

Terms & Conditions

The following commercial conditions apply to the sale and / or reservation of all IOF products.

1. DELIVERY TIME.

Delivery Lead Time shall be 120 days starting from the receipt of the 50% down payment (see art. 4 hereunder). Delivery terms specified above are given by way of estimate only and in no circumstances shall the Company be liable for any consequential loss arising to the Customer as a result of the Company's failure to delivery on the stated date due to force majeure (such as pandemic events) and the Customer in any case shall not be entitled to reject the products nor withhold payment.

2. LIABILITY.

The Company shall deliver the products to the Customer at the address specified. It shall be the Company's responsibility to insure the products during shipping.

3. PRICES.

The prices stated in this price list are indicated DDP (Delivery Duty Paid), subject to alteration and are not binding. All costs not included will be billed separately in the final invoice.

4. CONDITIONS OF PAYMENT FOR ORDER CONFIRMATIONS.

The payment shall be settled as follows:

- 50% as down payment by means of Telegraphic Transfer in honor of IOF S.r.l. on the account number duly indicated.
- 50% upon communication through e-mail from the Company informing the Customer that the production is successfully concluded and deliverable, and in any case before the delivery of the products to the Customer.

5. REFUNDABLE DEPOSITS AND PRE-ORDERS.

In some cases, the Company may accept security deposits against pre-orders to ensure priority in delivery for the Customer. In these cases, the deposit is always considered refundable, up to the moment of the actual order confirmation. The company, upon simple request of the Customer, shall return the amount received as a security deposit within 15 working days, without interest and net of any bank charges and / or commissions associated to the transaction.

6. GENERAL TERMS.

Orders are valid only if accepted by us in writing through regular order confirmation. Each order is custom made, so by signing it the Customer assumes the enforceable obligation to honor the payment of all installments on due dates, regardless the delivery is delayed or canceled by the Customer. In case of delays in the delivery caused by the Customer, IOF also reserves the right to charge higher costs to keep the product(s) in warehouse.

We reserve the right, at any time, to modify technical data of the products, to change or to eliminate components and/or features. Details, measurements, and weights are approximate and subject to change without any notice. Complaints will be accepted only within 7 days from receipt of goods for the Italian market and within 2 days from receipt of goods for foreign markets. No claim will be accepted after these deadlines. In case of any contestation and/or dispute, the competent court shall be Milan.



Terms of Guarantee

IOF S.r.l. guarantees all its products covering manufacturing defects of origin.

1. GUARANTEE VALIDITY.

IOF S.r.l. products are guaranteed for two (2) years. The guarantee is valid as of the date of the fiscal receipt associated with delivery and/or the delivery note given to the Customer.

2. GUARANTEE COVERAGE.

The guarantee consists of the substitution or repair, free-of-charge, of the defective elements ascertained upon testing and recognized as such by IOF S.r.l. or by its authorized representative.

3. GUARANTEE EXCLUSIONS.

The guarantee does not cover:

- Defects deriving from neglect or improper use of the product.
- Damages deriving from failure to follow user instructions, cleaning and maintenance suggestions included in the product sheet.
- Variations in color due to long-term exposure to natural or artificial lighting on lacquered or wood surfaces.
- Damages caused by long-term use of the product in unsuitable environments with excessive heating or humidity or other normal climatic conditions.

4. INVALID GUARANTEE.

The guarantee is not valid in case of:

- Damages caused by faulty installation by non-authorized personnel.
- Damages arising from transport or installation when executed by the Customer.
- Products that have been dismantled, modified, or repaired by the Customer without the explicit authorization of the Company.

5. ELECTRONIC APPLIANCES.

The electronic appliances, which are independent from the product where they are used, are provided with a guarantee certificate issued by the producer, to which the customer shall apply in case of need.





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