

## **RIGHT OF WITHDRAWAL**

Pursuant to Art. 64 of D. Lgs. n. 206/2005 and to protect the Consumer, the Customer has the right to withdraw from the contract and to return the purchased products provided that:

- the return is made within 7 working days of arrival of the goods;
- It is not a question of food and therefore with an expiry date.

The Company will refund the full cost of the returned products if not used and not damaged and accompanied by its tax document relating to the purchase.

The right of withdrawal must be exercised by giving notice to: [info@oliodemarcosrl.com](mailto:info@oliodemarcosrl.com) and registered letter to: Azienda Agricola De Marco srl, via G. Carducci n. 15 83040 Chiusano San Domenico (AV) Italy. Returns will be accepted only if authorized by our written confirmation. If the package is rejected or not withdrawn, The costs of returning the products are borne by the Customer. all costs relating to transport and storage costs shall be borne by the Customer.

## **GUARANTEE OF NON-COMPLIANT PRODUCTS**

According to Italian law, the Company is responsible for any defects and not compliance of the products offered on the site. This right can be exercised by the Consumer (natural person acting for non-professional or business purposes) provided that the following conditions are met: the product is not food and/or has a shelf life; the defect occurs within 24 months from the date of delivery of the products; the Customer submits a formal complaint regarding defects within a maximum of 2 months the date on which the defect was recognised by the competent authority; be notified to [info@oliodemarcosrl.com](mailto:info@oliodemarcosrl.com). In case of ascertained non-conformity, the Company will provide, or compensation for part of the amount paid or termination of the contract resulting in full refund of the price paid. All costs of returning defective products will be borne by the Seller.