

GENERAL CONDITION OF SALE

CONCLUSION OF THE CONTRACT

The sale of our products is considered finalized with the signing of this order confirmation. The delivery of our products and their accessories is carried out according to the general conditions of sale and delivery listed below. The conditions are understood to be known by the client at the time of signing this from, having been the subject of specific discussion with the distributor. Any derogation will be subject to written acceptance by the distributor.

DESCRIPTION AND INDICATION OF PRODUCTS

The descriptions and the indications of our products, contained in the price lists Project Group, do not bind a company that can, without notice and at its sole discretion, modify them. Project Group reserves the right, at any time, to modify and/ or delete the articles in this price list and catalogs. Data, measures or schemes on this list or on catalogs are only informative and are not binding.

ORDINATIONS

The delivery of tap fittings and accessories is made according to our order confirmation. Our customers are requested to control it on receipt. Any manifest errors of calculation or typing are not binding for Project Group.

CHANGES OF ORDINATIONS

Any change to your order must be communicated within two days from receipt of that order. When that time expires, the taps ordered by you shall be considered as already included in the manufacturing program. Consequently, as a result of changes made during the construction phase, you will be charged the cost of the tap increased by 30% of any changes. As per the order confirmation. Urgent orders cannot be changed. Each order change may involve, in addition to the increase of 30% of the cost of the tap, a delay in delivery.

CANCELLATION OF ORDER

The cancellation of an order is subject to an importer's written agreement and exclusively will take place no later than the deadline provided for in Article 4 of these general conditions of sale. Any costs resulting from the cancellation, will be charged to the customer. Otherwise, the contract will remain valid and enforceable between the parties with all the legal consequences.

PRICE

The prices are intended to refer to the costs of labor and raw materials needed for production of faucets, their accessories and packaging, in force at the time when the contract was finalized. Prices do not include VAT. Unless otherwise agreed, prices refer to ex-works delivered packaged goods. Any change in these costs by both the ones or the others, occurring after conclusion of the contract, gives Project Group the right to apply a resulting proportional change in selling price. Of the above, Project Group will inform the purchaser by registered letter and the price changes will take effect immediately, i.e. from the date of the mentioned notice. All that by express agreement.

TERMS OF PAYMENT

The terms of payment confirmed must be respected even in case of delay in delivery. We do not accept deductions or late payment for any claim to any credit notes not yet issued or for claims not recognized by Project Group. Payments must still be performed even if the supply lacks accessories which do not affect the use of the material, as well as in the case in which the material requires interventions of negligible amount. Until the moment in which the supplier has not received payment of the total value of the products, the latter will remain the exclusive property of Project Group. After the payment terms, the distributor will charge without prior notice of default interest which will take effect the day immediately following the date of the debt. Such interest will be calculated by increasing pursuant to Legislative Decree 231/02. Failure to comply with agreed payments, may imply, at the discretion of the company, the blocking of current orders until payment has been made and the suspension of further supplies, even if already accepted.

RETURN OF GOODS

The return of the goods without defects is subject to acceptance of the distributor and in any case a percentage of 10% for the goods inspection and order management will be charged. Any recovery processing will be calculated separately. The goods travel at customers' charge. Damage to the material will not be credited.

SHIPMENT

The shipment of goods is done at the risk of the recipient, who at receipt of the goods, should check in the presence of the transporter that the packaging is intact and there are no missing items or replacements. Any damage or loss recorded should be reported immediately to the carrier, by signing, subject to the note and confirming that reservation by registered letter within days of receipt of goods. Failure to comply to this clause shall release the transport company undertaking its responsibilities.

CLAIMS- RESPONSIBILITY

Any complaints are taken into account only if reported to the distributor by registered letter with return receipt, within the period referred to in Article 1495 Civil Code from the day of delivery and provided that the goods have not been altered by third parties. We do not accept returned goods if not rendered free port or previously authorized by the distributor. Only the material found to be defective by the distributor will be replaced free of charge any other compensation for damages, expenses or repairs Project Group assumes no responsibility for defects resulting from breaking of its products and for damage resulting from incorrect installation of the material with defects. Damage caused by improper installation or misuse is not covered by any warranty. It is forbidden to buyers making any process that modifies the original features of the Project Group products.

EXCLUSIVE PROPERTY

Up to the moment when the supplier has not received payment of the total value of the goods, the latter will remain the exclusive property of Project Group.

JURISDICTION AND APPLICABLE LAW

Supplies are subject to the Italian Law. For any dispute the Court of Venice is recognized as the sole and exclusive competent authority.

IDENTIFICATION DATA OF THE CUSTOMER

The customer is responsible for communicating identification data provided in accordance with current legislation (Company, Company title, Headquarters, VAT number) Customer data, according to law 675/95, will be stored and processed for fulfillment of legal obligations.

TERM OF WARRANTY

Project Group guarantees all its products against manufacturing defects as follows:
- 10 year warranty on the stainless steel parts AISI304/AISI316/AISI316L, except for misuse.
- 2 year warranty on defects of valves, cartridges, screws (please note that the wear of these components depends on water quality and the characteristics of the plant). Validity of the warranty ceases in case of failure to clean the pipes.
- 2 year warranty on seals or o-rings.
All Project Group branded products are individually tested within the company.

MAINTENANCE

Rust: For rust stains resulting from the accidental prolonged storage of ferrous objects or water with a high percentage of iron and magnesium, they can be removed by wiping gently with a soft cloth dampened with a cleaning agent in non-abrasive cream specific for cleaning stainless steel.
Decalcification: lime scale deposits and dipping in diluted vinegar (optimal concentration 20%).
Leave to soak for a few hours, wash with soap and water, then rinse and dry.
Spare parts: It is recommended to use only Project Group original spare parts available from authorized dealers.