

## GENERAL SALES CONDITIONS

### ORDERS

Orders are binding for the customer and must be written, as must every change, addition, or subsequent request.

The minimum order amount is €200. For smaller orders, if accepted, an additional management cost may be charged.

Customer orders are considered accepted by SINETICA INDUSTRIES SRL when the order confirmation is sent. SINETICA INDUSTRIES SRL has the right to cancel already confirmed orders whenever it becomes aware of the Customer's failure to pay for previous orders.

If the Customer cancels an already confirmed order, they will forfeit any deposit that has already been paid and must also pay SINETICA INDUSTRIES SRL a penalty of 30% of the purchase price in accordance with Article 1382 of the Consumer Code.

### PRICES

The prices do not include VAT and shipping costs and include generic packaging. SINETICA INDUSTRIES SRL reserves the right to make changes to the price list and general sales conditions at any time and at its sole discretion, giving prior notice to the customer.

If the prices are expressed in foreign currency, they can be automatically changed when the currency in which payment is to be made undergoes a depreciation of greater than 5% in comparison to the Euro, between the order confirmation date and delivery.

### PAYMENTS

All payments must be made directly to SINETICA INDUSTRIES SRL based on the terms and conditions indicated in the order confirmation. The customer may not defer or suspend payments beyond the agreed upon dates under any circumstances and for any reason.

If payment is not made, fees and interest equal to 5% more than the interbank rate will be applied and any other orders in progress will be suspended or cancelled.

### DELIVERY

The transport methods, customs duties, and the like, as well as all related risks are governed by international Incoterms. The delivery terms contained in the order confirmation are not binding in the presence of force majeure events or if the customer does not respect the payment terms.

Products marked with the "☑" sign (ready in the warehouse) will be available for pickup within 3 working days from order confirmation date, unless otherwise notified by our customer service.

Delivery time of products not marked with the "☑" sign will be notified by our customer service.

Transport service, if included, will be performed by SINETICA INDUSTRIES SRL logistic department with the following indicative timetable.

#### Italy:

- within 3 days of departure for Lombardy (except the province of Sondrio), Veneto (except the province of Belluno), Piemonte (except the provinces of Cuneo and Biella), and Emilia Romagna.
- within the following week for other regions

**Foreign shipments:**

- Within 8 business days of departure for the following countries: Austria, Switzerland, Germany, France, Belgium, the Netherlands, and Luxembourg.
- Within 10 business days for: United Kingdom, Ireland, Spain, and Portugal.

We can also provide speedy delivery upon request, which may entail additional costs. Please contact Customer Care to find the best solution to your needs.

**DELIVERY ON PALLETS**

If the customer requests delivery on pallets, they will be considered non-returnable and a 2% fee will be added to the order.

**SAMPLES**

Samples sent to the customer will be charged at a price that is agreed upon between the parties. The customer must pay this price upon receipt of the sample. For sales by sample, the goods must be compliant with the sample seen by the Customer as established in Article 129, paragraph 2, letter b) of the Consumer Code, taking into account the fact that, slight differences or changes in colour are tolerated for natural products (wood, leather, etc.).

**ASSEMBLY**

In the event of assembly performed by customer request, SINETICA INDUSTRIES SRL reserves the right to charge a fee, which is agreed upon at the time the order is made.

**DESIGN**

If a graphic/architectural design is created by customer request, SINETICA INDUSTRIES SRL reserves the right to charge a fee, which is agreed upon at the time the order is made.

**SURCHARGE FOR NON-STANDARD PRODUCTS**

If the customer requests custom merchandise, a surcharge will be added to the list price, to be agreed upon at the time of the order.

**STORAGE COST**

If the customer delays the delivery date, SINETICA INDUSTRIES SRL will hold the merchandise in its warehouse for a maximum of 5 business days. After this period, 2% of the value of the order will be charged for every 7 days in the warehouse.

**CLAIMS**

Upon receipt of the merchandise the customer must:

1. Check the integrity of all packages included in the order;
2. Sign the transport document with reserve, in the presence of the transporter, specifying the type of defect encountered;
3. In case of broken package or missing items please fill in the online claim form at <http://www.sineticaindustries.com/user/login.php> and send it within the next 48 hours duly completed in all parts;

4. In case of anomalies or breakage of the product please fill in the online claim form and send it not later than 4 days after receipt of the goods.

After 4 days, any liability is declined. Claims for already assembled products are not accepted.

No merchandise may be returned without prior authorization from SINETICA INDUSTRIES SRL. Returns must always be accompanied by a regular transport document, in the original packaging with the original identification label for shipping along with a report containing all of the information needed to identify the merchandise, the invoice or order confirmation date and number, and the defect found.

The presentation of the claim does not allow the customer to suspend or delay the agreed upon payments.

### **MANUFACTURING CHANGES**

The finishes and colours in the images contained in the photographic catalogue are approximate. Claims are not accepted for colour variations compared to the catalogue. SINETICA INDUSTRIES SRL may make all changes or technical-commercial improvements it considers necessary, at its sole discretion.

### **WARRANTIES**

Articles 128-135 of the Consumer Code apply to the contract.

The products are guaranteed for 5 years. The warranty starts from the date of shipping and documents such as the delivery notes or invoice must be kept as proof of purchase.

### **LEGAL JURISDICTION**

The Treviso (Italy) Court shall have exclusive jurisdiction in any dispute regarding these General Conditions and sales contracts based on them. Only Italian law shall apply.

### **STANDARDS AND INSTRUCTIONS FOR FURNISHING INSTALLATION**

- Furniture is for indoor use only.
- Open the packages carefully and have skilled staff assemble them using suitable equipment.
- Perform installation according to accepted standards, strictly following the assembly instructions.
- Before use, make sure that all screws have been thoroughly tightened.
- Always lift and rest elements carefully on an entire side and never on a single edge.
- Always disassemble furniture that must be moved and re-assemble at the new location.
- Only dispose of protective packaging through authorized facilities.
- Do not dispose of material in the environment.
- Changes that are not authorized by SINETICA INDUSTRIES SRL may compromise the life, stability, safety, and appearance of the furniture. This tampering automatically voids any type of warranty.
- Parts of furniture produced and supplied at different times may have a different colour shade or brightness and must be considered acceptable.

### **SAFETY REGULATIONS**

- Place the furniture on a stable, horizontal surface of an appropriate size after having verifying the capacity. Leave room around it for safe passage.

- Do not place furniture on slanted, unstable, or weak surfaces or near stairs. Pay even closer attention if the furniture has wheels.
- Make sure the furniture is not in contact with electrical sources, temperature regulation equipment (hot-cold), or with passages of water or other liquids.
- Power cables and appliances that can be inserted in the furniture must be properly sized, comply with current safety regulations, and installed by a specialized technician.
- Keep furniture in dry locations. Keep furniture away from windows.
- Do not pour water or other liquids on furniture.
- Do not light flames near furniture.
- Do not scratch the surfaces or edges.
- Do not bump furniture against objects or other elements.
- Do not hit furniture with parts of the body.
- Never drag furniture.
- Do not apply concentrated loads exceeding the tested values. These values can be requested from SINETICA INDUSTRIES SRL.
- Do not sit, lean, or climb on furniture and glass desktops. Pay even closer attention if the furniture has wheels, and attached or cantilevered appendages.
- Before using furniture with wheels, make sure they are locked.
- Do not stress wheels and moving parts with improper movements or bumps.
- Do not load drawers or file drawers beyond the tested capacity.
- Containers with file drawers are anti-tipping.
- Furniture with file drawers have a central lock system for simultaneous locking of all drawers.

#### **CLEANING AND MAINTENANCE**

- Clean using only a small amount of water and a small amount of mild detergent on a soft cloth.
- Do not use solvents, abrasive, or harsh detergents as they could compromise the integrity of the furniture.
- Do not leave wet spots on the furniture for a long period of time.