

DUOMO SHOP
Regulations of the Consumer's rights and Customer Care Service

DEAR CUSTOMER,

With the aim of providing you with correct and appropriate information, we remind you that you are entitled to a statutory warranty for defects of the product that you have purchased. Therefore, guidance on your related rights is offered herebelow.

Product defect designates any case in which a product purchased by a consumer does not comply with the purchase agreement. The warranty applies in accordance with the terms specified by law to those products which defects were not noticeable at the time of purchase, provided that the product itself has been maintained in accordance with the instructions written on its packaging or label, and the consumer used it in a correct and diligent manner, or in compliance with its intended use and with the instructions specified in the leaflet enclosed with the product. No product defect may be claimed for if, upon execution of the agreement, the consumer was aware of the defect, or would not ignore it by the exercise of ordinary diligence, or where the product defect has been caused by instructions or materials given by the consumer.

For the sake of clarity, and without limitation, Fabbrica Servizi S.r.l. shall not be liable for damages and/or defects connected with, or arising from:

- normal wear and tear of the product;
- lack of care in the use and maintenance of the product;
- the consumer's unreliable, negligent or improper use of the product;
- slight flaws deriving from manufacturing processes of special finishing.

Fabbrica Servizi S.r.l. reserves the right to verify the actual existence of the claimed defects.

Pursuant to articles 128-135 of the Consumer's Code, ***in case of discovery of a product defect***, you are requested to report the defect on or prior 24 (twenty-four) months of the date of purchase and/or delivery of the product, and not later than 2 (two) months after the date of discovery of such defect.

In order to submit a ***claim for a product defect***, a "Product Complaint Form" available at the Duomo Shop and/or the website www.duomomilano.it must be completed and forwarded to the following address: duomoshop@fabbricaservizi.it.

Note that a copy of a proof of purchase ought to be attached to the "Product Complaint Form" (sale receipt), under penalty of forfeiture of the statutory warranty granted under the Consumer's Code.

Should a product defect be reported in accordance with the above procedure, pursuant to article 130, paragraph 9, of the Consumer's Code, Fabbrica Servizi S.r.l. will proceed to offer you the refund of the purchase price of the flawed product, subject to it being returned to Fabbrica Servizi s.r.l. at the following address: Via C. M. Martini 1, 20122 Milan, along with its original packaging and the accessories thereof, if any.

In the opposite, should you wish to reinstate the product conformity, you are entitled to request, as an alternative, the replacement or repair of the flawed product, without any expense for your account, unless the requested remedy is objectively impossible or outright burdensome.

In particular, note that replacements or repairs of flawed products cannot be done, in the event that the components to be replaced, or the product itself, are no longer available on the market, or the manufacturer's business has closed down.

Furthermore, we remind you that Fabbrica Servizi S.r.l. carries out its business as a retailer, thus flawed products are sent to the appropriate repair centres or to the manufacturer, directly, and random checks are carried out on a periodical basis, in order to assess their quality and compliance.

Milan, 10 June 2019