

POLICY ON RETURNS AND REFUNDS

Silfer S.r.l. – EKINO

1. Nature of the products and customization

EKINO products sold by Silfer S.r.l. are made to order and can be customized, for example in the choice of colour and/or specific finishes, based on the instructions provided by the Customer at the time of the order.

This production method means that each piece is made specifically for the individual Customer and is, in fact, clearly personalized.

2. Exclusion of the right of withdrawal and returns for change of mind

As goods made to measure and/or clearly personalized, EKINO products are excluded from the right of withdrawal applicable to distance contracts.

Consequently, once the order has been confirmed and production on order has started:

- it is not possible to exercise the right of withdrawal for simple change of mind;
- returns or refunds are not accepted for reasons other than damage to the product upon delivery or an actual non-conformity with respect to the order placed.

In any case, any applicable statutory guarantee in the event of lack of conformity of the product remains unaffected.

3. Damaged products or products not conforming to the order

Silfer S.r.l. carefully inspects each item before shipment and undertakes to deliver products that are intact and conform to the characteristics indicated on the product page and in the order.

3.1 Inspection at the time of delivery

At the time of delivery, the Customer is invited to carefully check:

- the external condition of the packaging (any crushing, holes, openings, impact marks);
- the integrity of the contents, to the extent reasonably verifiable.

If the packaging is visibly damaged or tampered with, the Customer is required to:

- note a specific reservation on the delivery document or on the courier’s device (e.g. “damaged parcel”, “opened package”); and/or
- refuse the parcel if the damage appears serious and may have compromised the product.

3.2 Reporting damage within 48 hours

If the product is found to be damaged or not conforming to the order, the Customer must notify Silfer S.r.l. within a reasonable period and, in any case, preferably within 48 (forty-eight) hours of delivery, by sending:

- order number;
- first and last name;
- description of the damage or non-conformity found;
- clear photographs of the product, the details of the damage and the packaging (inside and outside).

Reports must be sent to the following e-mail address:

- ekinodesign@silfer.it

Reports submitted without photographic documentation or after a long period from delivery may make it impossible to properly handle the claim and to take action against the courier, with the consequence that Silfer S.r.l. may not be able to grant the requested replacement or refund, without prejudice to a different evaluation on a case-by-case basis.

3.3 Outcome of the assessment and remedies

Once the report has been received, Silfer S.r.l. will carry out the necessary checks, also on the basis of the photographic documentation provided by the Customer and, if necessary, by requesting further information or images.

In the event of transport damage or actual non-conformity of the product with respect to the order, Silfer S.r.l. may, depending on the specific situation:

- replace the product with a new compliant item; or
- offer a full or partial refund of the price paid; or
- propose a store credit of an equivalent or agreed amount.

The operational details (any collection of the damaged product, new shipment, estimated timing) will be communicated to the Customer in writing.

4. Return costs and charges in the event of a damaged or non-conforming product

If transport damage or an actual non-conformity of the product not attributable to the Customer is confirmed, Silfer S.r.l. may cover, as agreed from time to time, the costs necessary for replacement or for managing the claim (for example, collection of the damaged product and new shipment), in particular for shipments delivered in Italy or in European Union countries.

For shipments to non-EU countries, in the event of a damaged or non-conforming product, once the issue has been confirmed, Silfer S.r.l. undertakes to offer one of the solutions referred to in section 3.3 (replacement, refund, store credit), it being understood that:

- any customs duties, import taxes and charges applied by the destination country generally remain payable by the Customer and are not refunded by Silfer S.r.l., unless expressly indicated otherwise;
- additional customs costs that may be applied by local authorities in connection with a new shipment or return operations may not be recoverable and, as a rule, cannot be charged to Silfer S.r.l.

If, following the checks, the damage or non-conformity is not confirmed or is found to be due to improper use of the product by the Customer, Silfer S.r.l. may reasonably refuse the request for replacement or refund and, where applicable, charge any costs incurred.

5. Territorial scope

This Returns and Refunds Policy applies to all orders of EKINO products placed on the Silfer S.r.l. website, regardless of the country of destination (Italy, EU countries or non-EU countries), it being understood that:

- for personalized products, returns or refunds for change of mind are not allowed;
- in the event of a damaged or non-conforming product, the procedure set out in sections 3 and 4 always applies, with the clarification that, for non-EU shipments, duties, taxes and customs charges may apply as indicated in section 4.

6. Contacts

For any request relating to returns, refunds, damaged or non-conforming products, the Customer may contact:

Silfer S.r.l. – EKINO

E-mail: ekinodesign@silfer.it

PEC (certified e-mail): silfer@pec.silfer.it