

Regulation of the "60 day money back guarantee" initiative

Promoter of the initiative

Organization Orlandelli srl – based in Curtatone (MN), Via R. Lombardi 26, CAP 46010, Tax Code and VAT number 01333580205 – REG.IMP. MN 01333580205

Scope

National Territory and European Community.

Recipients of the initiative

Companies and research institutions that will purchase the items in the attached table, respecting the conditions required in these Regulations.

It should be noted that this Initiative is valid only for Companies and Research Institutes and that they will not be able to have access to the refund End Users natural persons who purchase the product with invoice.

Products adhering to the initiative

The initiative will be valid only on the purchase of trolleys with LED lights of the models indicated in the table attached to these regulations.

Used, renewed or restored products, counterfeit products or products that violate Organization Orlandelli's intellectual property rights in any form are excluded from this initiative.

It should be noted that each Company and Research Institute can join this initiative only once.

Period of validity of the initiative

To participate in the initiative, the purchase of the Orlandelli Organization trolley with LED lights must take place starting from 09/01/2023 and no later than 12/31/2023.

The initiative is valid from the day of departure from our warehouse of the purchased product.

How to join

All Customers who have purchased an Orlandelli LED trolley (models shown in the attached table), will have the possibility, if they are not fully satisfied with the quality of the product itself, to request a refund, provided that all the following conditions are met :

- have purchased a led light trolley in the period between 09/01/2023 and 12/31/2023;
- The Customer must carefully keep the original packaging, which must be kept in excellent condition;
- Within 60 days of purchase, the date of departure of the goods from the Orlandelli warehouse will prevail, the user must communicate the intention to proceed with the return of the trolley with LED lights. Upon receipt of the

communication, the Customer will receive an e-mail which will contain the instructions (see below) for proceeding with the eventual return/refund request of the purchased product;

- Only following the correct procedure will the Customer be able to exercise the option to return the product.

Refund Instructions

To request a refund for the product and return it, the Customer must:

- Fill in an email in which you will indicate: product code you intend to return, photographs of the state of the product you intend to return, IBAN coordinates for making any refunds and current account holder, postal address, e-mail address and phone number telephone;
- Following the sending of this email, Organization Orlandelli will validate or not validate the return/refund request within and no later than 30 days;
- Customers who do not comply with the requirements will be sent an e-mail message informing them of the impossibility of proceeding with the return/refund request;
- All Customers who comply with the requirements will be sent a special return form via e-mail, in which the following information must be entered: postal address for product collection, telephone contact to arrange collection, Confirmation of IBAN Coordinates for making any refund, reason for the return.
- Each consumer must send - within and no later than 7 days from receipt of the reply - and to the e-mail address info@orlandelli.it the form correctly completed and scanned, indicating a date in the text of the e-mail - within the 15th day following the date the Email was sent – to collect the product.
- In response to this email, the user will receive the courier's waybill via email to be affixed to the original packaging of the used item. Products that return to the warehouse without the original packaging cannot be taken into consideration for the purpose of reimbursement.
- The Customer, on the agreed day, will be required to deliver the product to be returned to the courier, inserted in its original packaging together with all the pieces, accessories and instructions present at the time of purchase and accompanied by the Transfer Form and the original of the purchase receipt.
- Organization Orlandelli srl will organize the collection of the returned product by courier.
- Orlandelli sell organization will verify that the packaging is original, that the package is intact, and that the product is intact, complete with all parts, accessories and instructions and fully functional.
- In the case of returned products in compliance with all the conditions requested above, within a maximum of 60 days from receipt of the return, the Customer will receive a refund for the product, which will be paid by bank transfer directly to the current account entered in the request form .
- In case of non-compliant products due to non-compliance with one or more of the conditions listed above, the Customer will still receive, within a maximum of 30 days from receipt of the return, an e-mail message in which the reason will be indicated based on the which cannot be refunded. The

Customer will have the opportunity to collect the returned product within 30 days of notification of non-refund, subject to agreements with organisation Orlandelli.

It is specified that:

- If the Customer does not reply to the message within 7 days, or if he does not indicate a day included in the time interval indicated for the collection of the product, his request will no longer be considered valid and he will lose the right to a refund;
- The suitable packaging of the product for delivery to the courier must be prepared by the end user;
- If the collection attempt ends with a negative outcome due to an absent recipient or goods not ready or other causes, the collection will be automatically rescheduled for the next day. If the second attempt also ends with a negative result, the Customer will lose the right to a refund. For all other reasons for collection with negative outcome (e.g. wrong address, nothing to collect), the Customer will lose the right to a refund;
- It will not be possible to send any missing elements or other documentation at a later time, for the purposes of the refund the contents of the first sending will prevail.

Refund Terms

The reimbursement referred to in this promotion will be equal to the amount paid by the Customer for the purchase of the product net of the return transport costs, as resulting from the order confirmation, including VAT.

It is specified that:

- Each Customer may request only one refund;
- Any additional proof of purchase will not entitle you to greater refunds.
- Within 60 days of receiving the returned product, the dissatisfied Customer who meets all the requirements listed above will receive a refund by bank transfer, paid to the current account entered in the request form.

Limitations

The refund deriving from joining this initiative cannot be combined - on the purchase of the same product - with other refunds and/or discounts and/or gifts deriving from any further initiatives promoted by Organization Orlandelli srl in the same period on products participating in the initiative as identified in the table attached to this regulation.

Contacts

For any request for information or clarification on this initiative, the e-mail address info@orlandelli.it will be available.

These Regulations will be published for the entire duration of the initiative on the website www.orlandelli.it

Final notes

- All communications relating to this Promotion will be made to the telephone and/or e-mail addresses provided by the Final Customer. It is therefore the End User's responsibility to ensure that the contact details provided are correct and active, otherwise it will not be possible to join or continue to join the Promotion.
- The personal data of the participants will be processed, with and without the aid of electronic tools, in full compliance with the provisions of Legislative Decree 196/2003 and the RGPD 2016/679 for the purposes specified in the information published in the registration form. For any dispute regarding this promotional initiative, the Court of Mantua will be competent.
- Organisation Orlandelli srl reserves the right to amend and/or modify this initiative at any time without incurring any liability, but will endeavor to minimize its effects on the participant to avoid unjustified inconveniences.
- Organization Orlandelli srl reserves the right to verify each request to ensure compliance with the above terms and conditions, and to request additional information and/or supporting documents.
- Organization Orlandelli srl reserves the right to exclude requests and/or participants if it suspects that the initiative has been subject to any kind of abuse or fraud.
- The decisions of Organization Orlandelli srl in relation to this initiative are definitive.

List of models participating in the initiative:

- *37C10400G*
- *37C10401G*
- *37C50400C*
- *37C50401C*