

## Terms and Conditions

### Gyform Srl – Online Sales

#### 1. Company Information

These Terms and Conditions govern the sale of products through the website operated by **Gyform Srl**.

Gyform Srl

Registered office: via al Sarca 7 – 38094 Porte di Rendena (TN) Italy

VAT Number: IT 00806080222

Email: info@gyform.it

Phone: +39 0465801041

Legal representative: Gasperi Fabrizio

By placing an order through our website, you agree to be bound by these Terms and Conditions.

---

#### 2. Products

Gyform Srl designs and manufactures sofas and upholstered furniture.

All products are described and presented on the website as accurately as possible. However, slight variations may occur due to:

- handcrafted production
- fabric batches
- screen color display differences
- natural materials

Product images are therefore **illustrative and non-contractual**.

---

#### 3. Orders

Orders placed on the website constitute an offer to purchase.

Gyform Srl reserves the right to accept or refuse any order. An order is considered accepted only after the customer receives an **order confirmation email**.

In case of product unavailability, the customer will be informed and refunded if payment has already been made.

---

#### 4. Prices

All prices are indicated in **Euro (€)** and include **VAT when applicable**.

Shipping costs, if applicable, are clearly indicated during checkout before order confirmation.

Gyform Srl reserves the right to modify prices at any time, but products will be invoiced based on the price valid at the time the order is placed.

---

## 5. Payment

Payments can be made through the payment methods available on the website, which may include:

- Credit/Debit Card
- Bank Transfer
- other online payment systems

Orders will be processed only after payment has been successfully received or authorized.

---

## 6. Production and Delivery

Many Gyform products are **made to order**.

Estimated production and delivery times are indicated on the product page and in the order confirmation. These times are **indicative and not legally binding**, although Gyform Srl will make every effort to respect them.

Delivery is carried out via specialized furniture transport companies.

The customer is responsible for ensuring that:

- the delivery address is accessible
- doors, stairs, and elevators allow entry of the product

Any additional costs due to delivery difficulties may be charged to the customer.

---

## 7. Inspection Upon Delivery

Upon delivery, the customer must inspect the package and product.

If the packaging appears damaged, the customer must:

- indicate **“accepted with reservation”** on the delivery document
- take photos of the damage
- notify Gyform Srl within **48 hours**

Failure to do so may affect the ability to file transport damage claims.

---

## 8. Right of Withdrawal (Return Policy)

In accordance with **EU consumer protection law**, customers have the right to withdraw from the purchase within **14 days** from the date of delivery without providing a reason.

To exercise the right of withdrawal, the customer must send a written request to:

**[Insert email address]**

The product must be returned:

- unused
- in original condition
- with original packaging where possible

Return shipping costs are borne by the customer unless the product is defective.

Once the returned product has been received and inspected, Gyform Srl will issue a refund within **14 days** using the same payment method used for the purchase.

---

## **9. Exceptions to the Right of Withdrawal**

The right of withdrawal **does not apply** to:

- custom-made sofas
- products made according to the customer's specifications
- products with personalized fabrics or dimensions

These items cannot be returned unless they are defective.

---

## **10. Warranty**

All products sold by Gyform Srl are covered by the **legal warranty of conformity** in accordance with applicable EU consumer laws.

If a product is defective or not compliant, the customer must notify Gyform Srl within **2 months of discovering the defect**.

Depending on the situation, Gyform Srl may offer:

- repair
  - replacement
  - partial or full refund
- 

## **11. Limitation of Liability**

Gyform Srl shall not be liable for:

- delays caused by logistics providers
- force majeure events
- misuse of the products

The company's liability shall not exceed the value of the purchased product.

---

## 12. Intellectual Property

All content on the website, including:

- images
- designs
- logos
- product models
- texts

is the property of Gyform Srl and is protected by copyright and intellectual property laws.

Unauthorized use is strictly prohibited.

---

## 13. Privacy

Personal data provided by customers are processed in accordance with the **Privacy Policy** and applicable **GDPR regulations**.

---

## 14. Governing Law

These Terms and Conditions are governed by **Italian law**.

Any dispute arising from these terms shall be subject to the jurisdiction of the competent court in **Italy**, unless otherwise required by mandatory consumer protection laws.

---

## 15. Changes to Terms

Gyform Srl reserves the right to modify these Terms and Conditions at any time. Updated versions will be published on the website.