



GENERAL CONDITIONS OF SALE

INTRODUCTION

The publication of the products on our website constitutes an invitation to the Customer to make a purchase proposal and this proposal will have contractual value. Once submitted, it will imply full knowledge and acceptance of the conditions reported in the regulations set out below. The contract shall be deemed to have been concluded upon Bovoshop's acceptance of the proposal. Bovoshop is entitled not to accept the proposal, with no obligation whatsoever to the Customer who made it. The website offers only and exclusively new products for sale, both to users who can be defined as "end consumers" and to entrepreneurs, professionals and other economic entities with VAT registration numbers. It should be noted that pursuant to Italian Legislative Decree 206 of 6 September 2005 (Consumer Code), the "Consumer or User" is the natural person who acts for purposes unrelated to the entrepreneurial, commercial, handicraft or professional activity possibly carried out (article 3, paragraph I, letter a). The images in the catalogue, together with the technical data sheet of the products, may not be perfectly representative of their characteristics. The actual finishes of the variants indicated in the product sheets may show minimal colour differences due to the video settings used by the Customer.

COMPANY DETAILS

The products purchased on Bovoshop are sold directly by the company Bovo S.r.l. Viale della Liberazione 46 31030 – Dosson di Casier (TV), Italy - VAT No.: 00800760266. Bovo S.r.l. owns the Bovoshop.com website and the Bovo brand.

ACCEPTANCE OF CONDITIONS OF SALE AND GENERAL TERMS

The contract entered into between Bovoshop (trademark of Bovo S.r.l.) and the Customer must be considered concluded with Bovoshop's acceptance of the order. This acceptance is considered tacit, unless otherwise communicated in any way to the Customer after Bovoshop's confirmation of the order. By placing an order from the online website, the Customer declares that they have read and fully accepted the general conditions of sale and payment described below. The Customer must retain these general conditions of sale (in compliance with the provisions of Articles 50 et seq. of Italian Legislative Decree 206/05) by printing a copy or saving it electronically.

PURCHASE PROCEDURE

The Customer may purchase the products for sale in the electronic catalogue on the Bovoshop.it website, as described in the relevant technical information sheets or in email communications, also after contact with Bovoshop sales personnel. The codes used within the website have been customised by Bovoshop and may not correspond to the codes on the packaging, data sheets or other documentation used by suppliers when delivering the products. Bovoshop confirms receipt of the order by email sent to the email address communicated by the Customer. This confirmation message will include the order number, order date, invoicing details and those of the recipient of the goods, details and VAT-inclusive prices of the goods ordered, transport service and additional services, payment methods, Bovoshop data, notes and customer notices. Once the Customer order has been received, Bovoshop will verify that payment has been made and will then start procedures for production/shipment of the goods. Any notice of non-acceptance of the order due to unavailability of the product and/or longer delivery times than those indicated on the product sheet will be promptly communicated to the Customer by telephone or by email. In such cases, the Customer may then either change the product, wait for availability under the new time frame or cancel the order and request a refund for the amount already paid. Any right of the Customer to compensation for damages is excluded, as is any contractual or non-contractual liability for direct or indirect damage to persons and/or property, caused by the partial or full non-acceptance an order. Any changes to orders already submitted may be made by the Customer within 3 days from the date of execution of the order and must be sent in writing to Bovoshop by email. Any changes to orders sent after this deadline (3 days) cannot be guaranteed and will be authorised by Bovoshop based on the progress of production.

SHIPPING AND DELIVERIES



Purchases made on Bovoshop.com are delivered via national couriers to the delivery address indicated at the time of order. During the order process, Bovoshop issues a document accompanying the shipped material (Transport Document) while the invoice will be sent to the email address previously communicated by the Customer. For the issuance of such documents, the information provided by the Customer at the time of the order shall be deemed authentic. After the invoice has been issued, it will not be possible to make changes to it. The Customer may communicate any details they deem necessary for the courier to reach the place of delivery, by including them in the order notes or by sending an email to info@Bovoshop.com before the goods are shipped from our warehouses. Bovoshop will email the Customer to alert them that shipment is imminent. The email will contain all the useful references to follow the shipment. To facilitate delivery by the courier, it is advisable to enter a telephone number where the customer is always available. Telephone advance notice must be understood as a possibility to agree on delivery by the courier within 48 hours of the advance notice. Any storage costs, due to deliveries beyond the above time frame (48 hours after telephone advance notice) or due to the customer's repeated failure to respond to the courier's attempts make contact to arrange delivery, will be fully borne by the customer. National and international couriers deliver from Monday to Friday, during normal working hours regulated and indicated by them and cannot be queried by Bovoshop. Bovoshop accepts no liability for delivery delays attributable to the appointed carrier. The products are packed with resistant materials that are suitable for ensuring optimal protection during transport. In the event of receipt of goods that show obvious tampering and/or damage to the packaging, the customer must accept the goods by marking "ACCEPTED SUBJECT TO SPECIFIC VERIFICATION" and personally describing the damage in detail on all copies of the courier's delivery receipts. (e.g.: box dented on the left side, goods dented, packaging open, pallets broken, etc.). Once the damage caused by transport has been ascertained, the customer is required to report it to Bovoshop by email within 5 (five) days of receipt of the goods, also providing photographic documentation of the damaged packaging and goods. Bovoshop advises that the generic acceptance subject to verification and the wording "package intact" are USELESS and HARMFUL. The Customer who for any reason has not complied with the aforementioned provisions of this contract may not subsequently claim from Bovoshop any shortages or damages caused by the carrier, and the insurance companies will not be liable for them.

DELIVERY TIMES

Bovoshop undertakes to adhere to the time frames indicated and will try to deliver early, if possible. The Customer can at any time check delivery times by emailing Bovoshop operators at info@Bovoshop.com preferably before ordering. Any advances or delays in delivery times will be promptly communicated as soon as Bovoshop itself becomes aware of them. They may not in any way be considered by the customer as grounds for damage or compensation claims or as contractual or non-contractual liability for direct or indirect damage to persons and/or property.

PAYMENT METHODS

The prices shown on the product sheet of the items that can be ordered online, transport costs and any additional services visible in the cart are always inclusive of VAT. When following the purchase procedure, the customer can select the following payment methods: a. Credit card/PayPal/Bank transfer: when goods are purchased using the credit card payment method, the credit card is charged at the same time as the conclusion of the online transaction. Bovoshop reserves the right to request additional information from the customer, such as identification documents and/or proof of ownership of the Credit Card used. The details necessary for the bank transfer are communicated on the order confirmation page at the end of the online procedure and in the order confirmation email sent to the customer. The reason for the transfer must include the order number, name and surname of the person making the order.

RIGHT OF WITHDRAWAL

If an end Customer-consumer is involved, the right of withdrawal may be exercised pursuant to Article 52 et seq. of Italian Legislative Decree 206/05. To exercise this right, the Customer must, within 14 days from the date of receipt of the goods, send Bovoshop a communication by registered letter with advance return receipt via email to the address info@Bovoshop.com, stating that they want to exercise the right of withdrawal. They must indicate the order number, invoice number, code and quantity of the items and must state whether the withdrawal is partial (possible only for the purchase of multiple



items) or total, and give bank details (IBAN code of the invoice nominee) for the reimbursement bank transfer. The goods must be returned intact in the original packaging, properly sealed and complete in all parts (including packing material, internal protections, external protection, wooden pallets and any documentation and accessory equipment: manuals, assembly equipment, etc.) to Bovoshop by Customer-appointed courier. Shipping costs for the return of the goods are borne by the Customer. Bovoshop, after verifying the integrity of the goods, will re-credit the value of the product(s) within 14 days after the return, retaining only the amount due for shipping costs, additional services and any cash on delivery costs incurred for the delivery of the goods to the Customer and indicated in the accompanying invoice. The right applies to the product purchased in its entirety; it is not possible to exercise withdrawal only on part of the product. The Customer is fully responsible for the shipment to return the material until receipt is certified by our warehouse. In the event of damage to the goods during return transport, Bovoshop will notify the Customer of the incident (within 5 working days of receipt of the goods in its warehouses), to allow them to promptly file a complaint against the courier it has used and to obtain reimbursement of the value of the goods (if insured). In this case the product will be made available to the Customer for its return, at the same time. The request for withdrawal and therefore for reimbursement will be thus cancelled.

Bovoshop is not liable in any way for damage or theft/loss of goods returned with shipments not insured by the Customer. Upon arrival at the warehouse, the product will be examined for any damage or tampering not resulting from transport. If the packaging and/or the original packing material is excessively damaged, Bovoshop will deduct from the reimbursement amount the expenses incurred for the repair of the packaging. The right of withdrawal becomes totally invalid due to lack of the essential condition of integrity of the goods or if the goods have been used in cases where Bovoshop ascertains: a. the non-diligent use of the goods resulting in the compromise of their integrity, or the use of any consumables b. the lack of the outer packaging and/or the original inner packing material c. the absence of integral elements of the product (accessories, screws, etc.) d. damage of the product due to causes other than its transport. In the event of forfeiture of the right to withdrawal, the goods will remain at the Bovoshop site, pending collection by the Customer at their expense. The right of withdrawal CANNOT be exercised in the case of purchases of products customised in accordance with the Customer's indications and for which finishes with dyes or sample fabrics chosen or sent by the Customer have been made. **WARNING: PLEASE NOTE THAT WE DO NOT ACCEPT RETURNS OF ACCESSORIES FOR USE WITH MACHINES NOT SUPPLIED BY BOVOSHOP** Address for return of goods: **Bovo S.r.l. Viale della Liberazione 46 31030 – Dosson di Casier (TV), Italy**

WARRANTIES

The products sold by Bovo S.r.l. are covered by a warranty pursuant to Italian Legislative Decree 206/05. In the case of a purchase made by a person who can be defined as an "end consumer" (private person), the warranty is valid for 24 months and covers product conformity defects. In all other cases the conventional warranty is 12 months. In the event of a non-conformity, Bovo S.r.l. will send, at no cost to the Customer, only the spare parts necessary to restore product conformity. Any labour costs incurred when repairing the product will be fully borne by the Customer. The Customer is required to check the goods and their operation within 5 days of delivery. Any defects already present when the material is delivered must be communicated to Bovo S.r.l. within 5 days of receipt of the goods by email to info@Bovoshop.com, indicating the code and serial number of the article, details and supplying photographs of the defect found. In the event that Bovo S.r.l. is unable to return to the Customer a product under warranty (repaired or replaced), it may proceed with consensual replacement with a product of similar or superior characteristics to the disputed one, or with the return of the amount paid taking into account the use of the asset. In the event of replacement under warranty, the Customer is required to ship the defective product at its own expense to the Seller's headquarters, sending it to Bovo S.r.l. The Customer must return the goods under warranty in the original packaging, properly sealed and complete in all its parts. The Customer is required to keep the original packaging and all additional documentation of the products purchased until the expiration of the product warranty. No damages may be requested from Bovo S.r.l. for any delays in carrying out repairs or replacements. If the reported defect does not result in a lack of conformity pursuant to Article 129 of Italian Legislative Decree 206/2005, the Customer will be charged for verification, repair and transport costs, if incurred by Bovo S.r.l. Bovo S.r.l. accepts no liability in the event of incorrect installation or improper use of the products. The warranty does not cover electrical parts, direct or indirect damage caused by



errors or irregularities in the installation or incorrect use of the machine, damage from hard or ferruginous water, user negligence or incompetence, inconsistent power line voltages, insufficient pressure or impurities in water or gas systems, malfunctioning suction systems, or due to unforeseeable circumstances or force majeure or unauthorised third-party intervention. The warranty does not cover components subject to wear, such as, but not limited to, gaskets, lamps, glass or knobs. The warranty does not cover labour costs.

TECHNICAL SUPPORT

Bovo S.r.l. does not carry out the installation and technical assistance of the products sold. Costs are borne and managed by the buyer.

APPLICABLE LAW AND JURISDICTION

These General Conditions of Sale and purchase agreements concluded through Bovoshop are governed by and must be interpreted and applied in accordance with Italian law.

Unless the user is a Consumer, the only court competent for all disputes arising in connection with the execution and interpretation of these General Conditions of Sale is the Court of Treviso, whose jurisdiction is determined by the location of the registered office of Bovo S.r.l. at 31030 – Dosson di Casier (TV), Viale della Liberazione 46. If the User is a Consumer, the court of jurisdiction is as provided for by Italian Legislative Decree 206/2005.