

GENERAL TERMS OF SUPPLY

1) Introduction

These General supply conditions are applicable and form an integral part of the contract stipulated with the customer of CDVI Italia Srl (hereinafter called CDVI), except for any changes resulting from a specific agreement accepted in writing by both parties. The client (hereinafter referred to as the Customer) will then give explicit and specific written confirmation of acceptance with the placing of the order, also specifying any changes agreed upon during the negotiation.

2) Prices

Indicated in this catalog are net of VAT and can change without notice. All products are invoiced on the date of dispatch, reserving the right to correct errors or omissions. VAT will be calculated and billed on the invoice value at the time of sending. Prices are shown in euros ex our warehouses.

3) Payments

They must be made by the end of each month through R.I.BA and cannot in any case exceed 30 days from the end of the month (thirty days from the invoice date at the end of the month). For customers who purchase from time to time according to their needs, payments must be made cash on delivery upon receipt of the goods or by advance bank transfer. For all payments not made within the terms of the contract CDVI will refuse any other order and services until all overdue invoices are paid. For all customers who continuously make payment delays, CDVI may apply interest equal to 2.5% (two and a half percent) monthly on the invoice value without notice, in addition to any legal agency fees. It is understood and clear to the customer that all products remain the property of CDVI until the complete balance of the supply.

4) Deliveries

In the absence of precise instructions from the customer when ordering, CDVI will deliver the material by its usual courier with charge on the invoice for the costs of transport to the destination indicated in the customer's order. CDVI will do what is necessary to respect delivery times, relieving itself of any responsibility for the delay in delivery of the goods.

5) Loss during transport

All our products are packaged ensuring that they cannot be damaged during transport. CDVI does not in any way accept responsibility for damage or loss during transport, in any case it is important for the customer to inform the Courier and CDVI within three working days. Complaints must be made no later than 7 days from the delivery date.

6) Return of the goods

The customer has the right not to accept the goods upon delivery and return them at his own expense within 3 days from the date of receipt, provided that the material is returned in perfect condition and that the original packaging is not damaged. It is now clear to the customer that in this case the CDVI at its sole discretion may apply a fine ranging from **15% to 45% (fifteen percent to forty-five percent)** on the total invoice, this fine must be paid by the customer first the return of the goods. Any issuance of the credit note will remain the right of CDVI to issue it within 30 days of receipt of the material and payment of the fine.

7) Acceptance of the goods

We reserve the right for the customer to accept the ordered material within the delivery terms indicated and confirmed in the order, in the event that the material cannot be collected by customer within the terms established in the contract or in the order, CDVI reserves the right to apply the payment terms defined in the contract and accepted by the customer.

8) Repairs

All goods delivered to CDVI to be paid by the customer must be accompanied by an RMA document (to be requested from CDVI before sending the goods) which highlights the nature of the fault or suspected defect, also indicating the name and address, also providing proof of the purchase document to CDVI. All repairs outside the period warranty or damaged by the customer will be charged to the customer.

9) Warranty

All products manufactured by CDVI are guaranteed from 1 to 10 years according to the product starting from the delivery date. The guarantee is ex our laboratory, therefore the shipping costs are the responsibility of the customer. CDVI guarantees the quality of its products and undertakes to replace all those parts that may present operating defects, always if this is not due to negligence or tampering by the customer.

10) General

With CDVI's policy and the continuous growth in terms of performance and quality of its products, it reserves the right to change product specifications and prices without notice and without incur in any way sanctions against its customers. All products invoiced to the customer remain the property of CDVI until full payment of the goods.