

S.O.D. S.r.l. issues invoices for the products purchased, sending them by email to the ordering party. It uses the information provided by the Customer to issue the invoice. The information cannot be changed after the invoice has been issued. The customer will pay the delivery charges which are clearly shown on the order. Specialised couriers will make the delivery within 12 (twelve) working days from the shipping date of the order for orders where the weight is less than 30 kg and overall measurements do not exceed approximately 150 cm.

S.O.D. S.r.l. will have no responsibility whatsoever if delivery is delayed.

If the customer does not collect the products within the time described above, the order will be automatically cancelled and the products returned to S.O.D. S.r.l.. In that case, the transport costs shown when the order was made will be doubled (cost of sending and returning the goods) and will not be reimbursed to the Customer.

When the products are delivered, the Customer will have to check to ensure that the packaging is intact, undamaged, dry, and in any case distorted, including the closing materials (adhesive tape or metal straps).

If there is clear damage to the packaging and/or the product, the Customer may refuse delivery of the products which will be returned to S.O.D. S.r.l. without any charge to the Customer or conditional acceptance.

Once the delivery document has been signed, the Customer may not make any objections to the outside characteristics of the products delivered. Any problems regarding physical intactness, the correspondence or completeness of the products received must be promptly reported to S.O.D. S.r.l. to trigger the guarantee conditions.

With regard to shipping outside the EU, all costs relating to customs duties will be borne by the customer for:

- Shipment of goods;
- failure to withdraw the goods;
- return of the goods;
- exchanging the goods;

In any case, if necessary, S.O.D. S.r.l., in accordance with the General Data Protection Regulation, will have the right to transfer the data within the European Union and/or outside the European Union. In that case, the data Controller hereby guarantees that the data will be transferred outside the European Union in accordance with applicable laws, if necessary entering into agreements that guarantee an adequate level of protection and/or using standard contractual clauses as provided by the European Commission.