

KANZ

Terms of sale

The offer and sale of the products listed on our website (www.kanzarchitetti.com) are regulated by the following terms and conditions of sale. The products bought on www.kanzarchitetti.com are sold directly by KANZ, represented by Mauro Cazzaro (“the seller”), with legal address “Dorsoduro 1902, 30123 Venice (VE), Italy”, tax code “CCZMRA72D17B5630”, p. iva “04368550275”. Any information regarding our services can be requested via email on info@kanzarchitetti.com

1.1 – The Seller offers for sale, on www.kanzarchitetti.com, the products and carries out its e-commerce activity exclusively towards its end users who are “consumers”.

1.2 – When we speak of “consumer” we refer to any natural person who acts on www.kanzarchitetti.com for purposes not related to his commercial, entrepreneurial or professional activity, possibly carried out. If you are not a “consumer”, we invite you to refrain from concluding commercial transactions on www.kanzarchitetti.com.

1.3 – In consideration of its commercial policy, the Seller reserves the right not to process orders from subjects other than the “consumer” or in any case orders that do not comply with its commercial policy.

1.4 – These General Terms of Sale exclusively regulate the offer, the forwarding and the acceptance of purchase orders for products on www.kanzarchitetti.com between the users of www.kanzarchitetti.com and the Seller.

1.5 – The General Conditions of Sale do not regulate the supply of services or the sale of products by subjects other than the Seller who are present on www.kanzarchitetti.com through links, banners or other hypertext links. We advise you, before placing orders and purchasing products and services from parties other than the Seller, to verify their conditions of sale, because the Seller is not responsible for the provision of services by third parties other than the Seller. The Seller is also not responsible for the conclusion of transactions of e-commerce between users of www.kanzarchitetti.com and third parties.

2. How to conclude the contract with the Seller

2.1 – To conclude the purchase contract for one or more products on www.kanzarchitetti.com, you must complete the order form in electronic format and send it to the Seller, electronically, following the relative instructions.

2.2 – Before proceeding with the purchase of the products, through the transmission of the order form, you will be asked to carefully read the General Conditions of Sale and the Information on the Right of Withdrawal, to print a copy through the print command and to memorize or reproduce a copy for your personal use. Upon request we will also provide you with a summary of the commercial and contractual conditions we offer for the purchase of the products, which contains a reference to the General Sales Conditions and a summary of the information on the essential characteristics of each product ordered with the relative price (including all applicable taxes or duties), the means of payment that you can use to purchase each product, the delivery methods for the products purchased, the procedures for handling complaints by the professional, the shipping and delivery costs; as well as the references and the geographic and e-mail address of the Seller and the date by which the Seller undertakes to deliver the goods. Upon request the Seller will also provide you with a summary of the conditions and methods for exercising your right of withdrawal and the methods and times for returning the purchased products; you will also be given an indication of the circumstances in which you will lose the right to withdraw from the contract. If applicable to the purchase, you will be informed that, in case of withdrawal, you will have to bear the cost of returning the products. In any case, remembering the existence of the legal guarantee of conformity of the products, you will be provided with contact details of our after-sales service and we will remind you, finally, of the possibility of using the independent conciliation service and institutional, RisolviOnline, provided by the Chamber of Arbitration of the Milan Chamber of Commerce.

KANZ

2.3 – In the order form, displayed immediately before the conclusion of the purchase contract, we will provide you with summary information about the essential characteristics of each product ordered, the price (including all applicable taxes or duties) and shipping costs (including any additional costs incurred by you for choosing a different and / or faster shipping type and delivery than the standard one). The contract is concluded when the Seller receives, via computer, your order form, after verifying the correctness of the data relating to your order.

2.4 – After sending the order to the Seller you will receive an e-mail with the order confirm and a summary of your purchase order containing all the order information. The order form will be filed in our database for the period of time necessary to fulfill the orders and in any case in accordance with the law.

2.5 – When proceeding with the transmission of the order form you will be informed that this forwarding implies the obligation to pay the indicated price.

2.6 – The language available to conclude the contract with the Seller is English.

2.7 – Once the contract is concluded, the Seller will take charge of your purchase order.

2.8 – The Seller cannot process your purchase orders which do not provide sufficient guarantees of solvency or which are incomplete or incorrect or in the event of unavailability of the products. In these cases, we will inform you by e-mail that the contract has not been concluded and that the Seller has not followed your purchase order specifying the reasons. If the products, presented on www.kanzarchitetti.com, are no longer available or for sale by the time of your last access to the site or at the moment you sent the order form, the Seller will be responsible to inform you promptly [and in any case within thirty (30) days from the day you sent your order to the Seller] about the unavailability of the ordered products. In the event that the order form is sent and the price has been paid, the Seller will promptly refund the amount already provided for and the contract will be terminated between the parties.

2.9 – With the electronic transmission of the order form, you unconditionally accept and undertake to observe, in relations with the Seller, these General Conditions of Sale. If you do not agree with any of the terms set out in the General Terms of Sale, please do not submit the order form for the purchase of products on www.kanzarchitetti.com.

2.10 – By submitting the order form, you confirm that you know and accept the General Conditions of Sale and the additional information contained in www.kanzarchitetti.com, also referred to through links, including the General Conditions of Use and the Privacy Policy and the Information on the Right of Withdrawal.

2.11 – Once the contract is concluded, the Seller will send you, by e-mail, a receipt of the purchase order, containing the General Conditions of Sale and the summary document on the Right of Withdrawal and therefore, all the information already contained in the summary of the commercial and contractual conditions displayed before proceeding with the purchase.

3. Guarantees and indication of product prices

3.1 – On www.kanzarchitetti.com only products with the brand KANZ by Mauro Cazzaro are offered for sale. The products are designed and produced directly by the Seller.

3.2 – The essential characteristics of the products are presented on www.kanzarchitetti.com within each product page. However, the images and colors of the products offered for sale on www.kanzarchitetti.com may not correspond to the real ones due to the Internet browser and monitor used.

3.3 – Product prices may be subject to updates. Make sure of the final sale price before submitting the relevant order form.

3.4 – Purchase requests from countries not included among those displayed on the splash page could be rejected at total discretion of the Seller.

KANZ

3.5 – The Seller, in case of exercising your right of withdrawal, has the right not to accept the return or not to refund the full amount paid for the purchase, in relation to those products that have been used or damaged, according to what is better explained in paragraph 7.10

4. Payments

4.1 – To pay the price of the products and the relative shipping and delivery costs, follow one of the methods indicated on the order form.

4.2 – In the event of payment by credit card, the financial information (for example, the number of the credit / debit card or the expire date) will be forwarded, via encrypted protocol, to the secure payment gateway of Paypal. Furthermore, such information will never be used by the Seller except to complete the procedure for your purchase and to issue the relative refunds in the event of any return of the products, according to your right of withdrawal, or if it becomes necessary to prevent or report the police commission any eventual fraud on www.kanzarchitetti.com. The price for the purchase of the products and the shipping costs, as indicated in the order form, will be charged to your bank account when the purchase order is finalized.

5. Shipping and delivery of products

To know the specific products shipping and delivery methods, you can directly contact info@kanzarchitetti.com. Please pay attention to what is reported in this section because the indications therein contained are an essential part of these General Terms and Conditions of Sale and, therefore, they are considered as fully known and accepted by you at your order form transmission.

6. Customer support

You can require any information through our assistance services at: info@kanzarchitetti.com

7. Right of withdrawal

7.1 – You have the right to withdraw from the contract concluded with the Seller, without any penalty and without specifying the reason, within fourteen (14) days from the day of receipt of the products purchased on www.kanzarchitetti.com. It is also possible to change the chosen item with another one.

7.2 – To withdraw from the contract you can directly write to the address info@kanzarchitetti.com sending the Seller an explicit declaration of your decision to withdraw from the contract. The Seller will send you confirmation by e-mail of receipt of the request for withdrawal. If you choose to send the declaration of withdrawal using an other channel, the duty of proving the correct and timely exercise of the withdrawal right will fall on you.

7.3 – Once the withdrawal from the contract has been exercised, you will have to return the products to the Seller, delivering them to the courier for shipment, within fourteen (14) days from the moment you notified the Seller your decision to withdraw from the contract.

7.4 – The only expenses for you to pay are those of returning the purchased products, unless the Seller has expressly exempted you from such expenses at the time of purchase and the further condition that you use the forwarding agent indicated by the Seller.

7.5 – If you decide to use the courier indicated by the Seller, you will not, however, have to pay the costs of returning the purchased products in person. The payment of the costs of returning the purchased products will be made, on your behalf, directly by the Seller, who will therefore free you from any obligation to pay to the shipper. The Seller, for the payment of the return, will withhold a lump sum from the refund equal to the standard shipping cost of the products purchased. Furthermore, from the time of delivery of the purchased products to the shipping agent indicated by the Seller, the Seller exempts you from any liability in the event of loss or damage to the products during transport.

7.6 – If you decide to use a different delivery method than the one indicated by the Seller, you will instead have to pay the costs of returning the purchased products yourself. In this case, an amount equivalent to the

KANZ

standard shipping cost of the products purchased will also be refunded, while any additional costs incurred by you for having chosen a different and / or faster shipping type and delivery than the standard one will not be reimbursed. In this case, you may be held responsible for loss or damage to the products during transport, which is due to your negligent choice of carrier and / or shipping methods.

7.7 – The Right of Withdrawal – in addition to compliance with the terms and procedures described in paragraphs 7.1, 7.2, 7.3 and 7.4 above – is intended to be correctly exercised if the following conditions are also fully met:

1. The explicit declaration of your decision to withdraw from the contract must be correctly completed and sent to the Seller within fourteen (14) days of receipt of the products;
2. the products must not have been used nor washed;
3. the products must be returned in their original packaging;
4. the returned products must be delivered to the shipper within fourteen (14) days from the moment you notified the Seller your decision to withdraw from the contract;
5. the products must not be damaged.

7.8 – If the Right of Withdrawal is exercised in accordance with the methods and terms indicated in this paragraph 7, the Seller will reimburse any sums already collected for the purchase of the products according to the methods and terms provided.

7.9 – The sums will be reimbursed to you in the shortest possible time and, in any case, within fourteen (14) days from the date on which the Seller became aware of the exercise of your right of withdrawal, we will activate the refund procedures, once the correct execution of the above terms and conditions has been verified, as indicated in paragraph 8.

7.10 – If the procedures and terms for the exercise of your right of withdrawal are not respected (as described in the previous paragraph 7.7), you will not be entitled to reimbursement of the sums already paid to the Seller. In fact, you will be responsible for the decrease in value of the returned products, resulting from a use different from that authorized by the Seller in order to allow you to ascertain the nature, characteristics and functioning of the products themselves. In this case, a percentage of between 10 and 90 percent of the sums paid by you to the Seller for the purchase of returned products will be deducted from the reimbursement, according to what will be specifically communicated to you by e-mail by the Seller. Within 14 days from the date that you will be notified (via e-mail) the on-acceptance of the return, you can choose to get back, at your expense, the products in the state in which they were returned to the Seller, notifying your decision to the Seller, in the manner that will be communicated to you. Otherwise, the Seller may retain the products, in addition to the sums already paid for their purchase.

8. Times and methods of reimbursement

8.1 – After returning the products, the Seller provides the necessary checks relating to their compliance with the conditions and terms indicated in paragraph 7. In the event that the checks are successfully concluded, the Seller will send you, via e-mail, the relative confirmation of acceptance of the products thus returned. In the event that the checks are not concluded positively, the Seller will notify you via e-mail of the existence of a decrease in the value of the returned products, resulting from your failure to comply with the conditions referred to in letters b) c) and d) of the previous paragraph 7.7. At the same time, the Seller will also notify you of the amount that will be deducted from the amounts paid by you for the purchase of the returned products; without prejudice, alternatively, to the possibility of obtaining, at your expense, the products in the state in which they were returned to the Seller, in accordance with the provisions of paragraph 7.10 above.

8.2 – Whatever payment method you have used to purchase the product, the refund, in whole or in part, is activated by the Seller, in the shortest possible time and in any case within fourteen (14) days from the date on which the Seller became aware of the exercise of the your right of withdrawal after verifying the correct execution of your right of withdrawal and verifying the returned products.

KANZ

8.3 – The Seller reimburses using the same means of payment that you used to purchase the returned products, unless you have expressly agreed with the Seller the use of a different means of payment and on condition that you do not have to support no further costs as a consequence of the refund. If there is no correspondence between the recipient of the products indicated in the order form and who made the payment of the sums due for their purchase, the refund of the sums, in case of exercise of the right of withdrawal, will be performed by the Seller, in any case, towards the person who made the payment.

8.4 – The value date of the chargeback is the same as the charge; consequently you will not suffer any loss in terms of bank interest.

8.5 – The Seller indicates as Courier Service for the return of products the DHL (www.dhl.com). Through DHL, using the pre-printed adhesive label attached to the package containing the products, you can return the products to the Seller, without paying the necessary expenses in person. According to the methods and terms provided for the exercise of the right of withdrawal, this method in fact allows the Seller to pay directly, on your behalf, the costs of returning the purchased products, freeing you from any payment obligation towards the shipper. This method also allows you to check, at any time, where each package is located, freeing you from any liability in case of loss or damage to the products during transport

8.6 – If you decide to use a different Courier from the one indicated by the Seller for the return of the products, you will have to pay the necessary expenses yourself and any responsibility will be borne in case of loss or damage to the products. during transport, according to the methods and terms provided for exercising the right of withdrawal.

9. Privacy

9.1 – You can obtain information on our Privacy Policy by sending requests to the address of our registered office of the Seller KANZ di Mauro Cazzaro, Dorsoduro 1902, 30123 – Venice (VE) Italy

10. Applicable Law and dispute resolution

10.1 – The General Conditions of Sale are governed by Italian law and in particular by the Legislative Decree 6 September 2005 n. 206, on the consumer code in Chapter I “Consumer rights in contracts”, with specific reference to the legislation on distance contracts and the legislative decree 9 April 2003 n. 70 on certain aspects of electronic commerce.

10.2 – In the event of disputes between the Seller and each end customer, arising from the General Conditions of Sale, the Seller guarantees, as of now, the full acceptance a of the Servizio di Conciliazione della Camera Arbitrale di Milano conciliation service. Servizio di Conciliazione della Camera Arbitrale di Milano is an independent and institutional service, provided by the Arbitration Chamber of the Milan Chamber of Commerce, which allows you to reach a satisfactory agreement, with the help of a neutral and competent conciliator, on the Internet. For more information on the Servizio di Conciliazione della Camera Arbitrale di Milano regulation or to send a conciliation request, access www.camera-arbitrale.com. We also inform you that the European Commission provides a platform for alternative out-of-court dispute resolution, accessible on the website <http://ec.europa.eu/odr>.

Returns & refunds

The purpose of KANZ di Mauro Cazzaro (“the Seller”) is to guarantee your complete satisfaction. If for some reason you are not satisfied with your order you can exercise your right of withdrawal, without any penalty, within 14 days from the day you received the products purchased on www.kanzarchitetti.com. The products to be returned must be delivered to the courier within fourteen (14) days from the date on which you notified the Seller of your decision to withdraw from the contract. The products can be returned by sending the package through the courier indicated by the Seller (DHL), or by another forwarder, only after having received written confirmation from the seller, or after having drawn up and sent to the Seller another explicit declaration of your decision to withdraw from the contract, without prejudice, in this second case, to the burden of proving the correct and timely exercise of the right of withdrawal. However, it is not possible to change the chosen object with another.

KANZ

Conditions for exercising the right of withdrawal

The right of withdrawal is exercised correctly if the following conditions are fully met:

- a. The explicit declaration of your decision to withdraw from the contract must be sent to the Seller within fourteen (14) days of receipt of the products;
- b. the products must not have been used, washed;
- c. the products must be intact;
- d. the products must be returned in their original packaging;
- e. the returned products must be delivered to the shipper within fourteen (14) days starting from when you communicated to the Seller your decision to withdraw from the contract;
- f. the products must not be damaged.

If you have complied with all the required conditions, the Seller will fully refund the price of the products purchased, only the costs of the return being your responsibility, i.e. those for returning the purchased products to the Seller, unless the Seller has expressly exempted you from these costs at the time of purchase and on the additional condition that you make use of the forwarder indicated in the Return Form. If you decide to use the courier chosen by the Seller for the shipment of the purchased products (DHL) you will not, however, have to pay the return costs in person, in fact the Seller will pay the courier DHL on your behalf, withholding from the refund an amount equal to the cost previously incurred for the delivery to your home of the products purchased. In the event that you decide to use a different forwarder, you will have to pay the return costs yourself. You will be contacted if your return cannot be accepted because it does not comply with the conditions set out in letters a), e) and f) of the previous paragraph. In this case, you can choose to have the products purchased back at your expense. If you refuse this shipment, the Seller reserves the right to retain the products and the amount corresponding to the purchase price of the products. You will also be contacted if your return cannot be accepted because it does not comply with the conditions set out in letters b), c) and d) of the previous paragraph. In this case, you can choose whether to accept the reduction of the refund, which will be communicated to you, due to the decrease in value of the returned products, or whether to get back the products purchased at your expense. If you refuse this shipment, the Seller reserves the right to withhold the products and the amount indicated for the reduction of the refund, due to the decrease in value of the returned products.

Refund times and methods

After the Seller has received your return and checked that all the requirements have been met, you will receive an e-mail confirming acceptance of the return, or, if there is a decrease in the value of the returned products, you will receive one and -mail in which you will be notified of the amount deducted by way of curtailment of the refund. Whatever the payment method used by you (credit / debit card or cash on delivery), the refund is activated by the Seller as soon as possible, and in any case within fourteen (14) days from the date on which it came to knowledge of the exercise of your right of withdrawal, once verified that the withdrawal took place in compliance with the above conditions.

The actual time for re-crediting or returning the amounts paid by you for the purchase of the products depends on the payment methods used:

- purchase by credit / debit card: the repayment time depends on the credit / debit card management company, but normally takes place within two bank statements. We remind you that the value date of the credit is the same as the debit, so you will not suffer any loss in terms of bank interest.
- purchase via PayPal (if available): the refund will be made to your PayPal account and will be immediately visible. The actual refund on your credit card from your PayPal account depends on the institution that issued the card.

KANZ

- payment by bank transfer: the refund is made to the current account indicated by you, therefore the repayment time depends on the correctness of the data you enter; re-credit normally takes place within fourteen (14) days.

DHL

Returns can be sent via the courier indicated by the Seller (DHL), using the pre-printed adhesive label that you will find inside your package. This method will allow the Seller to pay for the shipment on your behalf and to check where your package is at any time. Contact DHL to arrange the pickup. If you decide to use, for the return of the products, a forwarder other than that indicated by the Seller, you will have to pay the costs of the return in person and will be responsible for any loss or damage to the products during the transport.

Consumer Code

These Conditions for exercising the right of withdrawal, which form an integral part of the General Conditions of Sale, are governed by Italian law and in particular by Legislative Decree 6 September 2005 n. 206, on the consumer code in Chapter I "Consumer rights in contracts".