

Furia Tappezeria di Ian Furia, with registered office at Via della Scrofa 40, 00186 Rome, is the owner of the website **www.furialiving.it**.

1. Acceptance of General Terms and Conditions of Sale

1.1 The contract between **FURIA TAPPEZZERIA DI IAN FURIA** and the customer is considered concluded upon acceptance, even partial, of the order by **FURIA TAPPEZZERIA DI IAN FURIA**. Such acceptance is implied. By placing an order through any of the available methods, the customer declares to have read all the information provided during the purchase process and to fully accept the general terms and payment conditions detailed below.

1.2 The customer, once the online purchase procedure is completed, must print or save an electronic copy and retain these general terms of sale, in accordance with Articles 3 and 4 of Legislative Decree 185/1999 on distance selling.

1.3 The customer shall not be entitled to any compensation or indemnity, nor to any contractual or extra-contractual liability for direct or indirect damage to persons and/or property resulting from the non-acceptance, even partial, of an order.

2. Purchase Methods

2.1 The customer may only purchase products that are listed in the online catalog of **FURIA TAPPEZZERIA DI IAN FURIA** at the time of placing the order and which are viewable online at www.furialiving.it.

2.2 Receipt of the order is confirmed by **FURIA TAPPEZZERIA DI IAN FURIA** via an email sent to the address provided by the customer. This confirmation will include the date and time of the order and a "Customer Order Number," which should be used in all future communication. The email will also summarize the details provided by the customer, who must check the accuracy and promptly report any errors.

2.3 In case of non-acceptance of the order, **FURIA TAPPEZZERIA DI IAN FURIA** will promptly inform the customer.

3. Prices

All prices displayed on www.furialiving.it are inclusive of VAT (22%). Product prices may change without notice.

4. Images

The images accompanying a product description are for illustrative purposes only, to better show the available colors. Actual products may vary in color, size, or included accessories.

5. Shipping and Delivery Costs

5.1 Orders can only be accepted with delivery within Italy.

5.2 Each shipment is accompanied by a detailed Delivery Note as required by Presidential Decree No. 696 of December 21, 1996. It is not possible to request invoicing for an order already completed.

5.3 Delivery costs are borne by the customer and clearly stated during the order process. Payment is made using the method selected at checkout. No additional amounts are due beyond what is shown in the final order summary.

5.4 FURIA TAPPEZZERIA DI IAN FURIA cannot be held responsible for delays in processing or delivering orders.

5.5 Upon delivery, the customer must check that the packaging is intact and not damaged, wet, or altered in any way. Any damage must be reported immediately to the courier. Once the delivery document is signed, the customer may not raise objections about the external appearance of the delivered goods. Any issues regarding the physical integrity, completeness, or conformity of the products must be reported within 7 days of delivery.

5.6 If the customer fails to collect the shipment within 5 business days due to repeated failed delivery attempts, the order will be automatically canceled.

6. Product Availability

Only products in stock are available for order on furialive.it. Although inventory data is updated regularly, there may be occasional discrepancies between actual stock and website availability.

If one or more items are not immediately available, our team will, depending on the order size and restocking time:

- ship available items immediately and send the remaining ones later at no extra shipping cost;
- contact the customer to choose whether to receive the entire order later or remove unavailable items.

7. Right of Withdrawal

7.1 Under Article 5 of Legislative Decree 185/1999, if the customer is a consumer (i.e., a natural person purchasing for purposes unrelated to their professional activity and without indicating a VAT number), they may withdraw from the purchase contract for any reason, without penalty and without providing explanation, except as specified in 8.3.

7.2 To exercise this right, the customer must notify **FURIA TAPPEZZERIA DI IAN FURIA** within 10 business days of receiving the goods, via registered letter with return receipt, addressed to:

FURIA TAPPEZZERIA DI IAN FURIA – RETURNS DEPT.

Via della Scrofa 40
00186 Rome, Italy

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

- it applies to the entire purchased product;
- it is not possible to return only part of the product;
- the product must be returned intact and in its original packaging with all parts included;
- return shipping costs are borne by the customer;
- the customer is responsible for the goods until they are received at our warehouse;
- in case of damage during transport, **FURIA TAPPEZZERIA DI IAN FURIA** will notify the customer within 5 days so they can file a claim with the carrier. In such cases, the product will be returned to the customer, and the withdrawal request canceled;
- **FURIA TAPPEZZERIA DI IAN FURIA** is not liable for damage or loss during uninsured return shipments.

Upon arrival, the returned product will be inspected. If damage not caused by transport is found, a portion of the refund may be withheld.

7.4 Barring any deductions for damages, **FURIA TAPPEZZERIA DI IAN FURIA** will refund the full purchase price (excluding shipping costs) via bank transfer within 14 days of receiving the goods. The customer must promptly provide bank details (account holder's name and IBAN).

8.5 The right of withdrawal is forfeited if the product is not intact (packaging and/or contents), in cases where **FURIA TAPPEZZERIA DI IAN FURIA** finds:

- missing product components;
- damage not caused by transport.

In such cases, the goods will be returned to the sender, who will bear the shipping costs.

8. Warranties

Products purchased on www.furialiving.it are subject to Legislative Decree 24 of 2/2/2002 and relevant provisions of the Italian Civil Code regarding consumer goods warranties.

The warranty applies to products with manufacturing defects not visible at the time of purchase, provided they are used correctly and according to the documentation provided. It does not cover damage due to negligence, improper use or maintenance. The warranty is personal and applies only to the original buyer (not to resellers).

Any packaging anomalies must be reported within 10 days of receipt and included with the return.

The product must be returned with its original packaging, accessories, and documents.

Returns without these elements prevent replacement and void the warranty.

FURIA TAPPEZZERIA DI IAN FURIA reserves the right to verify the reported defect and will replace the product only if the defect is confirmed.

The return must include: a copy of the purchase invoice or receipt, order number and date,

and a description of the defect.
Return shipping is at the customer's expense.

9. Privacy

Personal data collected during registration and ordering is used to fulfill customer requests.

Data is also used for:

- executing contractual services;
- legal compliance;
- operational and managerial purposes;
- monitoring customer relationships;
- strategic and operational marketing;
- sending advertising and promotional material.

Personal data will never be shared with third parties.

FURIA TAPPEZZERIA DI IAN FURIA ensures compliance with the privacy law (Legislative Decree 196/2003).

Data controller: FURIA TAPPEZZERIA DI IAN FURIA – Via della Scrofa 40 – 00186 Rome.

Note: By registering or placing an order, you give implied consent to data processing as per Legislative Decree 196/2003.

10. Complaints

10.1 Complaints must be sent to:

FURIA TAPPEZZERIA DI IAN FURIA – Via della Scrofa, 40 – 00186 Rome
Complaints submitted via email or contact form are not accepted.

10.2 For any issues or concerns, customers are encouraged to contact **FURIA TAPPEZZERIA DI IAN FURIA** through the website's contact section before filing a complaint. Most issues are resolved within a few hours.

11. Governing Law

The sales contract between the customer and **FURIA TAPPEZZERIA DI IAN FURIA** is considered concluded in Italy and governed by Italian law.

For the resolution of any civil or criminal disputes arising from the conclusion of this distance sales contract, the exclusive jurisdiction be that of the Court of Rome.