

CONDITIONS OF MAINTENANCE, WARRANTY AND ASSISTANCE

RD ITALIA offers a line of outdoor furniture characterized by high construction quality, design and functionality. The design of the products follows the European standards of the outdoor furniture sector: UNI EN 581-1:2017, UNI EN 581-3:2017, UNI EN 581-2:2015, to guarantee safety, resistance to static load and impact.

Thanks to a unique **pre-treatment**, metal products are **guaranteed** against through corrosion. In chlorinated environments, with high salinity (waterfront/pool), high pollution and humidity, an additional treatment (Extra Protection) with galvanizing primer is recommended, which counteracts the accelerated oxidation of metals exposed to such atmospheric conditions.

To ensure the long life of RD Italia products, it is essential to follow the instructions given.

SALES CONDITION

Orders must comply with the minimum quantities per packing unit stated in the price list. For each chair and barstool ordered in quantities other than the minimums and/or multiples, a packaging fee of €4 + VAT net will be charged.

Customisation of both sizes and colours will be quoted per specific project.

For orders to be sent on pallet, the minimum order amount is € 500.00. If the order is below this amount, the pallet cost of € 20.00 net + VAT will be charged.

The return of goods is ex-works of the Company. If the customer wishes, the Company can make an ad hoc quotation for transport with a contracted carrier.

In this case, standard delivery is FOT (Free On Truck) - the courier is not obliged to unload the goods. If a tail lift is required for unloading, this must be indicated when ordering and will incur an additional charge of € 36.50 net + VAT. Any restrictions on access to the delivery location must be communicated at the time of ordering.

Pallets and packaging must be disposed of by the customer. Any additional costs charged by the courier for specific needs of the recipient shall be borne by the customer.

MAINTENANCE

Coated metals: Iron - Aluminium

Coated metal surfaces should be cleaned with a soft cloth soaked in cold water and non-abrasive, non-aggressive liquid detergents. In the case of heavily soiled or aged surfaces, treat with Vaseline oil after cleaning. For stains from lime deposits, use a cloth with a solution of white vinegar diluted in cold water. Before winter, clean and treat surfaces, moving parts and screws with Vaseline oil using a soft cloth. Store the products in dry, sheltered places. Do not store the products without removing traces of chlorine or saltiness, which continue to deteriorate the product indoors. Small scratches or damage to painted surfaces, due to transport or improper use, can be retouched and protected with a special varnish, available from RD ITALIA or sales outlets.

Outdoor Cushions: Olefin Fabric

Composed of 100% Olefin, it is ideal for outdoor use. It is water-repellent and resistant to sea and pool water.

Wash at 40°C. The use of bleach is permitted. Iron at low temperature. Do not dry clean. Dry at low temperature.

SPARE PARTS FOR MAINTENANCE AND CARE

ITEM	Models	Qty	Price/item (€)
CHAIRS			
Plastic feet d. 20 mm	Fiona, Fancy, Bistro', Sonia, Syrene, Queen	40	12
Plastic feet 20x20 mm	Dorio, Lola	40	12
Plastic feet 20x30 mm	Dorio 2, Lola 2	40	12
Plastic feet	Flipper	40	16
TABLES			
Adjustable feet m10	Estate, Bistrot	40	50
Plug w/ adjustable feet	Dorio Tables	40	60
Plastic feet	Hermes	4	10
COLOUR MAINTENANCE			
Liquid paint with brush	Anthracite, White	30 ml	16
Spray	Anthracite, White	400 ml	45

WARRANTY

For the application of warranty on our products, the general rules, under current legislation, are valid.

The guarantee does not cover the following:

- A.** Deterioration caused by lack of care or disregard for precautions and advice concerning receipt, assembly, use and maintenance.
- B.** Wear and tear of the product.
- C.** Corrosion arising from scratches or abrasions due to use, which cannot be eliminated by cleaning and maintenance.
- D.** Corrosion of parts caused by use in chlorinated or confined environments, or at sea front, if not treated with the Extra Protection specification.
- E.** The guarantee is valid only upon production of the proof of purchase (invoice).

ASSISTANCE

- Requests for any kind of assistance must be sent to the company exclusively at the e-mail address commerciale@rditaliasrl.it.
- Different ways of reporting are invalid.

For complaints relating to products sold by our dealers to end consumers, the company reserves the right to assess the right of assistance of the end consumer on a case-by-case basis, subject to verification of the fiscal receipt released by the dealer. The receipt must clearly show that it is our product and must bear a legible date.

Transport damage: PRODUCT INTEGRITY CHECKS AND COMPLAINTS

Upon unloading, the customer is obliged to check the integrity of the packaging and the product.

In the case of goods with damaged, wet, opened or crushed packaging, it is mandatory to note **'Received subject to control'** on the transport document (Delivery Note or Accompanying Invoice) upon delivery.

The goods inspection must be carried out within 48 hours of receipt of the goods for which there has been a control reserve. Beyond 48 hours, goods are considered to have been checked for which there was no damage to be detected.

Failure to indicate a reserve on the delivery note shall result in the non-acceptance of any damage to the goods.

Product faults

For defects or faults - not resulting from transport damage, the customer within 8 days from the date of delivery must send a written complaint by e-mail at the address commerciale@rditaliasrl.it, indicating:

- The delivery note number
- The reason for the complaint (finish, assembly, functionality)
- The part of the product concerned (by attaching photos of the defect)

The complaint should be sent by email to commerciale@rditaliasrl.it, attaching photos of the defect. Our service manager will reply and take action within 15 working days after receipt of the complaint.

Any returns must be agreed with the Company and will only be accepted if received in the **original packaging**.

After receipt of the complaint, the customer will be informed of the possible solutions to be adopted, which may be:

- **Activation of the guarantee** when the conditions for activating it exist: the product will be replaced at the Company's expense.
- **Service charge:** in the event that the warranty cannot be activated, the company will proceed to quantify the service charge.

Failure to comply with the terms and conditions will result in the loss of the right to free assistance.

We do not guarantee that the colour shades of the finishes will be identical over time. Products supplied at different times may present non-identical shades.

FINAL NOTES

An ongoing complaint in any case does not constitute grounds for not respecting the payment terms.

Claims for damage caused by improper use of the product will not be accepted.

The company reserves the right to make structural changes to products at any time.