

1. Recitals of Consideration

1.1. These general conditions of sale and use hereby indicated (hereinafter the "General Conditions") shall apply to both the EU and Italian territories. The General conditions are regulated by the Directive 2011/83/Eu of the European Parliament and of the Council of 25 October 2011 on consumer rights. These General Conditions shall be applied exclusively to online purchases.

1.2. Company details

ADJ SRL

Address: VIA QUARANTA STAIA, 80 CAP 44123, FERRARA (FE) ITALIA

VAT number: 02125090387

Registered at CCIAA di Ferrara e Ravenna entry n. T535251603

Tel: +39 0532 1717526

Email: adjstyle@pec.it

1.3. This document is legally binding for both parties, as it is the agreement between the web user, also mentioned as the "Client", and ADJ SRL. By using our ecommerce services you are requested to accept our General Conditions hereby listed.

2. Acceptance of Terms

2.1. By placing an order with ADJ SRL, the Client agrees to and accepts the following terms and conditions.

3. Products

3.1. Description: ADJ SRL specializes in the production of high-quality leather accessories for interior design, including accessories for table setting, office, storage and organisation, bathroom/spa, wardrobe and pets.

3.2. Product Information: Product information, including descriptions, specifications, and prices, is subject to change. We strive to provide accurate and up-to-date information but reserve the right to correct any errors, inaccuracies, or omissions without prior notice.

4. Orders

4.1. Placing an Order: To place an order, follow the online ordering process. Orders are subject to acceptance by ADJ SRL.

4.2. Order Confirmation: An order confirmation will be sent via email. It serves as a reference and does not constitute acceptance of your order. Acceptance occurs upon the order is ready for dispatch unless otherwise notified.

4.3. Acceptance of Order: Acceptance of your order and the formation of the contract of sale will occur upon the order is ready for dispatch of the products ordered unless we notify you otherwise.

4.4. The proforma sent by ADJ SRL will be considered as an offer for the client, valid for the items listed in the order of Client

5. Prices and Payment

5.1. Prices: All prices are in euro and exclude taxes and shipping charges, which will be added during the checkout process.

5.2. Payment: Full payment must be made before products are dispatched. The payment can be made via Paypal, Credit Card (via PayPal) or via Bank Transfer.

5.3. The Client shall receive an "Order Confirmation" email in case of payment by Paypal or credit card (via Paypal).

5.4. In case of payment by bank transfer, the Client shall receive the "Order Summary" via email, which lists all the purchased items and includes instructions to pay via bank transfer. After ADJ SRL has verified that the relevant amount has been credited on its bank account, the Client shall receive the "Order Confirmation" email.

5.5. In case of payment by bank transfer, verification cannot take longer than 5 (five) days from the payment order sent by Clients to their bank. Clients can speed up this process by sending a bank transfer receipt to the following email address: backoffice@adjstyle.eu

5.6. The purchase contract will be finalized only when the Client receives "Ready for shipment" mail.

6. INVOICING

6.1. Clients shall request specific fiscal or accounting documents during the Purchasing Procedure. In particular, legal persons may specify their VAT number and require the invoice for their Purchase Order to be sent by ADJ SRL via email. Due to administrative reasons, the issuance of purchase invoices requested after the order may be guaranteed within 10 days.

6.2. All invoices shall be issued as per the information provided by the Client. For this reason Clients are kindly requested to verify such information thoroughly.

7. Ex Works (EXW) Terms

7.1. Delivery: Our default delivery term is Ex Works (EXW), in accordance with Incoterms 2020. This means that the buyer is responsible for all costs associated with transporting the goods from our premises.

7.2. Transportation: The buyer is responsible for arranging and paying for transportation, insurance, and any export or import duties or charges.

8. Returns and Refunds

8.1. Return Policy:

8.1.1. Eligibility for Returns: To be eligible for a return, the following conditions must be met:

- The item must be in its original condition, unused, and in the same packaging as received.
- The return request must be initiated within 10 days from the date of purchase.

8.1.2. Items Excluded from Returns: Certain items are not eligible for return, including:

- Customized or personalized items.
- Items that have been used, damaged, or altered after delivery.

8.2. Return Process: To initiate a return, please follow these steps:

8.2.1. Contact Us: Contact our customer service team at backoffice@adjstyle.eu or +3905321717526 to request a return authorization.

8.2.2. Provide Information: Please provide the following information when contacting us:

- Order number
- Reason for return
- Condition of the item

8.3. Return Authorization: Upon approval, we will provide you with a return authorization and instructions on how to return the item.

8.4. Packaging: Ensure the item is securely packed in its original packaging or similar protective packaging.

8.5. Shipping: You are responsible for the cost of return shipping. We recommend using a trackable shipping service to ensure that the item reaches us safely.

8.6. Refunds: Refunds, if applicable, will be processed in accordance with our return policy. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

8.6.1. Approved Refunds: If your refund is approved, it will be processed, and a credit will be automatically applied to your original method of payment within 30 days.

8.6.2. Late or Missing Refunds: If you haven't received a refund within the specified timeframe, please check your bank account or contact your credit card company. If the issue persists, contact us at backoffice@adjstyle.eu for assistance.

8.7. Contact Information: For any questions about our return and refund policy, please contact us at: backoffice@adjstyle.eu or by telephone +39 05321717526

9. Intellectual Property

9.1. Ownership: All intellectual property rights in our products, including trademarks and copyrights, are owned by ADJ SRL.

10. Liability and Disclaimers

10.1. Limitation of Liability: ADJ SRL shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with the use or performance of our products.

10.2. Disclaimers: We make no warranties, express or implied, regarding the fitness for a particular purpose, merchantability, or accuracy of information related to our products.

11. Contact Information

11.1. For inquiries or assistance, please contact ADJ SRL at: backoffice@adjstyle.eu or by telephone +39 05321717526