

Terms of use of the site

General conditions of sale

Privacy policy

Cookie Policy

1. Activities of the Site
2. Site Content and Intellectual Property
3. Third Party Content
4. Guarantees
5. Use of the Site
6. Personal account
7. Limitation of liability

Access to and navigation of this **Site** implies acceptance by the **User** of the Site of the provisions set forth in these **Terms of Use**. Users who do not intend to accept the content of the Terms of Use are advised to stop accessing and browsing the Site, as they are an integral part of the '**Site's legal notices**'.

Roberta Licini reserves the right to modify all or part of the Terms of Use at any time and without prior notice . The User is invited to periodically check these Terms of Use and to stop using the Site in case of non-acceptance; In fact, the use of the Site after the publication of the aforementioned changes represents acceptance of the same by the User. The Owner of the Site is Roberta Licini -Via Raffaello Sanzio, 9 -Valdengo- Biella- Italy, VAT number 02528920024

1. Activities of the Site

The Site is functional to the exhibition, publication, promotion, sale and distribution of the Owner's **products**. Users are invited to provide true and correct personal data and to update their personal data provided during registration, where no longer current, as well as to read the Privacy Policy and the Cookie Policy in relation to the processing of Personal Data and the rights granted to Users by the applicable legislation on the protection of privacy.

2. Site Content and Intellectual Property

Information, photographic material, images, indications, the texts, products and in general all the contents of the Site or any part are the property and/ or in the exclusive availability of Roberta Licini. All Site Content is protected by intellectual property laws. It is forbidden to copy, download, distribute, modify, create derivative works or extracts, publish or use or exploit in any way and for any reason the Contents of the Site without the prior written consent of the Owner. The reproduction of the Site Content for the

purpose of sale, distribution for commercial purposes, insertion or posting on other unauthorized sites is prohibited, however for professional purposes. These Terms of Use do not confer any right to use the Owner's Mark and/or Content to Users, customers purchasing Products or Services on the Site or to third parties.

3. Content of Third Parties

The Site may include, use or display content created and/or made available by third parties, information derived from public sources and/or links to external sites or web pages operated by third parties '**Third Party Content**'. The Data Controller does not exercise any control or monitoring over Third Party Content and therefore assumes no responsibility for its accuracy, security or reliability.

4. Guarantees

The Data Controller cannot guarantee in any way that the Site, including its Site Content, services and functionality, will be uninterrupted, that any defect found in the same will be corrected or that the use of the Site will produce any specific result. The Site and Site Content are provided as they are and to the extent that they are available. In addition to the foregoing, the Data Controller does not acknowledge any warranty, express or implied, including any guarantee of accuracy, completeness, non-infringement of third party rights, merchantability or fitness for a particular purpose.

5. Use of the Site

Users may use the Site and the Site Content exclusively for personal purposes, not having commercial purposes and/or economic exploitation and in accordance with the Terms of Use, as well as with all applicable regulations. The use of the Site may not in any way involve the establishment of any professional relationship with the Users, even if they are involved in the publication of reviews, contributions, posts of any kind, even as an agency relationship or editorial collaboration. The Data Controller reserves the right to interrupt or suspend the access or use of the Site by one or more Users, even without prior notice, if it considers that the Terms of Use of the Site have been violated or if it is necessary for security reasons.

6. Personal account

In the event of the creation of a personal account on the Site, the User undertakes to provide true and accurate personal information when registering and to update it regularly. The registered User is invited to keep their login credentials in an appropriate manner and not to disclose them. The registered User must promptly notify the Site of any unauthorized use of their Account access credentials.

7. Limitation of liability

The information on the Products proposed on the Site is intended to be published for descriptive or promotional purposes only. The appearance and colors displayed depend on the settings of the User's device and it is impossible to ensure that the User's device correctly displays the colors of the images published on the Site.

The Site may modify or remove, temporarily or permanently, some of the Products and/or Services, or modify the prices to the public of such Products or Services, without giving any notice to Users about the completion of such changes. With reference to the procedure of purchase of the Products, Users are invited to read the:

General Conditions of Sale These Terms of Use are subject to copyright; therefore, any reproduction, even partial, is prohibited. Every user browsing the Site is invited to review the Contract before completing an order to purchase Products on the Site; sending an Order implies, in fact, acceptance. Any change to the Contract will become effective immediately upon publication on the Site and will regulate all subsequent Orders.

1. Customers
2. Acceptance of an Order - Contract of sale
3. Payments
4. Shipments and deliveries
5. Prices
6. Non-conforming Products-Legal Warranty
7. Replacement and returns - Right of withdrawal
8. Applicable law and disputes
9. Communications or complaints

1. Customers

The conclusion of Orders on the Site is allowed only to natural persons who have the legal capacity to enter into binding agreements in compliance with applicable law and act for purposes unrelated to the entrepreneurial or professional activity that may be carried out (**Customers**). Where requested, Customers must provide first name, last name, email address, Products delivery address, (tax code) and other personal information. This information must be true, accurate and up-to-date. The User may not make Orders on the Site using the name or credentials of another subject, unless it has been expressly authorized by the right holder. The purchase of Products for resale is prohibited.

2. Acceptance of an Order, Contract of Sale

After the electronic submission of an Order, the Customer will receive a special email confirming receipt of the Order. This communication is intended to inform the Customer that the Order has been received and to provide him with the relevant information of the seller's bank details. If one or more data reported in the email are not correct, the Customer must promptly notify the Seller by email to: info@robertalicini.com. The acceptance of the Order by the Seller will take place immediately based on the availability of the warehouse. The latter will send the Customer the confirmation of acceptance of the Order, as a rule in time coinciding with the shipment of the Products.

Before then, the Seller reserves the right not to accept an Order if it deems it appropriate. In particular, the Seller will not be liable, in any way, in the event that a Product ordered is removed from the Site after sending the relevant Order. It may happen that the Site displays, by mistake, Products not available at the moment. In the event of partial unavailability of the Order, the Seller will contact the Customer to verify the willingness of the latter to (a) receive a partial Order, (b) the complete Order in several shipments or (c) to cancel the Order. In case of total unavailability of the Order, however, the Seller will contact the Customer to inform him that the Order cannot be processed and will cancel the relative Order. In this case, no charges will be made against the Customer.

3. Payments

By choice of the Seller, Orders may only be made by bank transfer (bank details) and only after acceptance of the order by the Seller

4. Shipments and deliveries

The seller sends and delivers the Orders using his courier. **The Seller undertakes to deliver the Orders to the Customers in a precise and rapid manner (2/3 days) in compliance with the delivery terms indicated on the Site at the time of purchase and, in any case, within 14 (fourteen) days from the date of sending the Order Confirmation to the Customer.**

The Order Confirmation is sent to the Customer when the Products are delivered to the courier for shipment. In certain circumstances, such as company closures, delivery times may vary. The Seller cannot be held responsible for delays in delivery not attributable to his fault or negligence. Therefore, the Seller will be exempt from liability for delays due to force majeure, strikes, natural disasters, facts related to customs clearance procedures, and any other fact relating to the provision of courier services or any other circumstance beyond its control. The Order Confirmation indicates the tracking number (tracking number) with which the Customer can monitor the process of shipment and delivery of the Products on the website of the relevant courier.

The Customer is invited to do everything in his power to facilitate the delivery of the Order, making himself available for receipt or delegating it to third parties. The courier will make a first attempt to deliver the Order to the address indicated by the Customer. If the delivery is unsuccessful, the courier will inform the Customer of the successful delivery attempt and will try to agree with the Customer a further delivery of the Order.

In the event that the courier cannot definitively deliver the Order, the Seller will contact the Customer to verify his interest in a new shipment. At the time of delivery, the Customer must verify the accuracy of the number of packages and the integrity of the outer packaging. In the event that the Customer finds anomalies in the delivery, for example with reference to the number of packages or in the presence of damage to the outer packaging, the Customer must sign the delivery document with reservation and contact the Seller. In the event that the Customer fails to do so, the Customer may not

subsequently object to the delivery, except as provided for in art. 8 in the matter of hidden defects and in compliance with the law set to mandatory consumer protection. The Customer can contact the Seller by sending to the email address: info@robertalicini.com

5. Prices

All prices published on the Site do not include VAT. With regard to the shipping costs of the Orders, the Customer must refer to the "Shipping costs" section. The amount of the shipping costs will be visible in the summary of the Order during the checkout procedure and will be shown in the Order Confirmation sent to the Customer following the acceptance of the Order.

6. Non-compliant Products, Legal Warranty

Without prejudice to the provisions of art. 4, the Seller assumes responsibility for any original defect of the Products. The Seller guarantees the Customer that the Products sold are not defective and comply with the Contract, that is, in particular, that the Products:

- respect the description provided on the Site and possess the qualities of the Products that Roberta Licini has presented to the Customer as a sample;
- are appropriate for the purpose for which assets of the same type are normally used;
- possess the usual quality and performance of an asset of the same type, which the Customer can reasonably expect, taking into account the nature of the asset.

For technological reasons, neither Roberta Licini nor the Site can guarantee that the display of colors on the screen will always be accurate. Marginal differences between the description of the Product on the Site and the actual characteristics of the Product will not be considered as a cause of non-conformity of the Product for the purposes of this Agreement. The guarantee of conformity of the Products sold on the Site lasts for a period of 6 months, from the date of receipt of the Products by the Customer.

The guarantee of conformity of the Products sold on the Site lasts for a period of 6 months from the date of receipt of the Products by the Customer. The sales of the Products are subject to the rules laid down in articles 129, 130 and 132 of the Consumer Code. In the event that a non-conforming Product is delivered, the Customer may request the restoration, at no cost, of the conformity of the Products by repair or replacement. If this is not possible, the Customer will be entitled to a corresponding reduction in the Purchase Price or to a refund of the Purchase Price and (if incurred) the Shipping Costs.

The Customer shall notify the Seller of any lack of conformity of the Products within a period of 2 (two) months from the date on which it discovered the lack of conformity. After receiving the notification from the Customer, the Seller will contact the Customer to agree directly with the same the modalities of the withdrawal of the Products. **The simple reception of the Products by the Seller after the activation of**

this procedure does not imply, in any way, the recognition of a deficiency of conformity of the Products, as a thorough verification by the Seller is necessary. The action aimed at asserting hidden defects is prescribed, in any case, within twelve months from the delivery of the Product.

7. Replacement and return of Products, Right of withdrawal

Within 30 (thirty) days from the date of delivery of the Order, the Customer is entitled to:

- ask for the replacement of a Product with a unit of the same Product of different color or different size;
- exercise the withdrawal from the Contract, without any penalty and without having to provide

some reasons

To this end, in order to verify compliance with the aforementioned deadline, the delivery date of the Products resulting from the delivery tracking system made available by the courier on its website shall be deemed authentic.

The possibility of return is active only on Orders that are already delivered to the Customer according to the tracking system provided by the courier. After receiving the notification, the Seller will communicate by email to the Customer the confirmation of receipt of the request for withdrawal or replacement, containing the authorization for the return shipment of the Products. However, Clearance may be denied if the Seller finds that the conditions for Withdrawal or replacement are not met, for example because more than 30 (thirty) days have passed since the date of delivery of the Products to the Customer. For the return shipment, the Customer may only contact the courier indicated by the Seller in the return form and/or in the Authorization to book the collection of the Products.

The Customer must strictly deliver the Products to the courier for the return shipment to the seller within 14 (fourteen) days from the date of receipt of the Clearance.

In particular:

the returned Products must be returned with every label, packaging and accessory (case) received with the Order (which must not show any sign of use, or have been altered in any way (damaged, damaged, deteriorated or dirty, washed, ironed) and must be returned in the same condition in which they were shipped by the Seller and in their original inner packaging "lr"(brand).

The Customer shall be held solely responsible for any decrease in the value of the Products resulting from handling other than that necessary to establish the nature, characteristics and operation of the Products. Once the requirements for the replacement of the Product or for the exercise of the Withdrawal have been verified, the Seller will

notify the Customer of the acceptance of the return and will proceed with the replacement of the Product or, in the case of Withdrawal, to the refund of the Purchase Price and any Shipping Costs incurred by the Customer. Provided that the Customer has correctly followed this procedure, the shipping costs of the Returns will be fully borne by the Seller.

The Seller undertakes to carry out the Refund procedure described above within 14 (fourteen) days from the date of receipt of the returned Products. The Refund will be made through the same payment method used by the Customer for the Order.

8. Applicable law and disputes.

These General Conditions of Sale and the sales contracts regulated by them are governed by Italian law. All disputes relating to these General Terms and Conditions of Sale and the contracts regulated by them will be known to the Court of Biella. It is subject to the possibility of promoting out-of-court settlement of disputes, as provided for in Articles 66 and 141 of the Consumer Code.

9. Communications or complaints

For any communication, information or complaint related to an Order and these General Conditions of Sale, the Customer may contact the email address: info@robertalicini.com

1. What is the purpose of the Privacy Policy
2. Personal data

1. What is the purpose of the Privacy Policy

This Privacy Policy includes detailed information about the personal data processing activities of users who visit and use this site ('**the Privacy Policy**') includes detailed information about your personal data processing activities. Users are advised to read this Privacy Policy carefully.

In order to proceed with the navigation on the Site, it is in fact necessary to accept the terms of this Privacy Policy and any updates. The Privacy Policy is an integral part of the Site's legal notices. The Privacy Policy is subject to constant changes and updates.

The version published on the Site is the only one to be considered valid and in force. With reference to the cookies used by this Site, please refer to the specific Cookie Policy.

2. Personal data

Browsing, purchasing Products and using services on the Site are activities that require the collection and processing of Personal Data by the Site itself. During navigation, the Site acquires information relating to the interaction between the Site and the User's electronic device, including, by way of example: the IP address used to connect to the Site, various information on the navigation system and the operating system, the type of

device used by the User, an indication of the pages visited on the Site, the searches carried out and other relevant data.

This first phase of data collection exclusively includes the collection and processing of Personal Data strictly necessary to allow the User to navigate the Site, or to make it more efficient, especially in relation to the use of a responsive design by the Site. We also require the communication of Personal Data when Users register with the Site and/or complete Orders: for example, name and surname, delivery and billing address and other relevant information. The second phase of data collection includes the Personal Data necessary or useful to perfect transactions and accounting operations by the Site.

FAILURE TO CONSENT TO THE PROCESSING OF PERSONAL DATA FOR PURPOSES THAT ARE NOT NECESSARY FOR THE OPERATION OF THE SITE, THE COMPLETION OF THE PURCHASE PROCEDURES OR THE USE OF THE SERVICES PROVIDED BY THIS SITE WILL NOT ENTAIL ANY SIGNIFICANT CONSEQUENCES. IN THESE CIRCUMSTANCES, CONSENT IS OPTIONAL.

The nature of the Personal Data collected may therefore vary depending on the functionalities and applications used by Users and Customers on this Site. The Site may carry out direct or indirect checks on the payment instruments used by Users in order to avoid cases of insolvency and/or fraudulent activities, as well as in accordance with applicable anti-money laundering regulations. Personal Data are stored and processed in accordance with current legislation and for a period of time appropriate to the purposes for which such Personal Data were initially collected and treaties.

What are the Cookies

The purpose of this Cookie Policy is to inform Users about the use cookies by the Site or by third parties in connection with navigation on the Site. This Policy complements the additional legal notices of the Site. Cookies are small text strings that the Site or third parties not connected to the Owner of the Site send to the User's device, where they are stored, for different purposes. Some types of Cookies are only functional to allow Users access and navigation on the Site or the use of basic functionality, as in the case of navigation or session cookies, or functionality cookies, that allow the User to navigate according to a series of selected criteria, such as the preferred language or products that have been selected for purchase, are usually defined as 'Technical cookies'. The removal of technical cookies may limit the User's ability to use the Site and to use the features and services present therein.