

General Terms and Conditions of Sale

The website www.terenziboutique.com is operated by Spazio Terenzi s.r.l. (VAT No. 04701780407) with its registered office in Cattolica (RN) Via G. Bizet S.n.c. PEC spazioterenzisrl@pec.rimini.com, ordinary email info@spazioterenzi.com and/or roma@terenziboutique.com.

General Principles

1. Spazio Terenzi s.r.l. conducts e-commerce activity solely with final users, defined as “consumers.”
2. “Consumers” refer to individuals purchasing directly from Spazio Terenzi s.r.l. for purposes unrelated to their commercial, artisanal, entrepreneurial, or professional activities.
3. Non-consumers are not permitted to conduct commercial transactions through the website www.terenziboutique.com.
4. To place orders on www.terenziboutique.com, buyers must:
 - Be a “consumer.”
 - Be at least 18 years of age.
 - Have the legal capacity to enter into binding contracts.
 - Have a valid email address.
 - Hold a valid credit card for immediate payment (Visa, Mastercard, American Express) or a verified PayPal account or bank account.
5. Spazio Terenzi s.r.l. reserves the right to refuse orders or the provision of services to individuals who are not “consumers” or who do not comply with its commercial policy. In such cases, Spazio Terenzi s.r.l. will inform the purchaser via ordinary email of the failure to process the order, which will not be fulfilled.
6. In any event, if for any reason the order cannot be processed or fulfilled, Spazio Terenzi s.r.l. will promptly notify the purchaser.

Purchase

7. To conclude a purchase contract, the consumer must complete the online order process, which includes accepting all the specific conditions (characteristics of the ordered item, price, delivery terms, payment, etc.) together with these General Terms and Conditions of Sale and the site's Privacy Policy.
8. Once the online order process is complete, Spazio Terenzi s.r.l. will process the purchase order within 3 to 5 business days and dispatch it to the courier/shipping agent according to the delivery terms indicated at the time of purchase, which vary based on the destination.
9. For orders to be delivered to non-EU countries, the consumer must inquire personally about any applicable taxes and/or customs duties before placing the online order. The delivery of goods is subject to the Delivered Duty Unpaid (DDU) clause of the Incoterms.
10. For each order delivered, Spazio Terenzi s.r.l. issues the corresponding receipt/invoice.
11. To receive an invoice, the request must be made before submitting the order by selecting the "invoice" option and providing the taxpayer identification number.
12. Prices include VAT.

Shipping and Delivery

13. Upon receiving the goods, the consumer must carefully inspect the package before signing the delivery receipt.
14. If the packaging appears tampered with or the adhesive tape is not intact, the consumer must sign the delivery receipt with a reservation to inspect the goods or refuse the delivery.
15. In any case, for any issues concerning delivery, packaging, package contents, or the received products, the consumer must immediately report the circumstances to the courier and contact Spazio Terenzi s.r.l., retaining the goods in the condition they were received.
16. Any disputes or complaints must be made to Spazio Terenzi s.r.l. within 10 days from the delivery date recorded on the courier's website, under penalty of forfeiture.
17. Delivery times for EU countries are approximately 5 to 6 business days after the order is processed. Delivery times for Italy are approximately 2 business days after

processing. If delivery fails due to reasons attributable to the consumer (e.g., incorrect address, recipient always absent, incorrect phone number, etc.) or if the consumer refuses delivery, shipping costs and any applicable fees (including customs duties) will be deducted from the refund owed to the consumer.

Right of Withdrawal

- 18.** The consumer has the right to withdraw from the contract within 14 days from the date of receipt of the product or the last product (in case of multiple items ordered in one order).
- 19.** The right of withdrawal is exercised by sending a request to the email address roma@terenziboutique.com, indicating the order number, item(s), and reasons for the request.
- 20.** Upon receiving a valid return request, Spazio Terenzi s.r.l. will respond via email, authorizing the return, identifying the designated courier, and providing instructions.
- 21.** Products must be returned in perfect condition with labels, tags, bags, manuals, and accessories included in the original packaging.
- 22.** Spazio Terenzi s.r.l. will promptly inspect the returned products and, if they pass inspection, will refund the amount paid using the same payment method within 14 days of receiving the returned items.

Post-Sale Assistance and Warranty Clause

- 23.** Spazio Terenzi s.r.l. is liable for non-conformities that arise within 2 years from the delivery of the product.
- 24.** Consumer goods are presumed to conform to the contract if the following conditions are met:
 - They are suitable for the use ordinarily associated with similar goods.
 - They match the description provided by the seller and have the qualities presented to the consumer as a sample or model.
 - They offer the usual quality and performance that the consumer can reasonably expect from goods of the same type.

- They are suitable for any particular use intended by the consumer, if made known to Spazio Terenzi s.r.l. at the time of the contract, and accepted by the company.
25. The consumer loses all rights if they fail to report the lack of conformity to Spazio Terenzi s.r.l. within 2 months from the date the defect was discovered.
 26. Any defects of conformity manifesting within 6 months of delivery are presumed to have existed at that time unless proven otherwise.
 27. In the event of a non-conformity, the consumer may request the repair or replacement of the purchased item, a price reduction, or the termination of the contract, unless the request is objectively impossible or excessively burdensome for Spazio Terenzi s.r.l.
 28. The request must be sent in writing via email to roma@terenziboutique.com. Spazio Terenzi s.r.l. will provide a written response within 5 business days, indicating whether it can proceed or explaining why it cannot.
 29. If repair or replacement is impossible or excessively burdensome, the consumer may request a price reduction or contract termination.

Intellectual Property

31. The domain www.terenziboutique.com and its content are the property of Spazio Terenzi s.r.l. This includes documentation, images, fonts, design, music, software, and any original representation.
32. Any reproduction, alteration, transmission, publication, or redistribution to third parties is prohibited without prior written consent from Spazio Terenzi s.r.l.

Governing Law and Jurisdiction

33. The sales contract is deemed to be concluded in Italy and is governed by Italian law.
34. Any disputes are subject to the exclusive jurisdiction of the Court of Rimini.

Communications and Complaints

35. Spazio Terenzi s.r.l. can be contacted via email at roma@terenziboutique.com or info@spazioterenzi.com for any information or contact needs.

36. Any disputes or complaints must be addressed in writing and may also be sent via email to the addresses roma@terenziboutique.com or info@spazioterenzi.com.