

TERMS OF SUPPLY

INTRODUCTION

These are the terms and conditions of supply for <http://www.palazzotaurino.com> (Site). **MUSEO PERSONE' DI MAZZOTTA M. E DE GIORGI F. & C. SAS**, trading as " MUSEO PERSONÈ ". Our VAT registration number is 04772910750. Your purchase of any of the products offered on this Site (Products) is subject to these terms and conditions and by placing an order for any Product you agree to be bound by them. You confirm that you are of full age or have received parental permission and that you have the legal capacity to enter into a contract and to subsequently place an order on www.palazzotaurino.com for Products. You should print a copy of these terms and conditions for future reference. We reserve the right to change these terms and conditions from time to time by changing them on www.palazzotaurino.com, although no such change will affect any order you have already placed with us. These terms and conditions were last updated on 12 December 2017.

ORDERING AND AVAILABILITY

Products may be ordered by clicking on the items you wish to purchase and then following the prompts that will appear on-screen. After placing an order, you will receive an email from us acknowledging that we have received your order and giving you an order reference number. We will also send you an email confirming when the Product been despatched together with (where applicable) a tracking number. If an item ordered is not available, we reserve the right to cancel the order, in which case you will be notified accordingly. If you place an order for several products one of which is unavailable, we will inform you accordingly. The rest of the order will be processed and dispatched to you within the time limit indicated on www.palazzotaurino.com. MUSEO PERSONÈ may also offer to replace the unavailable item with a similar item of similar quality with your prior agreement. In this case, if you then exercise your right to cancel the order after receipt of the substitute item, you will be required to pay the return postage costs.

DELIVERY

Your order will be fulfilled by the delivery date or, if no delivery date is specified, then within 30 days after the purchase, unless there are exceptional circumstances. Your order will be delivered to the delivery address you specify when placing your order. If you are unable to take delivery of items, you will have a certain period of time in which to collect the Product(s) from the specified courier. Thereafter, the Product(s) will be returned to us and we will consider you have exercised your right to cancel the order.

PRICE AND PAYMENT

The price of Products is as quoted on www.palazzotaurino.com from time to time.

Prices include VAT but exclude delivery costs, which will be automatically added (at the cost shown) to the total amount due once you have selected your chosen delivery method. Prices and delivery costs are liable to change at any time, but changes will not affect orders in respect of which we have already sent you a Confirmation e-mail.

MUSEO PERSONÈ contains a large number of Products and it is always possible that, despite our best efforts, some of the Products listed on www.palazzotaurino.com may be incorrectly priced. If a Product's correct price is different from the price stated on the Site, we will normally, at our discretion, either contact you for instructions before despatching the Product, or reject your order and notify you of such rejection.

Payment for all orders must be made via PayPal. If we unfortunately notice a lack of availability of one of the Products, we will advise you immediately and you will be able to choose between the cancellation of the whole Order or a partial refund.

CONSUMER RIGHTS

You may cancel a Contract at any time before your order is delivered and up to 14 days afterwards. If you cancel, you will receive a full refund of the price paid for the Products in accordance with our refunds policy (see below).

To cancel a Contract, you must clearly inform us by sending a notice of cancellation to:

MUSEO PERSONE' DI MAZZOTTA M. E DE GIORGI F. & C. SAS

Via Umberto I, 9 - 73100 Lecce (LE)

Tel: +39 0832 247016 – Cel: +39 338 2511859

E-mail: info@palazzotaurino.com

If needed, a Model Cancellation Form is available here:

We ... hereby give notice that I/We ... cancel my/our ... contract of sale of the following goods:

Ordered on ... /received on ... Order Number ...

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) (only if this form is notified on paper)

Date

You must also return the Products to us within 14 days after the day of notifying us of the cancellation, in the same condition in which you receive them (which does not interfere with your right to take any reasonable steps to examine the Products and make sure they conform to your order). You have a legal obligation to take reasonable care of the Products while they are in your possession. If you fail to comply with this obligation, we may have a right to deduct the cost of any deterioration, up to the price of the Product, from the refund to which you are otherwise entitled.

To return the Products, you should package the parcel securely (making sure you include a note of your name and address inside the parcel) and then return it to us, either by courier or by recorded delivery mail or other form of certified mail or if the Products are too bulky to return by mail then by a suitable carrier, to the following address:

MUSEO PERSONE' DI MAZZOTTA M. E DE GIORGI F. & C. SAS

Via Umberto I, 9 - 73100 Lecce (LE) - ITALY

We advise that you take out enough postal/carriage insurance to cover the value of the contents. Please save your proof of posting/despatch and tracking information until your refund has been processed. You will be responsible for the cost and risk of returning the Products to us.

OUR REFUNDS POLICY

If you cancel a Contract between us within the 14 day off period (see above), we will process the refund due to you as soon as possible and, in any case, within 14 days after the day on which we receive the Products back or, if earlier, the day on which we receive evidence that you have returned the Products (see above). We will refund the price of the Products in full (subject to any deduction we are entitled to make due to your use of or damage to the Products), including the cost of standard delivery. However, we will not refund your cost of returning the Products to us.

FAULTY PRODUCTS

If any Product you order is damaged or faulty when delivered to you, you may have one or more legal remedies available to you, depending on when you make us aware of the problem, in accordance with your legal rights. If you believe a Product was delivered damaged or faulty, you should inform us as soon as possible, preferably in writing, giving your name, address and order reference.

PRODUCT INFORMATION

Whilst we have taken reasonable steps to depict Products as accurately as possible through the photographs and other images featured on www.palazzotaurino.com, the detailing (such as colour, pattern and texture, etc.) you see on-screen will depend on your monitor and, as such, may not exactly reflect the actual detailing of a Product when you receive it.

Any information on www.palazzotaurino.com regarding sizing of products is included as a guide only. If you are in any doubt as to the size of any product you require, we recommend that you contact us prior to placing an order (see Contacting us).

GENERAL

All notices given by you to us must be given in writing to the address set out at the end of these terms and conditions. We may give notice to you at either the email or postal address you provide to us when placing an order. These terms and conditions may not be varied except with our express written consent.

CONTACTING US

Please submit any questions you have about these terms and conditions, an order you have placed or ordering in general using the customer form, by telephone on +39 0832 247016. You can also write us on the following address:

MUSEO PERSONE' DI MAZZOTTA M. E DE GIORGI F. & C. SAS
Via Umberto I, 9 - 73100 Lecce (LE) - ITALY
info@palazzotaurino.com

12 December 2017