

DARIO ALFONSI

Terms and Conditions — 10 April 2022

The websites *darioalfonsi.com*, *darioalfonsi.it*, *alfonsidario.com*, and *alfonsidario.it* (hereinafter “our websites”, “our sites”) are the property of ALFONSI DARIO (hereinafter “Dario Alfonsi”, “Dario”, “we”, “us”, “our”), an “impresa individuale” (similar to “sole trader”) owned by Dario Alfonsi (see the [company details of ALFONSI DARIO](#)).

These Terms and Conditions (hereinafter “T&Cs”) govern the use of our websites and purchasing remotely from us (when you are not in the shop).

To use our websites or purchase from us remotely you must agree to these T&Cs. If you don’t agree with them, then do not use the websites or purchase from us remotely.

In case of any inconsistency between any other pages on our websites and these T&Cs, these T&Cs shall prevail.

Buying from us

We accept orders only from *consumers* who are over 18. A *consumer* is an individual acting for purposes which are wholly or mainly outside that individual’s trade, business, craft or profession. [Contact us](#) by email and tell us what you would like to buy. We will let you know the costs of the goods and shipping.

Our prices are in euro, with sales tax included. They do not include any import taxes or tariffs, which will depend on your country and shall be your responsibility.

To complete the purchase, we will request your personal details: your name, address, phone number, e-mail address etc. You must represent and warrant that the details you provide on ordering are both valid and correct and that you confirm that you are the person referred to in the information provided.

By accepting an offer to purchase our products, you expressly authorize us to transmit this information to our payment processor PayPal, for them to issue a pro-forma invoice that will then be sent to you.

Once payment has been received, we will send you a confirmation e-mail. If you don’t receive it, please [contact us](#) — there may be a temporary communications problem with PayPal or another problem stopping the email being sent or getting through.

Deliveries

Dispatch times

If the leather / colour is in stock, this usually takes 1-2 weeks. If the leather / colour needs to be ordered from the tannery, it can take 3-4 weeks.

We make every effort to dispatch goods within the estimated time scales, however delays are occasionally inevitable due to unforeseen factors. We are a small family-run business and **dispatch and delivery times cannot be guaranteed**.

Delivery times

Purchases from Dario Alfonsi are delivered by well-known international courier companies. Delivery generally takes 3 to 7 working days from the dispatch date, but this depends on your country and the courier.

Damage in shipping

When the goods arrive, you must check that the packaging is intact and that there is no visible damage.

If the packaging is damaged, make sure that you bring this to the attention of the courier at delivery time and indicate that there has been damage next to your signature. You must let us know immediately, so we can take it up with the courier company. Photos of the packages *before opening* would also help.

Cancelling an order

You may cancel an order at any time before Dario has started making it and receive a full refund.

After an order is sent, if you are a consumer and you haven’t asked for your purchase to be personalised, you have the right to cancel your order (without giving any reason) within 14 days of you — or someone designated by you — physically receiving it.

If you’ve asked for a chair to be personalised — with a stitched name, for example — then we cannot accept returns unless the chair is faulty.

To return your purchase, let us know your decision explicitly and in writing — by post or email — *within 14 days of your order being delivered*. It must be sent by the person who placed the order and must include your name, telephone/email and the items you

bought, together with a statement asking to cancel the contract (for example "I am writing to exercise my right to cancel the order for the following items: ...").

You should send this either by post to:

Dario Alfonsi
Via dei Chiavari 40
00186 Roma
Italia

or by email to: dario@alfonsidario.it

Returns

Returning the goods

After you've let us know that you want to cancel the order, you should send the items back *within 14 days of doing so*, to:

Dario Alfonsi
Via dei Chiavari 40
00186 Roma
Italia.

If possible, you should use the original packaging. If this is no longer available, you should use packaging of similar size and quality to the original.

The goods should be unused and should be returned in the same condition in which they arrived.

The order is returned at your own cost, and we strongly recommend you obtain proof of posting from your courier as we are responsible for your parcel only when we have received it.

Refunds

We will refund you the cost of the order, including delivery costs, within 14 days of receiving the goods in the workshop. If the goods don't arrive, we will require proof that they were returned before making the refund.

Note: if you requested a higher-cost delivery method for whatever reason when ordering, we will refund the standard delivery cost.

If you are returning the goods because of a defect in workmanship or quality for which we are responsible, we will also refund you the return delivery costs.

We will use the same payment method for the refund as was used for the original transaction.

Data Use, Intellectual Property, Contact, Governing Law

Use of personal data

We use the personal details that you send us *only* to facilitate sending or returning your order. For more information, see [our privacy policy](#).

Intellectual property on our websites

See our [copyright policy](#).

Contact

If you have any queries, doubts or suggestions about your order or purchasing from us, [contact us](#) by phone (Italian only) or send us an email.

Governing law

These T&Cs and any contracts with ALFONSI DARIO are regulated by Italian law.

Changes

We reserve the right to change these T&Cs. Please check for the [current version](#) on our website.