

## ORDERS

- On the prices mentioned in our actual price list will be applied a discount according to the agreement with customer's company, except for the items with net prices;
- For the admission to GOVONI sale conditions is required a Minimum Order of 1.500,00 €.
- All the orders of value less than 200,00 € will be charged of 30,00 € including packaging and management costs.
- Goods are sold ex - works Crevalcore (BO), Italy;
- Pallets will be invoiced at the cost;
- Goods travel at the sole risk of the customer, even if shipped free delivered.  
No claims are accepted when the customer does not give any supply instruction and GOVONI reserves the right to dispatch the goods in the way judged more appropriate. Define in the orders always the name of the forwarder when deliveries are effected by customer's courier;
- GOVONI declines all responsibility for any loss of material or damage to packages shipped. Claim on the courier. The customer is responsible for checking the state of the goods on delivery. Complains after 8 days from the receipt of the goods will be rejected;
- Orders must reported: TRADE NAME, ADDRESS, VAT number in case of EU countries, CODES of the items and BANKING DATA;
- The delivery of the goods will be postponed in case of outstanding credits till their regularization;
- All the controversy shall be referred to the Italian jurisdiction and exclusively to the court of Bologna;

## WARRANTY

All GOVONI products are guaranteed against manufacturing defects for one year.

The guarantee covers the free substitution of any piece found to be defective from new or any piece that has been used properly. Short - lived parts as cables, springs hoses, valves etc. are not under warranty.

It shall cease to have effect if the goods have been used improperly and changes or repairs have been made by unauthorized persons.

## RETURNS

The customer only has the right to return any of the supply goods exclusively after having obtained the agreement of Govoni, otherwise goods will be refused.

On shipping documents specify the name of the person who allowed the return of the goods, our shipping documents' and invoice's number. The reimbursement will be calculated reducing the purchasing price of 10%. Returns will be accepted only free port and in case of new products in original packaging.

## REPAIRS

The shipping of repaired goods will be solely ex - works Crevalcore (BO) Italy.

Returns at Govoni's costs will be denied and rejected. Sign always the damage on shipping documents in order to easy and speed up repairing.

Goods travelling with shipping documents not reporting the damage will be refused.

## PRODUCT INSURANCE

Govoni, as manufacturer, relies on a product liability insurance. The insurance covers the responsibility weighing on the manufacturer for what concerns damages against things and people, caused by defected products and related to the manufacturing process, including design and commercialization.

All Govoni products are covered by a liability insurance against accident to people or things extended by a major European company, for 2.000.000 €.