



GENERAL CONDITIONS OF SALE

Integration of conditions in the catalogue Rev. 04/08-2020

RECRUITMENT OF THE CONTRACT

Each order is accepted, and each supply is carried out under the General Conditions of Sale below, unless the waivers have been confirmed in writing by Altech srl.

All goods will actually be put into production only at the time of receipt of the order confirmation signed by the customer or the actual occurrence of the conditions below for customers who are required to pay in advance.

PRICES

The published prices are understood to be goods made free of stock and may be subject to change, meaning valid only those in force at the time of acceptance of the order. The prices shown are net of VAT. Writing, printing, calculation errors are not an obligation to the effects of ordering.

PAYMENTS

Only payments made at altech srl domicile are considered valid. After the payment period indicated on the invoice, the customer will be charged the annual bank interest in force on the amount due. If payments are not made within the agreed terms, Altech srl may suspend and/or cancel supplies in the course of shipment and any other orders previously accepted. Disputes of any kind do not, in any way, give the customer the right to defer payments.

TRANSPORT AND RISKS

Altech srl does not take charge of any risks related to transport if carried out at the customer's expense. It will be the buyer's responsibility to verify the correspondence of the goods in order and its conditions upon receipt of the same and report the appropriate reserves to the carrier. Any reports of disputes due to transport must reach Altech srl in written form, by registered mail, within eight days of receipt of the goods.

DELIVERY DEADLINES

The goods are made free of plant Altech srl. Altech srl reserves in any case the right to ship the goods in free port with the invoice charge of the related transport costs, when the amount of the single shipment is less than the minimum amount provided by the commercial conditions of sale in place for each country. The delivery terms have informative and non-binding value, being subject to any unforeseen events and any other cause of force majeure, exempting the Company from observing the delivery deadline indicated, without the Customer having the right to cancel the order or to demand damages of any kind.

In the case of anticipated prepayment requested from the customer, special conditions defined during the negotiation and order confirmation are applied. Example: receipt of a defined % to put into production the goods and the final balance of the order before the actual shipment of the goods. The agreed delivery days will start from the date of production and then from the actual receipt of the first % payment.

PACKAGING

The cost of the standard packaging is always included in the price. For special packaging, at the customer's request, a surcharge will be applied to be agreed. Altech srl does not take charge of any risks related to transport if carried out at the customer's expense. It will be the buyer's responsibility to verify the correspondence of the goods in order and its conditions upon receipt of the same and report the appropriate reserves to the carrier. Any reports of disputes due to transport or for manufacturing defects and/or defects in the quality of the goods must reach Altech srl in written form, by registered mail, within eight days of receipt of the goods.

TECHNICAL DATA AND PRODUCT CHANGES

Altech srl, also for products marketed under the Ridea brand, reserves the right to make, at any time and without obligation of notice, any changes that, at its own unquestionable judgment, it considers appropriate to improve the functionality and performance of the products, as well as to respond to its technological and production needs.

COMPLAINTS AND GUARANTEE

All Ridea products are covered by warranty for a period of two years from the date of delivery. Any complaint for manufacturing defects and/or defects in the quality of the goods, must be submitted to Altech srl in writing, under penalty of forfeiture within eight days of receipt of the products in case of defects and /or apparent defects and in case of disputes referred to in the previous "TRANSPORT AND RISKS", and within eight days of the discovery of defects and /or defects in case they are hidden.

Small imperfections are not defects, but merits that testify to craftsmanship. The buyer will have to demonstrate, for the admissibility of the complaint, the correct storage of the goods. The warranty is however limited, at the choice of Altech srl, to the return with reimbursement of the price or to the replacement and /or repair of defective parts, with the exclusion of compensation for any damage and reimbursement of any expenses.

The return of the goods without the written authorization of Altech srl is not allowed, failing which the goods will be rejected to the sender. In case of authorized return, the goods must be returned free of destiny within eight days.

The warranty operates on the condition that the installation and the plant to which the product is connected are carried out by qualified/qualified personnel and in compliance with current industry regulations and requirements; as well as on condition that the warnings and instructions for the correct installation, use and maintenance of the product indicated in the technical documentation included in the package are also complied with.

PROPERTY

The radiators delivered remain the property of Altech srl until payment has been made.

For more info: ridea@al-techsrl.com