLABmilano.it has the Customer for data correction. If the customer does not provide a feedback (or new data are missing), **GLABmilano.it reserves the right to proceed with issuing fiscal receipt to record payment** (in this case the issue of an invoice won't be possible anymore).