



Raggio  
Veneziano®  
Leather design

## GENERAL TERMS OF SALE

These general terms of sale apply to any use of and all orders placed on the website **www.raggioveneziano.com** and related addresses (hereinafter the Website) of

RAGGIO VENEZIANO s.n.c.  
di Urbani Anna Maria & Co.  
P. IVA: 03974160271  
REA:VE-354357

for the purchase of products. By placing an order, you confirm your agreement to these terms of sale, which take precedence over all previous versions or any specifications made by you, including in e-mail correspondence.

### GENERAL NOTES

These general conditions of sale ("Terms") are governed by Italian law: the Consumer Code (Legislative Decree no. 206/2005), Section II, Distance contracts (Articles 50-67) and the rules in electronic Commerce (Legislative Decree no. 70/2003).

### 1 - DELIVERY TIME

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Raggio Veneziano is an handicraft production. Each piece is made specifically for the customer.

The delivery time will be within 20 working days from credit amounts (in line with Art. 54 Legislative Decree n° 206 of 06/09/2005).

Should the item be available at stock we will delivery it in 4/5 working days.

### 2 - ORDERS

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#### 2.1 - Product offering - Materials

The Products are presented in accordance with legal regulations and are as accurate as possible. There might be differences amongst the products shipped and those shown on the Website or in the catalogue. You may not cancel your order or refuse delivery due to such differences, provided that they do not affect the essential features or quality of the products. Therefore, we cannot guarantee that the colour you see on the website or in the catalogues exactly matches the product's colour, as the display of the colour depends in part upon the browser and monitor you are using. Raggio Veneziano cannot be held liable for inaccuracies in the photographs on the website.



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## 2.2 - Materials

The Tanning of the skin is made exclusively with natural tannins extracted from plants, without the use of substances prohibited by law. The tannins used and the slow process of tanning are the peculiarities of the process and the quality of the leather. Small veins, blemishes and scratches imperceptible, testify to the naturalness of the material, making each skin and related products unique.

The decorations present on the bags, such as Murano glass beads, charms semiprecious stones, glass, are handmade therefore be considered unique and can present differences than the photos of the site.

## 2.3 - Order acceptance

By confirming your order, you are placing a firm order. The order becomes firm for Raggio Veneziano when the payment is validated and the order is recorded.

## **3 - PRICE / PAYMENT**

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### 3.1 - Price

All prices in the site of Raggio Veneziano snc, are indicate with and without VAT . This is because the items can be purchased from European Countries where vat is imposed,or from Countries outside of Europe entitled to VAT exemption under Article 8, the first paragraph of the letter A, DPR 633/72.

### 3.2 - Payment

Payments can be made in the Following ways:

Paypal, credit card or by bank transfer to the current account held by:

RAGGIO VENEZIANO s.n.c.  
VENETO BANCA AG. 84 VENEZIA  
IBAN: IT 19X0503502001084570369563  
BIC : VEBHIT2M

### 3.3 - Paypal

Payment with PayPal/Credit Card.

PayPal is a secure payment method which allows you to pay for your articles quickly without having to share your bank details with retail websites. You just have to provide your details when you create your PayPal account. They are then encrypted and secured for good.If you already have a PayPal account, you can use it on our website to pay for your purchases quickly and completely securely. If you do not have a PayPal account, you can still opt for this payment method. When the time comes to pay, you will be redirected to a PayPal page where you can enter your bank details (and choose whether to create a PayPal account or not).



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## 4 - SHIPMENT - DELIVERY - BILLING

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### 4.1- Shipment conditions

Terms of delivery are, in accordance with the legislation INCOTERMS 2010

- CPT - Carriage paid to - for EU customers
- DAP - Delivery at place – for Extra EU customers (\*)

*(\*) For extra EU countries customs fees and/or import charges must be paid separately to the courier. These charges are not counted in the total amount of the Order. They are charged when the packaging is delivered to the country of destination, therefore the additional costs concerning the customs clearance are solely payable by the customer.*

### 4.2 - Delivery costs

Delivery costs vary according to destination and are payable by the Customer as properly stressed during the Order issue.

### 4.3 - Delivery with Right to Reserve

Upon receipt of the material, before signing the document to the carrier, the Customer undertakes to check the physical condition of the package and the number of boxes than indicated in the shipping documents. In case of inconsistencies, the customer shall place upon delivery of the signature "RECEIVED WITH RESERVE" to describe the reason directly on the delivery of the courier (Ex. Accepted subject to lack neck, to open packages received and / or damaged etc. ). In the absence of such a reservation, Raggio Veneziano will not be responsible for any damage suffered by the goods delivered.

### 4.4 - Billing

For every order processed Raggio Veneziano will issue a tax receipt or paper invoice.

For the issuance of the invoice Raggio Veneziano will use the information supplied by the customer during the registration process.

The invoice will be sent in the same parcel of product.

## 5 - RIGHT OF WITHDRAWAL

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To the Customer, defined as "Consumer" within the meaning of Article 3 of Consumption Code, are assigned the rights referred to in the art. 64 of Consumption Code within the limits set by this legislation, therefore the right of withdrawal from the present contract is recognized, with no obligation of stating the reasons and without paying penalties, within 14 working days starting from the receipt of the good covered by contract.



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### 5.1 - Exercise of Right of Withdrawal Rules

The right of withdrawal is meant exercised by sending, within the indicated deadline of 14 days after the receipt of the good, a written communication to:

RAGGIO VENEZIANO s.n.c.  
SAN MARCO 2953, Campo S.Stefano - 30124 VENICE, ITALY

registered letter with acknowledgement of receipt. Notice can be sent, within the same deadline, by means of fax or email, provided it is confirmed within 48h after. Customer, where he or she intends to utilize the right of withdrawal, shall make provision at his own expense to the return of the goods covered by contract within 14 working days from the date of receipt of the goods by sending them to the same address to which he will have sent a written notice of withdrawal.

### 5.2 - Return rules

Customer can entrust goods to a Postal or Express courier service. For purposes of returning goods Customer will afford all costs for returning goods. Please do not ship back the good COD for it will automatically be rejected. Raggio Veneziano reserves up to 14 days to carry out the potential repayment by means of Paypal or through wire transfer. The Refund concerns only the value of the returned item, excluding shipping charges and any customs charges. The returned item must be intact and complete of every accessory and packaging and of the original attached documents (till receipt / invoice).

### 5.3 - Requisite for the exercise of the Right of Withdrawal

The substantial integrity of one or more of the goods covered by the contract, their packaging and the original accompanying documents (till receipt / invoice) are essential conditions for the exercise of the right of withdrawal.

## **6 - PRIVACY AND PERSONAL DATA**

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Customer data is processed by Raggio Veneziano in accordance with the provisions of the legislation on protection of personal data as specified in the information provided in the section Privacy Policy.

## **7 - JURISDICTION AND COURT OF JUSTICE**

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Every problem associated with the application, execution, interpretation and violation of the present contract is put through to Italian jurisdiction. For whatever contestation between the parties involved in an existing contract, it will always be dealt with at Venice's court of Justice.