**COMMERCIAL CONTACTS**

E-MAIL: office@sipasedie.it
TELEPHONE: 0039 (0) 432 716248

**GENERAL CONDITIONS**

Our prices are EX WORKS, VAT excluded, and expressed in EURO.
Packaging is included in the prices of the finished product, and on raw/unfinished ones already in stock.

**PAYMENT CONDITIONS**
Payment is always in advance, or by bank transfer if agreed with the sales office.
Different methods of payment must be agreed with the sales department before loading the goods.
The agreed terms of payment are reported on each document issued by SIPA.
In case of delayed payment, late payment interest shall be charged at the commercial rate in force in Italy.
In the case of deferred payment, no pay and/or late payment of a due date or remittance entitles SIPA to immediately claim the full amount outstanding, regardless of the agreed terms of payment.

**SALES CONDITIONS**
1. Sales conditions are considered as accepted if no written objection is received within 8 days after receipt of order confirmation and/or invoice.
2. Payments are valid if made to our company
3. Goods travel at the purchaser's risk, even if sold with DAP. Transport and any insurance costs, unless otherwise expressly agreed, shall be paid by the buyer.
4. We reserve the right to suspend any delivery if the economic conditions of the purchaser are such that the receipt of payment is risky
5. All our goods remain our property until they have been fully paid, including invoices for goods delivered later or earlier. Any sums collected for sales of our goods to third parties shall remain our property until everything has been paid.
6. Any clauses in conflict with the foregoing shall be invalid unless expressly agreed to.
7. The court of jurisdiction in charge is the one of Udine

**OUR RAW MATERIAL**
Wood is a natural product.
Each piece has its own colour and structure.
Differences in tone in the grain and variations due to the natural movement of the wood are not to be considered grounds for complaint but, on the contrary, a characteristic of solid wood that approves the naturalness of the product.

**ORDERS**
Please pay particular attention to the following details when ordering:
- Article description: chair, chair with armrests, stool, table, table top
- Quantity
- Wood type
- Unfinished/Raw or varnished
- Gloss of finish
- Plastic or felt glides
- Other special features of the article
- Delivery method and requested delivery date

**FINISHING INFORMATION**
In case of purchase of unfinished/raw products, a particular care must be considered.
Not only for table tops, but also chairs and stools must be protected from humidity and temperature changes, which have devastating effects on solid wood.
If you have any doubts or doubts about the choice of the most suitable finish, please contact the SIPA offices for advice.

Improper or irresponsible use exempts SIPA from liability for any product defects.

**INSTRUCTIONS FOR A CORRECT USE OF THE PRODUCT**

The products must be used for the purposes for which they were made, not for other purposes such as: placing heavy objects on them, climbing on them with your feet or knees, swinging. All these operations could cause damage to the products or to persons using them incorrectly.

For the cleaning and maintenance of our products, please refer to the section of our website "Correct use and cleaning" (https://www.sipasedie.it/en/correct-use-cleaning/)

**COMPLAINTS**

We ask you to notify us promptly, preferably by e-mail and attaching photographic material, of missing packages or any anomalies upon receipt of the goods, accepting them with reservation if you notice any damage on the outer packaging.

Complaints about the product must be reported within two weeks after receipt of the goods, together with photos and description.
The buyer forfeits all rights if he does not notify the seller of the lack of conformity within the period of two weeks from the date of delivery.

If it is proved that the defect in the product results from production, SIPA will deal with it as soon as possible, repairing or replacing the product, depending on the extent of the problem.

In case of defect, the purchaser will have access, alternatively and without any expense, to one of the following conditions: the reparation or replacement of the purchased goods; a reduction in the purchase price or termination of the sales contract, unless the request is objectively impossible to satisfy, or is excessively onerous for SIPA pursuant to Article 130, paragraph 4, of the Italian Consumer Code.

Invoices from third parties who have solved the problem will not be accepted unless agreed with the company.

**DISPOSAL OF PACKAGING**

We prepare our product deliveries with the utmost care, packing the goods to minimise the possibility of damage during transport.
The packaging used consists mainly of plastic (PET 1) and carton (PAP 21), both of which are recyclable and can be disposed of separately for plastic and paper respectively.
In order to dispose the packaging correctly, we recommend our purchasers to take it to the local waste collection centre, checking the regulations of their territory in advance.

**PRODUCT LIFE CYCLE**

When used correctly, our products can last for a long time. A product only reaches the end of its life when it develops defects that prevent it from being used normally. At the end of its life, consumers have a range of options: disposal at an authorised collection centre; delivery to a dedicated facility that can convert the wood into new products; reusing the product itself for other purposes; or even donating it to charities. In the event of disposal, please ensure you comply with local waste management regulations.