



VETRI DELLE VENEZIE

General sales conditions

- [Site ownership and customer information](#)
- [Acceptance of the general sales conditions](#)
- [Web Pricing](#)
- [Prices](#)
- [Orders acceptance](#)
- [Payment](#)
- [Delivery terms and charges](#)
- [Right of withdrawal](#)
- [Privacy and security](#)
- [Communications](#)
- [Competent jurisdiction](#)

- **Site ownership and customer information**

Ego-Alter , jointly or separately indicated, are deposited brands of Vetriere Riunite s.p.A., with their legal seat in via Calcinese 60, Colognola ai Colli (VR), Italy - VAT code IT04126990961, owners also of the sites <http://www.ego-alter.co.uk> and <http://www.vetridellevenezie.co.uk> ("the Sites").

The present General Sales Conditions ("Conditions") are issued according to common business practices applied on the European market and to the relevant UE regulations.

- **Acceptance of the general sales conditions**

By entering an order following the procedure indicated in the Site, the Customer declares to have taken good note of all the instructions supplied during the purchase process and to fully accept the conditions here below reported.

The present Conditions, together with the conditions pertaining to delivery and payment of the goods, represent an integral part of the sale contract undertaken between the Customer and Vetriere Riunite, who therefore invites the Customer to carefully read the present Conditions, and keep a copy.

In case of changes, the Conditions published in the Site at the moment of placing an order will apply.

Vetriere Riunite S.p.A.
Business Unit: Vetri delle Venezia

Sede legale e direzione: Via Calcinese, 60 – 37030 Colognola ai Colli (VR) Italia – Tel. +39 045 6137137 – Fax 045 6137129

Ufficio Vendite: Via G. Leopardi 31/F - 52025 Monteverchi (AR) Italia - Tel +39 055 981283 – Fax +39 055 980324

Stabilimento di Produzione: Via Calcinese, 60 – 37030 Colognola ai Colli (VR) Italia

Logistica: Viale del Lavoro 42 – 37030 Colognola ai Colli (VR) Italia

Capitale Sociale € 5.171.873,00 i.v.

Registro Imprese di Verona, C.F. e P.Iva 04126990961

Società soggetta a direzione e coordinamento di FinVetro S.p.A.

con sede in Milano, Via Senato 15 – C.F. 05032030966





VETRI DELLE VENEZIE

▪ Goods offered to the public on the Web

All the goods offered on the website and their relative prices are offered for sale subject to the general sales conditions presented on the website. These general sales conditions are valid exclusively for orders placed on the website. The sales contracts stipulated on the website are made with Vetriere Riunite S.p.A.

▪ Prices

All prices and delivery charges are quoted in euros with VAT included (VAT rate 20%); valid prices are those shown at the time of order submission.

Prices are exclusively those shown in the Site upon order completion.

▪ Orders acceptance

To place an order the customer must be over 18 years old; the order has been correctly processed if the Site does not return any error message.

The contract is concluded at the moment the order is received by Vetriere Riunite. Vetriere Riunite will then send a message of confirmation to the email address provided by the Customer. Such confirmation will summarize the items chosen, the related prices (including delivery charges), the delivery address, the Pre-order number and the general and specific conditions applicable to the order.

Should the Customer not receive the email confirmation, he/she can immediately contact us (see paragraph "**Communications**" here below).

Products may not be available from time to time and in this case they will be marked accordingly and thus cannot be ordered. Whenever goods become temporarily unavailable after the order has been confirmed, Vetriere Riunite will refund the amount paid for the missing products.

▪ Payment

Credit Cards: the payment system accepts credit cards: VISA and Mastercard. Whenever a payment is made via credit card, the full transaction amount (including delivery charges) will be authorized by the institution responsible, at the moment the order is processed.

Paypal: with this option the Customer will be redirected to the Paypal site for completion of the transaction. Upon processing of the order confirmation, Paypal will authorize the full transaction amount (delivery charges included). For further information please visit the Paypal site.

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▪ Delivery terms and charges

Vetriere Riunite accepts orders for delivery within the territory of the United Kingdom of Great Britain and Northern Ireland, mainland.

For every confirmed order, Vetriere Riunite will issue an invoice for the purchased items, and send it via email to the customer. Invoices will be issued on the basis of the information supplied by the customer. No change in the data will be possible after the invoice has been issued.

Delivery charges are at the expense of the customer, expressly quoted in the order form, in the amount of Euros 9,90 (VAT included).

Delivery, made by specialized forwarders, will take place within 10 (ten) working days after dispatch of the order confirmation.

Delivery will be made to door.

Upon receipt of the products the customer has to check that:

- the external package has not been damaged or wet or altered in any way during transport, also with respect to sealing materials;
- the number of packages delivered corresponds to that showed in the transport document.

Any damage to the package and /or products or differences in the number of packages, must be immediately noted by the customer, in writing, on the transport document of the forwarder.

Once the transport document is signed for receipt, no claim can be raised concerning the external appearance of the delivered products.

Any damage to the goods contained inside the packaging, must be reported in a timely manner to Vetriere Riunite, within 8 days from delivery, using the specific form entitled REQUEST FOR A REPLACEMENT OR A REFUND accessible from the site home page. Once you have compiled the document together with photographs to show the nature of the defect or damage, you will receive information directly from the company. The photographs of the product are essential for the acceptance of the claim.

If the forwarder fails repeatedly to deliver the goods, Vetriere Riunite will cancel the order and will refund the amount paid, net of all direct charges (transport and handling).

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▪ **Right of withdrawal**

The customer can exercise his right of withdrawal by sending – within 10 (ten) working days from the date of receipt of the goods – a written communication by registered mail addressed to :

VETRERIE RIUNITE S.P.A.
Ufficio e-commerce
VIA CALCINESE 60
37030 COLOGNOLA AI COLLI (VR).

Such communication can be sent – within the same term – using the form RIGHT OF RETURN included in the site home page, provided that it is confirmed by registered mail within the following 48 hours. The returns policy foresees that the communication of a return has to state the clear will of the customer to cancel the purchase by attaching the invoice.

The right of withdrawal is subject however to the following conditions :

- the right can apply to the complete order or to part of it , but not to single pieces if the related items are sold in sets;
- only after the receipt of the registered letter we will inform you by e-mail about the address where send the goods;
- products must be returned in the original package, complete of all its parts;
- transport charges are at the expense of the customer;
- shipment is under the customer's responsibility.

If the right of withdrawal has been correctly exercised, Vetrerie Riunite will refund the customer within 30 days from receipt of the withdrawal communication. The refunded amount will be net of all direct charges (transport and handling).

▪ **Privacy e Security**

By entering and registering onto this site , Vetrerie Riunite may have access to confidential data.

Vetrerie Riunite hereby declares that, in respect of customer's privacy, all information will be dealt with only to the extent expressly chosen by the customer upon registration onto the site.

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Personal data

We take responsibility for all the personal data - such as your name, address, e-mail address and date of birth - that you provide us with or that we obtain through purchases, when you order catalogues, subscribe to our newsletter or when you create a personal account on our site.

These details are kept within Vetriere Riunite - acting as the party responsible for your personal data under the relevant Italian Data Protection laws. All data will be maintained and processed in Italy in accordance with these laws.

If you have any questions regarding your application and your personal details, please refer to the contact information further below reported.

Vetriere Riunite will not pass on your personal details to third parties and your rights under the Data Protection Act 1998 will not be affected.

In providing your personal details you consent to us using the data collected in order to meet our commitments to you and provide the service you expect. This will include processing of orders for shipping, managing your account by carrying out credit checks, sending information such as new services or other marketing offers which may be of interest and also to notify you of any changes or enhancement to our services by email. Your details may also be used to monitor traffic to and from our website to help us improve the design and layout of the site. In the event of any problem with delivery of your items, we will use the information to get in contact with you.

You have the right to contact us to find out what personal data is held about you. If it is incorrect, incomplete or irrelevant you can request that the data is corrected or deleted. You can withdraw your consent to us using your personal data for marketing purposes (e.g. sending catalogues, newsletters or offers) whenever you like. You can contact us either by post or by email to the contact references below reported.

We never pass on/sell/swap your data to/with third parties for marketing outside Vetriere Riunite. Data that is forwarded to third parties is used only to meet Vetriere Riunite's commitments to you. For example, Vetriere Riunite forwards address data to suppliers and shipping agents in connection with deliveries.

Your data is only stored for as long as it is needed in order to perform our services, or for the time laid down in law.

We have taken technical and organizational measures to protect your data from loss, manipulation, unauthorized access, etc. We continually adapt our security measures to technological progress and developments.

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▪ **Communications**

Any communication should be directed to Vetriere Riunite, at the following address:

VETRERIE RIUNITE S.P.A.

Ufficio e-commerce

E-mail: ecommerce@vetrierieriunite.it

VIA CALCINESE 60

37030 COLOGNOLA AI COLLI (VR). ITALY

Phone: +39 045 6137111

Fax: +39 045 6137129

▪ **Competent jurisdiction**

The sale contract is intended to be concluded in Italy and is governed by Italian law. For any dispute deriving from the conclusion of the sales contract the competent jurisdiction is the Law Court of Verona.

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