

GENERAL CONDITION OF SALES 01.2018.02

1. HOW TO ORDER

Orders may be sent by fax (0039 011 6709196) or by email at order@in3diagnostic.com, in3diagnostic@pec.it.

For a fast order processing, it could be useful to report the product code, the name of the product and the quantity.

2. ORDER CONFIRMATION

When the order is placed by email, In3diagnostic will consider it as confirmed, unless otherwise expressly agreed in writing.

If any mistakes and/or variations from In3diagnostic quotation will be applied to the order, In3diagnostic will notify by e-mail, fax or phone before order processing.

The cancellation of a processed order must be complied with In3diagnostic Administrative Office.

3. SHIPPING COSTS – DELIVERY TIME

In3diagnostic will apply shipping costs, regardless of the number of the requested kits, of 30.00€ for delivery at National level and 70.00€ for delivery in EU countries. In case of orders to be delivered in extra-EU countries, In3diagnostic will apply shipping costs no lower than 100.00€. The cost for extra-EU shipping may be modified on the basis of destination, dimensions and weight of the parcel.

Shipping costs will be applied directly on the invoice even if not present on the order form or if the order is placed by email.

Normally, for National orders deriving from tenders (two-year and three-year duration), the shipping costs are included in the kit price.

For National and EU shipping, the term of delivery is approximate 5 working days. For extra-EU Countries, the term of delivery is approximate 10 working days (not more than 15 days).

Urgent orders must be communicated at the time of order.

4. PRICES

All prices are expressed in Euro (€).

The prices of the Products shall exclude any statutory VAT which shall be payable at the date of delivery or pursuant specific provisions included in the invoice.

5. TERMS OF PAYMENT

The terms of payment is 60 days after invoice date with Bank Transfer. In case of orders from new custom with shipping in extra-EU countries, In3diagnostic requires the total amount paid in advance.

Bank account:

Intesa San Paolo - Agenzia 00325

ABI: 03069 - CAB: 30530 - account number: 1000/00064983

IBAN: IT33 T030 6930 5301 0000 0064 983

6. NOTIFICATIONS, CLAIMS AND RETURNS

Notifications and/or claims must be sent to support@in3diagnostic.com or info@in3diagnostic.com at least within eight days from the receipt of products.

Each request must be detailed (product code, batch, order number) and must include a description of the technical problem.

In3diagnostic will answer according to its ISO 9001 criteria.

Returns must be approved by In3diagnostic administration.

As returned, In3diagnostic will accept only products without damages on the box, no writings and no opened ones.

7. KIT WARRANTY

In3diagnostic kits are guaranteed, tested and validated according to internal criteria.

In3diagnostic guarantees its products until the expiry date reported on the box, if storage conditions are respected.

During the warranty period, products with performances that do not meet the validation criteria will be replaced without additional costs.

8. DISPUTE

The Court of Turin will have exclusive jurisdiction on any dispute connected to or dependent on the interpretation, validity or execution of these conditions.

9. PRIVACY

Data will be processed in accordance with Reg UE 2016/679.

All customers are informed by In3diagnostic s.r.l. that personal data will be collected and processed solely for the purpose of carrying out administrative, commercial and accounting activities.

According to the Reg UE 2016/679, Customers have the right to request the updating, rectification, integration, cancellation and/or transformation into an anonymous form of any data relevant for the Customer.