



# FATTORIA PETRIOLO

Terms and Conditions (pursuant to Legislative Decree 206/2005 "Consumer Code")

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### SHIPPING AND DELIVERY

GOCCE DI TOSCANA SRL, by means of express couriers, delivers products ordered by the customer to the address indicated by the same customer on the purchase order.

The goal of GOCCE DI TOSCANA SRL is to always safeguard and guarantee perfect preservation of the product during shipping: for this reason, the greatest care is taken in the packaging of product using special boxes that protect the contents from temperature fluctuations and accidental impact.

Shipments are made all over the world.

THE COST OF SHIPPING depends on the weight of the products purchased; click here to view the instructions on how to automatically calculate the cost.

For customized shipments or for any other requests contact us at:  
[marketing@fattoriapetriolo.com](mailto:marketing@fattoriapetriolo.com)

### PRIVACY

We inform you, pursuant to art. 13 of Legislative Decree no. 196 of 2003, that the data provided during registration at this site is collected for the shipment of the order and the eventual billing of the order. If any requested data is missing, the order will not be processed.

GOCCE DI TOSCANA SRL is obligated to treat all data provided confidentially and not disclose such data to unauthorized persons or use them for purposes other than those listed here, unless explicitly requested so by the customer. Such data may be disclosed, subject to the signing of a confidentiality agreement, to partners and employees responsible for their preservation and carrying out of the activities referred to above and will be used exclusively for the purpose of the service provided. Furthermore, such data will be disclosed at the request of the authorities authorized by law.

Director and person responsible for the processing of personal data: Sorelli Matteo on behalf of GOCCE DI TOSCANA SRL



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In relation to the processing of personal data, the customer may directly and at any time, exercise the rights under Art. 7 of Legislative Decree no. 196 del 2003, including, in particular, to obtaining the following information:

- the origin of the personal data;
- the purpose and methods of processing;
- the logic applied in case of electronic processing ;
- the identification information of the director, those responsible and appointed representative under Art. 5, paragraph 2;
- about the subjects or categories of parties to whom personal data may be communicated or to whom has knowledge of them as appointed representative in the State, managers or agents.

The customer also has the right to:

- the updating, correction or integration of data;
- the cancellation, transformation into anonymous form or the blocking of data processed unlawfully, including data whose retention is unnecessary for the purposes in which it was collected and subsequently processed.

The customer has the right to object completely or partly:

- for legitimate reasons regarding the processing of personal data concerning them even if relevant to the purpose of the collection of data;
- to the processing of personal data concerning them for the purpose of sending advertising materials, direct sales, market research or commercial communications.

### WITHDRAWAL RIGHT

GOCCE DI TOSCANA SRL guarantees that the delivered products are equal to those indicated and described on the site and in compliance with all regulations regarding the storage of the products until the delivery to the location indicated on the order. The images on this site are provided for the customer in order to facilitate the recognition of products; due to variations in the packaging of the product, the images may not accurately reflect the appearance of the product delivered.

As required by the Consumer Code D.LGS 206/2005 (former withdrawal right) the customers of GOCCE DI TOSCANA SRL benefit from the money back guarantee if not satisfied by receiving reimbursement and the possibility to return the purchased products within 10 working days from receiving them, except in the case that the products, because of their nature, cannot be returned. The withdrawal right is applied to the physical person who acts for purposes not referable to his eventual carried out professional activity; for this reason the purchases carried out by retailers and companies are excluded from this right.

### HOW TO RECEIVE A REFUND

To request a refund, the customer may send a letter or e-mail to GOCCE DI TOSCANA SRL within 10 working days from receiving the merchandise. The customer must indicate the product/products for which they intend to exercise the withdrawal right.

- To exercise the withdrawal right it is necessary to return the purchased products in good condition without removing the original labels.

- The returned items must be accurately packed in order to protect the original covers from any damage, writing or labeling.



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- The products must be returned by means of courier express at the customer's expense.
  - We recommend using a traceable and insured shipping method, as GOCCE DI TOSCANA SRL is not responsible for loss, damage and failure to deliver the merchandise sent.
  - GOCCE DI TOSCANA SRL will refund the merchandise, after the contents and the condition of the products are inspected, within 30 days of receiving the request from the customer.
- For any communication regarding complaints, the customer may use the e-mail address: [marketing@fattoriapetriolo.com](mailto:marketing@fattoriapetriolo.com)

### AVAILABILITY

GOCCE DI TOSCANA SRL commits to putting the products currently available on the site. In the event that the products are not currently in stock, or the producer is not able to guarantee delivery on time, it will be the responsibility of GOCCE DI TOSCANA SRL to adequately indicate that the product is unavailable.

The submission of the order by the customer will be considered as acceptance of delivery, even partial, of available products with respect to the order as well as a waiver of damages or compensations.

GOCCE DI TOSCANA SRL agrees, however, under law, to promptly inform the customer of the unavailability of any product ordered, to agree on the continuation of the order or its modification with similar products. If interested in a product not currently available at that time, the customer is asked to send an e-mail so that GOCCE DI TOSCANA SRL may provide more precise information.

### PRICES

Product prices listed in the various sections of this site include VAT. The prices charged are those listed on the site at the time of order by the customer. The prices of individual products are subject to changes. The price of products, along with the cost of delivery, must be paid by the customer when ordering online by credit card. The tax documentation will be given by GOCCE DI TOSCANA SRL at the time of delivery, by issuing a receipt.

### BILLING

To obtain the billing invoice, the customer must provide their TAX CODE at the time the order is placed and request it in the notes of the order. The invoice will be issued and sent with the shipment of merchandise. When ordering, we ask the customer to please include a phone number in case there is a need to be contacted.