

## **GENERAL TERMS AND CONDITIONS OF SALE FOR ONLINE SHOP OF GARDA DOLOMITI - AZIENDA PER IL TURISMO SPA**

All products on sale in the On-line Shop of GARDA DOLOMITI - AZIENDA PER IL TURISMO S.P.A. comply with the legislation in force. The sale and delivery of products in the online shop called SHOP ON LINE DI GARDA DOLOMITI - AZIENDA PER IL TURISMO S.P.A. are limited to the Italian and European territory.

By submitting an order, the Purchaser declares that they know and accept the General Terms and Conditions of Sale and further information contained in the site, including references to the Privacy Policy and General Conditions of Use.

### **Purchase**

All persons wishing to purchase our products online may do so without having to subscribe to the newsletter, unless expressly authorised to do so. All data requested are necessary for dispatch and payment purposes; GARDA DOLOMITI - AZIENDA PER IL TURISMO S.P.A guarantees their confidentiality.

### **Payment**

Customers may choose one of the following payment methods:

- VISA credit card;
- MASTERCARD credit card

### **Prices**

All prices include VAT. Prices are subject to updates, so please check the final sales price before placing your order.

### **Invoicing**

Receipts are issued with the order once the purchase contract has been concluded with payment and will be included in the shipment; any request for an invoice must be indicated in the notes.

### **Shipping**

The Online Shop of GARDA DOLOMITI - AZIENDA PER IL TURISMO S.P.A carries out shipments using BRT or GLS couriers. Deliveries are made only within Italy and the European Union.

It is possible to send goods to an address other than the billing address; the recipient will receive the parcel with the name of the purchaser. It is always preferable to leave a telephone number of the recipient for advance notice of the delivery.

To ensure the integrity of the products during transport, we have chosen to use eco-friendly and sustainable packaging for our deliveries.

Delivery times are generally between 7-10 working days from receipt of the order.

For information or questions regarding the dispatch of orders, you can contact our customer service department by e-mail [info@gardatrentino.it](mailto:info@gardatrentino.it) or by calling (+39) 0464-554444

### **Complaints, refunds and cooling off period**

#### **GARDA DOLOMITI AZIENDA PER IL TURISMO S.P.A.**

Largo Medaglie d'Oro al Valor Militare, 5  
38066 Riva del Garda (TN) Italia  
[info@gardatrentino.it](mailto:info@gardatrentino.it)  
T +39 0464 554 444

[gardatrentino@pec.gardatrentino.it](mailto:gardatrentino@pec.gardatrentino.it)  
C.F. – P.IVA 01855030225  
CAP. SOC. € 600.000,00 i.v.  
R.I. Trento – REA n. 182762



The delivered goods must be checked upon arrival and the purchaser must report any damage to the packaging directly to the courier so that we can take appropriate action to replace the goods.

To receive instructions on how to proceed with any complaint, exchange of goods or possible cooling off period, our customer service is available by e-mail: [info@gardatrentino.it](mailto:info@gardatrentino.it) or by calling (+39) 0464-554444 during opening hours on our website [gardatrentino.it](http://gardatrentino.it)

In the e-mail, please provide the order number and an accurate description of the defect (it is advisable to document this with photographs, where possible).

In the event that you wish to avail of the cooling off period and cancel your purchase, as governed by the provisions of Legislative Decree 206/05 (Consumer Code), it is possible to do so without penalty within 14 days of receipt of the goods and upon written notice to [info@gardatrentino.it](mailto:info@gardatrentino.it). Please note that this right is expressly set out in the so-called 'Consumer Code' and also states that the goods must be returned in the same condition in which they were received. This means that the packaging must be intact. The cooling off period gives the customer the right to reconsider their purchase and in no way has anything to do with either warranty or replacement.

Packaging, wrapping or items that have been used or are not in their original condition will not be accepted. On receipt of the item(s) and after the relevant checks of their condition, if they correspond to the aforementioned standards, we will refund the purchaser the full amount within 5 days.

### **Privacy**

All information regarding the processing of personal data can be found in our Privacy Policy. Other important information can be found in the site's Conditions of Use, which we invite you to consult.