

Save written stipulation to the contrary ,all Orders accepted and dispatched by PRONTO Shall be governed by following conditions:

ONE: Orders & Service Times:

- 1.1 The Customer Service Times are: From Monday to Saturday, from 9:AM to 18:00pm.
- 1.2 Delivery Times: It will be confirmed in each case and customer

TWO: Prices & Invoicing

- 2.1 **PRONTO** undertakes to make every effort to maintain the prices quoted to customers and those published on its website, though it reserves the right to change them without prior notice, informing the customer when the order is placed.
- 2.2 The prices quoted are valid, EXCEPT typographical error or changes in price list and while stock last.

THREE: Transport

- 3.1 We provide all goods on Ex-Stock or CIP Basis

FOUR: Cancellation & Returns

- 4.1 Given the rapidity with which orders are dispatched ,

PRONTO treats them as irrevocable and does not accept cancellations of any kind. For this reason returns of goods will not be accepted under any circumstances, save error in the service of our warehouse or administration.

4.2 RMA (Return Material Authorization)- **PRONTO** Will advise on the policy each brand has for each defective product.

FIVE: GUARANTEES

5.1 **PRONTO** accepts no responsibility for the suitability of the product in so far as it has not intervened in its manufacturing process, nor for any consequences deriving from incorrect use of the product by the acquirer or a third party.

SIX: PAYMENT Conditions

7.1 **THE PAYMENT CONDITIONS WILL BE SETTLED FOR EACH CLIENT INDIVIDUALLY DEPENDING ON THE FINANCIAL COVER THE INSURANCE COMPANY PROVIDES AND WILL BE REFLECTED ON THE CUSTOMERS INVOICE.**

VERY IMPORTANT: PROFORMA INVOICE MUST ALWAYS BE CONFIRMED WITH COMPANY STAMP AND COMPANY SIGNATURE IN ORDER TO FOLLOW OUR QUALITY STANDARDS.