

General Terms and Conditions of Use and Sale

*This document is valid for the websites www.ballsmania.it, www.mirtabijoux.com, www.mirta-accessori-moda.it
The Data Controller is identified in the company MIRTA ACCESSORI MODA S.R.L.*

These General Terms and Conditions of Use and Sale (hereinafter also 'T&C') regulate the offer and sale of products through the websites www.ballsmania.it, www.mirtabijoux.com, E www.mirta-accessori-moda.it (hereinafter also the 'Sites').

MIRTA ACCESSORI MODA S.R.L. (hereinafter also 'MIRTA' or 'Provider') provides the user (hereinafter also 'Customer') with information on the functionality of its Sites and other Products and Services when the User visits and/or purchases on a Website owned by MIRTA ACCESSORI MODA S.R.L.

By using one of our Websites, the user declares that he/she accepts and is familiar with the following terms and conditions of use and sale, the Privacy Policy and the Cookie Policy published in the relevant section, and accepts their content in full.

Access to the Website and the use of the related services are exclusively intended for Users, as identified below.

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DEFINITIONS PREMISES AND ANNEXES

For the purposes and to the effects of these General Terms and Conditions of Use and Sale, the following shall mean:

- 'User' and/or 'Customer': the natural person and/or legal entity, located within the E.U. as well as the natural person and/or legal entity located outside the European Union member Countries, to which MIRTA ACCESSORI MODA SRL sends its products. For this purpose, it is reminded that the user, legal person, with registered office outside the Italian territory must be registered in the VIES and/or in any case in possession of a valid and active VAT number in the country of belonging or in any case be in possession of documents certifying the status of company/legal person; the User is therefore obliged to communicate any variation of the data and the company statute for tax and commercial purposes. The User is, in fact, solely responsible for the truthfulness of the data provided as purchaser;
- 'Consumer': the natural person acting for purposes unconnected with any entrepreneurial, commercial, craft or professional activity carried out;
- 'Professional': any natural or legal person acting in the exercise of his trade, business, craft or profession, or an intermediary thereof;
- "Manufacturer": the manufacturer of the good or the provider of the service, or an intermediary thereof, as well as the importer of the good or the service into the territory of the European Union or any other natural or legal person who presents himself as the producer by identifying the good or the service with his name, trade mark or other distinctive sign;
- 'Product': any product intended for the consumer, including in the context of providing a service, or likely, under reasonably foreseeable conditions, to be used by the consumer, even if not intended for him/her, supplied or made available for consideration or free of charge in the course of a commercial activity, regardless of whether it is new, used or refurbished;
- 'Services': the offer and sale of Products on the Website and the services related thereto;
- 'Shipping confirmation': means the communication with which MIRTA informs the User that the Products covered by the Purchase Order have been shipped, including a summary thereof and an indication of the expected delivery date and/or the Carrier to which the latter has been entrusted;
- 'Purchase Price': the price of the Products published on the Website, including VAT, shipping and delivery costs as well as the costs of any additional services requested by the User
- 'VIES': VAT information exchange system.

GENERAL CONDITIONS OF USE

PRIVACY: We invite the User to consult our Privacy Policy and Cookie Policy governing the use of the 'Services' provided on our websites www.ballsmania.it, www.mirtabijoux.com, www.mirta-accessori-moda.it

ELECTRONIC COMMUNICATIONS: When the User utilises the Services or sends communications to MIRTA via e-mail, text messages (SMS, Whatsapp, Messenger, etc.) and from their device (computer, smartphone, tablet, etc.) they communicate with us electronically.

MIRTA may communicate with you in various ways, by e-mail, text messages and/or by posting messages and communications on the Site or through other Services. Subject to specific mandatory legal provisions, for the purposes of this agreement, the user agrees to receive communications from MIRTA in electronic form and acknowledges that all

contracts, notices, disclosures and other communications provided to the user in electronic form satisfy the written form requirement, where required by law.

LICENSE FOR ACCESS TO SERVICES: All rights not expressly conferred by these General Conditions of Use remain with MIRTÀ or its licensors, suppliers, publishers, owners or other service providers.

You may not reproduce, duplicate, copy, sell, resell, visit or in any other way use for any commercial use the Services offered by MIRTÀ in whole or in part without express written consent. You may not frame or use framing techniques to misappropriate any trademark, logo or other proprietary information (including images, text, page settings, or format) of MIRTÀ without express written consent from MIRTÀ. The user may only use the services provided to him/her within the limits provided by law. Violation of these General Terms and Conditions of Use will result in the revocation of the user's authorisation by MIRTÀ.

REGISTRATION TO THE WEBSITE: The use of the Services is permitted to all Users, whether located within the E.U. or in countries outside the E.U., to which MIRTÀ ships its goods.

Registration and the creation of a personal account which involves the input of certain personal data of the user (by way of non-limiting example: name, surname, tax code, company name, registered office, VAT number) constitute the object of Processing in order to guarantee the User a better use of the Services offered on the Site or connected to it, as well as a better experience in all phases of purchasing (order entry, shipping, delivery, etc.). The User is also informed that the personal data that he or she provides may be subject to profiling in relation to promotional activities for the Products manufactured by MIRTÀ.

For the purposes of the correct creation of the above-mentioned registration account, the user undertakes the obligation to provide his/her personal data that is complete, correct and truthful and to keep it up-to-date.

The user also undertakes to hold MIRTÀ indemnified and harmless from and against any and all damages, compensation obligations and/or sanctions arising from and/or in connection with the user's breach of the rules on registration to the Site or the storage of registration credentials.

From now on, MIRTÀ reserves the right to carry out checks on the completeness, correctness and/or truthfulness of the information provided by the user. In the event that complete, correct and/or truthful information is not provided, MIRTÀ also reserves the right, at its sole discretion, not to proceed with the user's registration and/or purchase procedure on the Site and/or to request any further documents and/or clarifications from the user.

The purchase of Products on the Website can be made upon registration to the same or in 'guest' mode.

Registration to our Websites is free of charge. To register to these, the user must fill in the appropriate form, entering the required information and clicking on the 'Register' button. Successful registration on the Website will be confirmed to the user by e-mail.

Registration and/or purchase via one of our Websites constitute acceptance of these General Terms and Conditions of Use and Sale.

OBLIGATIONS AND RESPONSIBILITIES OF THE USER: The User undertakes to use the Website in good faith and diligently, in compliance with the obligations and conditions set out in these T&C, the Privacy Policy and the Cookie Policy.

By accessing one of our Websites and/or placing orders via the same, the User agrees to: make use of the Website only to carry out legally valid consultations and/or orders, not to place false and/or fraudulent orders.

You are informed that in such a case, if there is sufficient evidence to believe that a false and/or fraudulent order has been placed, MIRTÀ shall be authorised to cancel it and inform the competent authorities.

The User accepts and undertakes not to use the Services in such a way as to cause, or be likely to cause, interruptions, damage or malfunctioning of the Services and their functionality, or for fraudulent purposes, or in any way to commit unlawful activities, or to cause disturbance, prejudice or apprehension.

THIRD-PARTY ACTIVITIES: The User is hereby informed that our Websites may contain sections or links managed by third parties, for purposes related to the proper provision of the services available (e.g. online payment service provider).

The relationship between the User and such third parties is governed by separate contractual relationships with which the User must comply. MIRTHA has no control over such sites or resources and therefore accepts no responsibility for them or for any loss or damage that may be caused to Users as a result of their use.

VIOLATION OF THE CONDITIONS OF USE: MIRTHA reserves the right to suspend and/or cancel the account, block access to one of its websites, in whole and/or in part, temporarily and/or permanently, in the event of violation by the user of even one of the obligations set out in these Conditions and in the Privacy Policy, and in any other case at its sole discretion.

Following the reception of the report by the Provider of the violation of the obligations set forth in this contract, the user shall, without delay and in any case within and no later than 24 hours, eliminate the causes of the dispute and/or provide suitable documentation in support of its reasons. In the event of failure to respond within the aforementioned timeframe, or in any event if the arguments put forward by the user are not sufficient, MIRTHA shall be entitled to terminate the agreement with a notice period of at least 72 hours prior to the actual suspension and/or cancellation of the account, without prejudice to its right to take action for compensation for any damages suffered, and reserving the right to take the measures deemed most appropriate in the specific case, including reporting the matter to the judicial authorities.

MINORS: The use and enjoyment of the Services present on our Websites, as well as the purchase activities are also permitted to subjects who, on the date of purchase or in any case of placing the relevant order, are under the age of eighteen (18) years, provided that they are at least 14 years old and therefore the consents expressed by them shall be deemed validly given pursuant to and for the purposes of Legislative Decree no. 101/18.

The User is hereby informed that these general conditions of use and sale may be changed at any time.

Any amendments and/or new conditions will be in force from the moment they are published on our Sites in the appropriate section.

Should any provision of the present T&C be totally or partially invalid and/or ineffective, the remaining provisions of the T&C shall remain valid and effective in any case.

These T&C are subject to the laws of the Italian State.

Any failure or delay on the part of MIRTHA to exercise any of the rights, faculties or powers granted to the User under these T&C shall operate as a waiver limited to a single case and shall not prevent the subsequent exercise thereof. The possible granting of extensions or other forms of deferral by MIRTHA in favour of the User shall not in any way alter the responsibilities identified in the present T&C to be carried by each Party.

These T&C are available in the following languages: Italian and English.

GENERAL TERMS AND CONDITIONS OF SALE

1. Premises and General Conditions of Use of the Website

Le premesse, le regolamentazioni e le condizioni di cui alle Condizioni generali d'Uso costituiscono parte integrante e sostanziale delle presenti Condizioni Generali di Vendita.

2. Contracting Party

The customer's contractual counterparty for all orders placed on the sites owned by the Provider is the company MIRTA ACCESSORI MODA S.R.L.

Registered office: Via Don Lorenzo Milani, n. 18, Agliana (PT) - 51031

VAT NUMBER: 01332790474

E-Mail: info@mirtabijoux.com / online@mirtaaccessori.it / amministrazione@mirtaaccessori.it

3. Conclusion of a contract in the context of e-commerce

The presentation of our products' offers does not represent a binding offer for the conclusion of a sales contract, but merely an invitation to the customer to submit a binding purchase proposal.

By placing an order, by clicking on the 'Buy Now' button (or on the shopper icon), the customer sends a binding proposal for the conclusion of a sales contract. As soon as the order is received by MIRTA, the customer will receive an e-mail confirming receipt of the order, also containing the details of the order. The contract of sale is not concluded with the sending of such confirmation of receipt of the order to the customer, but only after the payment of the purchase value of the Products covered by the order.

Se il cliente ha trovato il prodotto desiderato, può metterlo nel carrello cliccando sul pulsante "Aggiungi al carrello" (o cliccare sulla icon shopper). Il contenuto del carrello può essere visualizzato in ogni momento e in maniera non vincolante cliccando sul carrello stesso. È possibile modificare o rimuovere i prodotti nel carrello in ogni momento. Se il cliente intende acquistare i prodotti contenuti nel carrello, dovrà cliccare sul pulsante "Concludi l'ordine". Al cliente sarà quindi richiesto di inserire i propri dati personali, di scegliere la modalità di pagamento e di confermare di aver preso conoscenza delle informazioni per il cliente. La procedura d'ordine può essere interrotta in ogni momento, oppure conclusa cliccando sul pulsante "Acquista ora" (o sulla icon shopper).

The user has the right to correct and/or amend his or her data at any time within the order process.

If payment is made by credit card, the offer shall be accepted by MIRTA by debiting the account linked to the credit card indicated, or, if this has already occurred previously, by sending the products ordered with payment in its favour.

If payment is made by PayPal, the offer is accepted with the authorisation of payment in favour of the Seller.

The customer shall be informed of the dispatch of the ordered products by e-mail as soon as the products have been handed over to the carrier ('Confirmation of dispatch and conclusion of contract').

For technical reasons, orders by fax, letter or E-mail cannot be accepted.

4. Products

MIRTA ACCESSORI MODA SRL is the owner and sole holder of the Web Sites www.mirtabijoux.com, www.ballsmania.it, www.mirta-accessori-moda.it as well as of the registered trademarks MIRTA and BALLSMANIA.

On its Websites, MIRTA offers the user the opportunity to purchase fashion accessories and high fashion jewellery.

Each Product present in our virtual catalogues is accompanied by a brief information sheet ('Product Sheet'), which illustrates its main characteristics and is composed of graphic elements (e.g. images, photos, videos, etc.), as well as technical-descriptive information (e.g. dimensions, colour, materials, etc.) aimed at providing the User with a realistic and faithful representation of the Product as far as possible.

The graphical representation (e.g. images, photos, videos, 3D renderings, etc.) provided on the Websites may vary and/or undergo modifications and/or alterations depending on the device used by the User and, in particular, on the specifications relating to his/her Monitor/Display. They must also be understood as indicative, taking into account the tolerances of use.

MIRTA acknowledges that the User may purchase several products in a single order.

5. Prices and availability

All prices of Products published in the virtual catalogue of one of our Websites are expressed in euros, and are inclusive of VAT (Value Added Tax). Costs relating to delivery charges and any additional services requested by the User are excluded, which will in any event be indicated separately at the time the purchase order is placed.

MIRTA reserves the right to make changes to the Prices of its products at any time, without any prior notice to the User. In any event, the price charged to the User shall be the price indicated on the Site at the time the order is placed.

MIRTA guarantees continuous monitoring of the supply of its products. In view of the possibility that more than one User may purchase the same Product at the same time, the User is informed that a situation may arise whereby, for a short period of time, the said Product is indicated as being available despite the fact that it is out of stock or in any case not immediately available, thus necessitating the need to wait for the necessary restocking times.

In the events referred to in the foregoing paragraph, MIRTA shall promptly inform the User at the e-mail address provided by the User during the purchase process, and shall also inform the User of the time required for restocking.

In the event that it is not possible to find the desired product, MIRTA shall grant the User the right to terminate the purchase agreement, without prejudice to its right to offer the User another available product - of equivalent or higher value, subject to payment, in the latter case, of the relevant difference - to replace the out-of-stock/unavailable product.

If the User decides to exercise his or her right to terminate the contract and payment of the purchase price of the product has already been made, MIRTA shall promptly, and in any event within and no later than 15 days from the date on which the User is notified of his or her intention to terminate the contract, refund the amount already paid by crediting the relevant amount to the same means of payment used at the time of purchase.

6. Conditions and Methods of Payment

Payment for products may be made, at the User's discretion, using one of the following accepted payment methods:

- Credit Card
- Paypal
- Bank transfer
- Credit Card.

N.B. For payment by credit card, the charge is made when the Products are shipped.

The following credit cards are accepted: VISA, MasterCard and American Express.

N.B. N.B. For payments made by PayPal, please refer to the terms and conditions of use of PayPal services at www.paypal.com. Data entered on the PayPal platform will be processed directly by the relevant platform and will not be transmitted or shared with our Websites. Payment can also be made via the online service PayPal. To be able to pay with

PayPal, the customer only needs a free PayPal account. In the account registration procedure at www.paypal.com, the buyer only enters his bank details once; for subsequent payment procedures, the user only needs to log in to his PayPal account with his own registration credentials. Payments are always commission-free for the customer, and are made by deducting the amount due from the credit on the PayPal account, either by debit note or by using the credit card data on the account.

In the event that payment is chosen to be made by bank transfer, payment must be made to the bank account details that MIRTÀ will communicate to the Customer in the e-mail receiving the purchase order. In the case of advance bank transfer, the relevant Shipment Confirmation shall be sent as soon as the crediting to the bank account indicated by MIRTÀ has been verified. We inform the Customer that the verification of payment by bank transfer may take several days.

It is the Customer's right to send a copy of the bank transfer receipt to amministrazione@mirtaaccessori.it / online@mirtaaccessori.it in order to speed up the order processing procedures.

In the event that the total amount due for the purchase of products on one of our Websites is not paid or the successful payment is not confirmed, the purchase contract shall be deemed to be terminated by right pursuant to and for the purposes of Article 1456 of the Civil Code in force. The User will be notified of the termination and cancellation of the order by e-mail, to the address indicated by him/her.

7. Terms of delivery, shipping, customs formalities

Once the payment has been received or confirmation of successful payment has been confirmed, MIRTÀ shall ship the products ordered in accordance with the terms and conditions and to the shipping address indicated by the user at the time of purchase.

The products ordered shall be delivered within and no later than 7 working days from the date of receipt of payment. Shipment will be made through third-party logistics services.

If the customer has the status of 'consumer' within the meaning of Legislative Decree No. 206 of 6 September 2005 (the 'Consumer Code'), the risk of loss of or damage to the product is transferred to the consumer only at the moment when the latter, or a third party designated by him and other than the carrier, takes physical possession of the goods.

If, on the other hand, the customer is a professional within the meaning of the Consumer Code, from the moment that MIRTÀ has delivered the product to the carrier, it shall be deemed to be released from the obligation to deliver and the risk for any damage to the products ordered shall be transferred to the customer.

The Customer is obliged to provide a valid address to which the Product can be delivered. The shipping costs of the Products, which may vary depending on the shipping method chosen by the User, as well as any other additional costs, are the responsibility of the User.

At the time of delivery, the User is invited to check the integrity of the Products and the packaging. If the latter should show obvious signs of tampering or alteration, the User is advised to promptly notify MIRTÀ at the e-mail address amministrazione@mirtaaccessori.it / online@mirtaaccessori.it and first immediately to the carrier.

The Customer has the right to refuse delivery of damaged products or to return them to MIRTÀ, at the address indicated above. In this regard, the Customer is invited to use the withdrawal form available on each of our Websites in the 'withdrawal/returns' section.

MIRTÀ ACCESSORI MODA ships its Products to all the Member Countries of the European Union, as well as to the rest of the world.

Should the goods ordered be delivered outside Italy, there may be import duties and/or taxes, payable once the order reaches the specified destination. Any additional customs clearance costs shall be borne exclusively by you. Any customs duties and/or customs clearance costs are not foreseeable, as they vary according to the legislation applicable

in the country where the goods are received, and will be the sole responsibility of the user. In such cases, please contact your local customs office for further information.

8. Retention of ownership

MIRTA retains title to all goods supplied until payment in full of the relevant price. To this end, MIRTA shall be entitled to demand the immediate return of the goods subject to retention of title to the exclusion of any rights of retention, unless such claims are uncontested or legally established.

9. Withdrawal and return

The right of withdrawal, as set out below, may only and exclusively be exercised by users with the status of "Consumer". Users purchasing with a VAT/VIES number are therefore excluded.

The consumer customer is granted the possibility to withdraw from this purchase contract. Pursuant to Art. 56 of the Consumer Code, the deadline for reimbursement by us is 14 days from the receipt of the notice of withdrawal; the reimbursement may be withheld beyond 14 days until we receive it. Furthermore, the aforementioned rule specifies that the consumer must also be refunded any original delivery costs in addition to the price of the goods.

For the purposes of activating the relevant return procedure, the Customer must express his or her wish to withdraw by communicating it, within the aforementioned deadline, by e-mail to online@mirtaaccessori.it.

For this procedure, the customer is invited to use the withdrawal form shown on each Website in the 'withdrawal/resignation' section.

The user is advised to keep the receipt or invoice as proof of purchase of the product or the DDT (Document of Transport), which is useful for the purposes of identifying the time limit for withdrawing from this contract.

In case of withdrawal, MIRTA ACCESSORI MODA will refund the Customer the purchase price of the Product, in addition to the shipping costs. MIRTA ACCESSORI MODA will refund the Customer the purchase price of the Product, promptly or, in any case, within and not later than 14 days from the day in which the returned Product is delivered to the headquarters of MIRTA ACCESSORI MODA SRL at the following address.

**MIRTA ACCESSORI MODA SRL
VIA N. COPERNICO 16-16A
59011- SEANO- CARMIGNANO (PO)**

In order for the right of withdrawal to be validly exercised, the Consumer must return the Product subject to withdrawal to the aforementioned address, which must be received intact in its original packaging, with all seals and labels. **The product is packaged in a thermally sealed transparent envelope, which allows the characteristics of the product itself to be verified: invoice, colour and material without the need to open the sealed package.**

As a costume jewellery product, which can be worn directly on the skin, for the purposes of requesting a return, **THE CUSTOMER IS WARNED THAT THE PRODUCT WHICH HAS THE TRANSPARENT PACKING OPEN AND/OR WITHOUT SEALING CANNOT BE SUBJECT TO A RETURN.**

The 14-day deadline is deemed to be complied with if the products are shipped before the deadline expires. The expenses and costs for the return of the products are charged to the Consumer. Upon delivery of the Product to its premises, MIRTA ACCESSORI MODA, will examine the Product, check for damages and examine the integrity of the Product's packaging.

Failure to acknowledge to the user, in the hypotheses listed above, the operation of the right of withdrawal shall result in the exclusion of the cancellation of the purchase price of

the Product by MIRTÀ ACCESSORI MODA. **PLEASE NOTE: Important information on international shipping outside the European Union.**

For orders delivered to countries outside the EU, the relevant shipping cost is displayed at the time of payment, while any customs or import duties will be charged to you. Please note that in any case any customs or import duties imposed on products returned to Italy will be the responsibility of the user.

Taxes & duties

Orders are sent as 'delivery at Place (dap)', i.e. net of any local sales taxes or customs duties. If you reside in a country outside the EU, we recommend that you inquire about local taxes and duties before placing an order. Please be aware that any local sales taxes and or customs duties are excluded and will be charged to you for each order upon delivery and will be deducted from your refund if the items are returned.

10. Liability for defects and legal guarantee

All products sold on its own websites are manufactured by MIRTÀ ACCESSORI MODA with care and passion. Top quality materials are used in production; MIRTÀ constantly subjects its products to strict quality controls and guarantees that its products are free from flaws and/or defects in materials.

For products with defects, MIRTÀ informs the 'consumer' purchaser that they are protected by the legal warranty covering conformity defects which become apparent within 24 months from the date of delivery of the goods. This is only in the case of products that do not have the characteristics or qualities promised by the seller or that do not respond to the use for which they were purchased.

In order to enforce the Legal Warranty, the 'consumer' purchaser must communicate by e-mail or registered letter with return receipt to MIRTÀ ACCESSORI MODA SRL the existence of the defects within and not later than 24 months from the receipt of the purchased goods, sending the request together with the purchase receipt and photos of the defect found.

If the purchased product has a defect covered by the Legal Warranty, the consumer is entitled to the replacement of the defective product by the seller.

If the replacement of the product is not possible or excessively expensive Mirtà Accessori Moda can also refund the amount to the buyer. In the latter case, the amount of the price reduction or the sum to which the purchaser is entitled is determined by the use and number of months for which the product has been used.

It should be noted that in any case a minor defect for which replacement was not possible or is excessively costly does not entitle the consumer to termination of the contract, and in such a case no right of reimbursement arises on the part of the manufacturer.

The Legal Warranty only applies by right to consumers, i.e. those who purchase products for non-professional purposes. On the contrary, if the products are purchased for one's business activity, (with VAT registration number) the Legal Warranty does not apply.

The Guarantee also does not cover Product defects and/or faults attributable to accidental events or to the conduct of the Customer due to improper, non-compliant or otherwise incorrect use of the Product. Products that have a finish given by special treatments require greater care and attention when being worn. Therefore, in no event shall the warranty cover: wear and tear due to normal use, as well as any changes to the surface of the product caused by knocks, falls, damage due to friction with surfaces, contact with water, alcohol, soaps, detergents, sanitising and/or disinfecting substances, perfumes, oils, heat sources, microwaves, for which MIRTÀ ACCESSORI MODA will not replace or repair nor refund, even partially, the amount paid by the purchaser.

11. Promotions

Promotions on products on sale will be displayed directly under each individual product with an indication of the initial price, the discount applied and the final discounted price.

MIRTA may freely decide to apply discounts to particular categories of products on sale valid for all Customers.

It may provide further discounts and coupons for affiliation and promotions which, ONLY if indicated, will be cumulative with the further discounts present and advertised on the individual sites.

If a promotion is active, the Customer is recommended to check its terms and conditions as indicated on the individual Websites, in the appropriate section.

The specific indications above are taken for read and known by the Customer who accepts and purchases with the promotional discounts.

12. Invoicing

MIRTA ACCESSORI MODA SRL, for tax purposes, uses the law on electronic commerce. Operation for VAT purposes not subject to the obligation to issue an invoice Art. 22, C.1, N. 1 DPR 633/72 and not subject to the obligation of tax certification Art. 2, Lett. 0, DPR 696/96 For each purchase made and processed, for companies and professionals, a regular invoice will be issued, while for private customers, a receipt will be issued.

Payment of the invoice is considered fulfilled as it must be previously made during the payment procedure by credit card, PayPal, bank transfer, or other means of payment when otherwise agreed.

The purchase tax invoice, if requested by the buyer at the time of purchase, is sent online in PDF format, no later than 10 days from the date of purchase to the email address indicated by the User during the purchase.

If an invoice is not requested at the time of ordering, the aforementioned regulations for electronic commerce will be applied and no invoices requested at a later stage after the purchase will be issued in any way.

13. Applicable Law and Jurisdiction

The law of the Italian State shall apply to contracts concluded pursuant to these general terms and conditions of sale. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.

The provision in the preceding paragraph shall apply insofar as it is compatible with the mandatory consumer protection provisions of the state in which the customer habitually resides.

The place of compliance and competent court to hear any disputes that may arise from the performance of the relations referred to in these General Terms and Conditions of Use and Sale shall be, pursuant to Article 66-bis of Legislative Decree 206/2005 (Consumer Code), the Court of residence (or domicile) of the consumer.

14. Customer service and complaints

We inform the User that it is possible to receive information, send communications, request assistance and/or submit complaints, by contacting MIRTA ACCESSORI MODA SRL at the following e-mail address: online@mirtaaccessori.it or by certified e-mail to the registered office: Via Don Lorenzo Milani, n. 18, Agliana (PT) - 51031.