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GENERAL INFORMATION

1) Contact

E-Mail: e-commerce@carpentari.com / Carpentari Snc - Via Matteotti, 95 - 38069 Torbole sul Garda (TN) - Italia

2) Bank Details

Cassa Rurale Alto Garda - Agenzia Torbole sul Garda (TN) - Italia

ABI 08016 - CAB 35102 - CIN F - C/C 000016002846 | IBAN-Code: IT82F0801635102000016002846 | BIC: CCRTIT2T04A

3) Purchase Agreement

By ordering goods from www.carpentari.com the customer enters into contract with:

Carpentari Snc Via Matteotti, 95 - 38069 Torbole sul Garda - Italia / VAT No. 00620710228

Execution of contract: The purchase order for the selected goods becomes a binding contract when it is completed and sent by the customer. By sending the purchase order, the customer agrees with the General Terms and Conditions and undertakes to purchase the selected goods. The customer will be sent an acknowledgement of receipt of the order, which acknowledgement does not constitute an acceptance of the order. The contract becomes binding upon receipt of the goods and not later than upon the expiry of a 14-day withdrawal period. Please, save and/or print the General Terms and Conditions and the order acknowledgement for future reference.

4) Customer Service

The customer can contact us about online shopping via e-mail to "e-commerce@carpentari.com" and he/she shall specify the reason for contacting us in the subject line (e.g. suggestion, complaint, return of goods...).

5) Warranty

The statutory warranty period of 24 months applies to new products in all EU countries.

6) Accompanying Document

Subject to Section 1 of the Ministerial Decree of 21 December 1992, mail orders are exempt from the obligation to issue a tax document (cash receipt, invoice, etc.). The customer will be sent an accompanying document containing information about the contract (order number, consumer details, list of ordered goods, etc.). The accompanying document is used a proof of purchase. The customer is recommended to save it for future reference.

7) Content of Online Shopping Site

Not all products available in our sales point are offered in the online store. Carpentari reserves the right to choose only a part of the products at its own discretion. Carpentari Snc also reserves the right to offer certain products in the online store only. Information and pictures related to the products are not exhaustive and they are aimed at providing a general description of the goods in question. Displaying of products on the website does not constitute a legally binding offer but only a non-binding invitation to purchase. All offers are valid while stocks last, and despite our restocking efforts we reserve the right to cancel the contract in exceptional cases (e.g. unavailability of goods). The offered goods include products used for high-risk sports (e.g. downhill). Carpentari Snc assumes no responsibility in such cases for improper use of the products and recommends that its customers ride along the marked trails and read relevant manuals and/or instructions for use

8) Language

Currently, information about our online store is available in Italian, English and German. We accept no responsibility for linguistic misunderstandings.

9) Governing Law

The purchase agreement is governed exclusively by Italian law.

10) Jurisdiction

The court of Rovereto (TN) shall have exclusive jurisdiction over any dispute related to interpretation, execution and termination of the purchase agreement.

DELIVERY OF GOODS (DELIVERY DATE, SHIPPING COSTS) AND RIGHT OF WITHDRAWAL

1) Purchase Orders from Italy

The goods will be delivered by courier to the address specified by the customer. Delivery to a post office box or general delivery (poste restante) is not possible. The flat fee for preparation, packing and dispatch of the goods in Italy is as follows:

DESTINATION	ORDER VALUE	SHIPPING COSTS
TRENTINO ALTO ADIGE	< € 150,00	€ 6,00
TRENTINO ALTO ADIGE	> € 150,00	€ -
ITALIEN (INCLUDING SICILY AND SMALL ISLANDS)	< € 150,00	€ 8,00
ITALIEN (INCLUDING SICILY AND SMALL ISLANDS)	> € 150,00	€ -
SARDINIA	< € 150,00	€ 11,00
SARDINIA	> € 150,00	€ -

The minimum order value for free delivery of goods in Italy is € 150.00. Bulky goods (e.g. bicycles) will be delivered in the manufacturer's original packaging without being assembled by our company. Therefore, we assume no responsibility for any defects in the pre-assembly phase. We recommend that the customer checks the condition and functionality of the goods.

The purchase orders are usually processed and executed in 48 hours and our shipping partner will deliver the ordered goods within Italy in 48 hours. Delivery to remote areas may take longer. To avoid any delays in delivery of the goods, it is necessary that our shipping partner is given your telephone number to be able to contact you.

2) Purchase Orders from Abroad

The goods will be delivered by courier directly to your home. Delivery to a post office box and/or general delivery (poste restante) is not possible. Currently, the goods are delivered to the below listed countries and the flat fee for preparation, packing and dispatch of the goods is as follows:

DESTINATION	ORDER VALUE	SHIPPING COSTS
GERMANY	< € 250,00	€ 13,00
GERMANY	> € 250,00	€ -
AUSTRIA	< € 250,00	€ 13,00
AUSTRIA	> € 250,00	€ -
SWITZERLAND	SHIPPING COSTS + CUSTOMS DUTIES	€ 58,00
SPAIN (EXCLUDING ISLANDS)		€ 21,00
BELGIUM		€ 13,00
PORTUGAL		€ 26,00
NETHERLANDS		€ 14,00
LUXEMBOURG		€ 14,00

DESTINATION	ORDER VALUE	SHIPPING COSTS
FRANCE		€ 18,00
DENMARK		€ 18,00
FINLAND		€ 37,00
NORWAY	SHIPPING COSTS + CUSTOMS DUTIES	€ 50,00
SWEDEN		€ 24,00
SLOVAK REPUBLIC		€ 31,00
CZECH REPUBLIC		€ 22,00
SLOVENIA		€ 17,00
HUNGARY		€ 19,00
POLAND		€ 22,00
IRELAND		€ 31,00
UNITED KINGDOM		€ 25,00
LATVIA/LITHUANIA/ESTONIA		€ 28,00
MALTA		€ 57,00
CYPRUS		€ 57,00
BULGARIA		€ 24,00
ROMANIA	SHIPPING COSTS + CUSTOMS DUTIES	€ 27,00
TURKEY		€ 50,00
GREECE (EXCLUDING ISLANDS)		€ 38,00

The minimum order value for free delivery of goods in Austria and Germany is € 250.00.

Notice: Delivery of goods to non-EU countries can entail additional costs (e.g. customs duties) to be borne by the customers. Bulky goods (e.g. bicycles) will be delivered in the manufacturer's original packaging without being assembled by our company. Therefore, we assume no responsibility for any defects in the pre-assembly phase. We recommend that the customer checks the condition and functionality of the goods. The purchase orders are usually processed and executed in 48 hours and our shipping partner will deliver the ordered goods to the EU countries in 4 days. Delivery to remote areas or islands takes 1-2 days more. To avoid any delays in delivery of the goods, it is necessary that our shipping partner is given your telephone number to be able to contact you.

3) Unavailability of Goods

The customer will be notified (by phone or e-mail) of unavailability of the required goods and have the following options:

- a) to receive the available goods and get a refund for the goods which are not available anymore;
- b) to wait until the goods are available and get a complete delivery;
- c) to cancel the order and get a full refund.

4) Right of Withdrawal and Return of Goods

The customer shall have the right to withdraw from the contract without giving any reason within 14 (fourteen) working days by giving notice of withdrawal. The withdrawal period starts on the day of receipt of the goods.

Returns process: The customer shall notify us forthwith by e-mail (e-commerce@carpentari.com) of the return of the goods and send the ordered goods together with the Goods Return form (available together with the general instructions for return of the goods at www.carpentari.com) to Carpentari S.n.c., Via Matteotti 95, 38069 Torbole sul Garda (TN), and indicate the order number on the packaging of the goods (see the accompanying document).

Costs: The person bearing the costs for return of the goods shall be determined on the basis of the reason for return. Generally, the costs for return of the goods shall be borne by the customer, except when the goods are returned due to incorrect supply, in which case the costs shall be borne by Carpentari Snc.

Limitations: The customer shall have the right to withdraw from the contract and return the ordered goods only if they are in their original condition.

THE FOLLOWING GOODS CANNOT BE RETURNED OR EXCHANGED:

- a) the goods whose condition or quality has been impaired by the consumer (e.g. dirty goods, damaged goods, missing parts, etc.);
- b) books, magazines, maps;
- c) underwear (for hygiene reasons);
- d) the goods that have been opened by the consumer (e.g. in case of sealed products);
- e) the goods whose original packaging has been disposed of;
- f) the goods from which the tags and labels of the manufacturer and Carpentari Snc have been removed.

5) Damaged Goods

We recommend that the customer checks the received goods. If the goods are damaged, the customer must report this fact directly to the courier and, in any case, notify our company by e-mail to "e-commerce@carpentari.com".

PAYMENT AND PRICING

1) Payments from Italy

For payments in Italy, the customer has the following options:

1. credit card;
2. Vorauszahlung (bargeldlose Überweisung): der Kunde bezahlt den entsprechenden Betrag auf das unten angeführte laufende Bankkonto, wobei die Bestellung im Moment der Zahlungsannahme zur Absendung vorbereitet wird.

Carpentari S.n.c. si riserva il diritto di escludere alcuni tipi di pagamento.

2) Payments from EU

For payments in the EU countries, the customer has the following options

1. credit card;
2. advance payment (wire transfer): the customer shall credit the relevant amount to the below current account, and the order will be ready for dispatch upon receipt of the payment.

Carpentari S.n.c. reserves the right to exclude certain types of payments.

3) Prices

The prices are in euro and refer to the displayed goods according to their description.

We reserve the right to errors and changes in prices. Should this be the case, the customer will be notified and have the following options:

- a) to cancel the order and get a full refund;
- b) to purchase the goods for the correct price.

In case of online shopping, we reserve the right to offer certain goods at prices different from those for which they are sold in our sales point.

The prices in online store apply exclusively to the orders placed through www.carpentari.com.

Generally, all prices are final and inclusive of VAT currently applicable in Italy (exclusive of shipping costs). An exception to this are non-EU countries where the customer bears the costs in the country of destination (not included in the shipping costs specified in the table, because it is impossible to determine them at the time of execution of the order) and the customs duty (included in the shipping costs specified in the table). The Italian VAT will not be charged to a non-EU customer. All costs in excess of the flat shipping costs charged by us shall be borne by the customer.

Corporate customers must specify their VAT Number in their purchase order.

PRIVACY / SECURITY

DISCLOSURE OF INFORMATION WITHIN THE MEANING OF SECTION 13 OF THE PRIVACY ACT (Legal Regulation No. 196 of 30 June 2003)

1) Recording and Processing of Data

We process only personal data essential for conclusion of the contract, execution of the order and, if consent is given, for sending of promotional materials and commercial information. Data are archived on our server. The customer shall have the right to consult them, ask for their removal or change by sending an e-mail to "e-commerce@carpentari.com". The customer may at any time object to the use of his/her personal data for the promotional and marketing purposes by sending an e-mail to "e-commerce@carpentari.com". We archive information about the orders which is sent to the customer by e-mail together with our acceptance of the orders.

2) Disclosure of Information to Third Parties

To provide for execution of the orders, we provide data to our shipping partner GLS Executive. No data are disclosed or provided to third parties for the purpose of marketing.
