

## ORDERS

By placing an order the Customer accepts in full our sale conditions as listed here.  
Orders are valid only if they are duly confirmed by Calflex srl.

## PRICING

The PRICES in this PRICE list do not include VAT.  
The seller reserves the right to update prices, **general conditions of sale and the products themselves (by making changes to articles and/or finishings or even eliminating the model itself from this price list) at any time and at its sole discretion without any obligation to give prior notice.**

## TERMS OF DELIVERY

The terms of delivery indicated by us are always approximate and never binding **for the seller.**

They shall not entitle the customer to cancel the order or **suspend/delay payments**, and the **seller** shall not be liable in any way for any direct or indirect damage that may arise from the delayed or non-delivery of all or part of the order. The purchaser shall be obliged to take delivery of the products even in the case of partial deliveries or if delivered before or after the agreed date.

Under no circumstances may the purchaser claim compensation or indemnity of any kind. This includes major delays caused by natural disasters, riots, strikes, fires or other unforeseeable events.

## SHIPMENT

Shipping shall be carried out in the manner deemed most appropriate by the seller. Upon delivery, the customer shall be obliged to check the ordered material and make a claim directly to the carrier in the event of tampering with, or damage to, the packaging.

## PAYMENTS

Payments shall be made punctually directly to the seller's domicile. After the agreed deadlines, interest on arrears shall be charged.  
It should be noted that late payment entitles the seller to suspend, without prior notice, any ongoing supply. Items shall remain the property of the seller until the PRICE has been paid in full.

## RETURNS

Goods are always returned ex works and accompanied by our return authorisation number.  
The same, even if provided free at destination or in any other special condition, shall travel at the risk and peril of the client, who shall also be responsible for the costs of claims or actions of any kind against the carrier.

## IMAGES

All images and illustrations in the PRICE lists, catalogues and brochures are illustrative, do not constitute an obligation of faithful rendering, and are subject to change.  
The company reserves the right to make technical and cosmetic changes or modify or delete individual items or complete series without prior notice.

## JURISDICTION

In case of disputes Verbania court (Italy) is the only competent court to settle any controversies.

## CLAIMS

Any complaints shall be **communicated** in writing within 8 days of receipt of the goods and be accompanied by a **detailed description of the defect and accompanied by videos/photos, warranty and receipt/invoice.**

Please note that our liability shall be limited to the mere replacement of defective components and items found to be defective.

Any and all liability for damage caused to persons or property as a result of the defective items referred to above shall therefore be excluded. Upon replacement, the company shall be entitled to return the defective products, which become its property.

The customer may request the article to be treated as follows:

1- **REPLACEMENT**, following receipt and verification of the defective article by the seller

2- **ADVANCE REPLACEMENT with the immediate sending of the article in replacement** and subsequent verification of the defective article by the seller. In this case, defective products shall be returned strictly within 30 days from the date of the transport document of the material received in advance, otherwise the supplied material shall be invoiced without prior notice.

Material returned from early replacement shall be verified by our technical department.

In the event of damage, defects not covered by the warranty, unsuitable packaging, wear and tear, neglect, lack of maintenance, etc., the material already supplied as a replacement shall be invoiced.

## GENERAL CONDITIONS

By issuing the order, the customer unconditionally accepts the above clauses.

Statements, promises and guarantees made by employees, agents and collaborators that differ from the conditions agreed upon or included in our PRICE lists shall only become binding and enforceable after they have been confirmed in writing by the company management.

The customer is responsible for all identification data provided to the seller such as company name - registered office - tax code - VAT number and all others specifically required by current legislation.

Customer data, according to Law 675 / 95, shall be kept and processed for the fulfilment of legal obligations. Any other use must be explicitly accepted by the customer.

To prevent dirt or debris from entering the product and causing operational issues, always purge the system before connecting supply pipes.

It is also advisable to install an appropriate filter at the inlet to the system.

To prevent liming from clogging the diffuser, we recommend regularly rubbing the silicone nozzles to free them from liming and to keep the diffuser clean, and regularly cleaning the aerator filter to remove liming.

## CLEANING

To clean metal parts: use a damp cloth with neutral soap, rinse and dry to avoid liming residue. Important: only neutral, soap-based detergents should be used. Do not use abrasive cleaners or disinfectants or those containing alcohol, hydrochloric or phosphoric acid, bleach, chlorine or any other substance.

## WARRANTY

Dear Customer, thank you for choosing a CALFLEX S.r.l. product.

The article you have purchased has been manufactured and tested in our production unit located in Z.I. 5/bis, 28891 Nonio (VB), Italy, in compliance with the quality standards laid down in regulations: UNI EN ISO 9001:2015

The warranty period against manufacturing defects for CALFLEX products range is 5 years (unless otherwise stated in writing). The warranty for products with a finish different than chrome is 2 years. Parts subject to wear and tear (mixing cartridge, headworks, non-return valve etc.), after evaluation by Calflex S.r.l., are guaranteed for a period of 2 years from the date of purchase.

The guarantee does not cover damage caused by: improper installation and/or use, incorrect system design, normal wear and tear, damage caused by limescale or impurities, use of cleaning and maintenance products other than those specifically indicated in these instructions.

Furthermore, Calflex S.r.l. shall not be liable for labour costs and/or damages, even those accidental or consequential, occurring during installation, repair or replacement of the product.

Please note that the warranty on the surface of our products is not valid if the material has undergone any treatment other than that suggested by us.

Warranty claims can only be made by presenting a dated document proving the purchase of the product. The warranty only relates to manufacturing defects and only entitles the claimant to the repair or free delivery of the part acknowledged to be defective.

Calflex S.r.l. reserves the right to inspect the disputed part to assess warranty applicability.

The warranty begins on the date of purchase of the product, proven by verifiable documentation (invoice, receipt) and is not renewable.

For further information contact Calflex s.r.l. on +39 0323 889328 or the dealer in your area.