



General conditions of sale

If you want to buy one or more products shown on this website, you can select them individually, adding them to your shopping cart. Once you have selected all the items you want to purchase, you can close your shopping cart and submit the order. At this point, you will see a summary page of your selected product, their price, and the option for delivery by courier or collect from you. You'll have to choose the preferred solution for delivery, transport, and payment method. To request orders, you will have to follow the wizard. We will handle your order as a purchase contract proposal addressed to Serpac for the products listed, each considered individually. When we receive your order, we will automatically send a message ("Confirmation Order E-mail ") that does not constitute acceptance of your offer to purchase. By sending the Confirmation Order E-mail we will only confirm that we have received the order and are verifying the submitted data and the availability of the requested products. The sales contract with Serpac will end only when we send you a separate message of acceptance of your purchase offer that will also contain information related to the shipment of the product and the expected date of delivery ("Confirmation Shipping E-mail"). You agree to receive electronic invoices sent by e-mail.

1. General Information

- The present general conditions of sale govern the sale of products through the E-commerce www.serpac.it, and can be changed at any time. Any changes will have an immediate effect;
- All prices do not include VAT;
- Serpac srl will promptly inform you by e-mail if the product is not available;
- Serpac srl will not be responsible for any damage caused by the inability to deliver the goods;
- The sale is protected by all rights concerning transactions by mail and electronically.

2. How to Buy

Purchases can be made through our E-commerce (using the conditions of sales set out in this document for this purchase method), by FAX (+39 02 269 52 031) through the specific fax form, or by e-mail (serpac@serpac.it), specifying the billing and shipping details, the VAT number or tax identification number and the payment method. It is mandatory to monitor and report immediately in writing to Serpac Srl any error; otherwise, all information contained in the order confirmation will be considered correct. To purchase products from the website, you need to make a prior registration which will be signed in the first order by clicking the appropriate button. Personal details and telephone numbers will be asked for. After this, you will receive an email to confirm, your registration through a link. Minimo d'ordine € 30,00+IVA.

3. Method of payment to purchase through the E-commerce

- PayPal and Credit card
- Bank transfer in advance

For payment by bank transfer, the time of receiving payment is 1/ to 3 working days. The goods will not leave before the receipt of the bank transfer (any receipts sent by fax and/or email will not be taken into account).

Details for Bank transfer: SERPAC s.r.l.
UNICREDIT BANCA, Agenzia Segrate (MI)

CIN: R - ABI: 02008 - CAB: 20600 - C/C 000040480017 - IBAN:IT65R0200820600000040480017
BIC SWIFT: UNCRITM1257

4. Payment by credit card

The system guarantees the confidentiality of data, you are sure that the data of your credit card are confidentially passed on the Internet.

5. Delivery method in Italy

- For orders below € 150,00 a shipping fee is applicable depending on the delivery country;
- For orders over € 150,00 free shipping.
- The order is taken charge of the same day you do it and it will be shipped the next working day.



- Shipments are made at our discretion among available carriers. Usually, we choose DHL or Bartolini which deliver between 24/48 hours for labels, marks, panels, and placards, and in about 3/5 days for other goods. Serpac Srl will not be responsible for any delays caused by events directly or indirectly controlled.
- For payment by credit card the order is immediate.
- For payments by advanced bank transfer, the goods will be shipped as soon as we will receive notification of the payment by the bank.
- After 5 days from the receipt of the goods, reports of anomalies related to the transport or the contents of the shipment will not be accepted.

6. Complaints

Any complaint must be addressed to Serpac Srl - via Monza 21-20090 Segrate (MI) by registered letter with return receipt

7. Return of goods

If for any reason, you are not satisfied with the products received, you can change it with another of the same value, within 10 (ten) days from the receipt of goods. You should request through the appropriate form downloadable from the website, and return the goods replacement within 15 (fifteen) days from receiving the Return Authorization Code (CAR) from our Customer Service. The goods must be returned in their original packaging and resalable with the purchase document. The returned and replacing goods travel at full risk and expenses of the purchaser. We will accept any demand for replacement only after the verification of the condition of the goods and their packaging. If the goods or the packaging are not intact, Serpac Srl will return the goods to the original sender without recognizing any refund, unless otherwise agreed with the customer.

8. Guarantees

Serpac Srl does not guarantee that the products delivered are equal to those shown on the website. The composition, the color, or the shape of goods may change without notice and may differ from the pictures published without compromising the features outlined in the technical datasheet. Serpac Srl guarantees the integrity of the packaging material of the products upon delivery, any tampering with the package must be reported to the carrier at the time of the withdrawal: no further complaints will be accepted. If the product is not responding to its essential characteristics, and there has been no tampering with the package, Serpac Srl will replace this product with a new supply within the period provided for above.

9. Limitation of Liability

By using the website www.serpac.it the user is responsible for the use and assumes all risks. Serpac Srl is not responsible for errors or omissions within this website or any website you can refer to or connect to. Serpac Srl will not be liable for any special incidental, direct or indirect, of any kind, for any damage resulting from loss of use, data, or profits, or that emerge or are in connection with the use, communication, or connection of the information here. The information contained on this website may contain technical inaccuracies or others. We periodically check and correct the information section. Serpac may make improvements or corrections to the information on the website at any time. The user is solely responsible for evaluating the accuracy, completeness, and usefulness of any information provided through this website. Serpac Srl does not guarantee that the site will never undergo interruptions or that it will be error-free.

10. Link to websites of third parties

The links on the website provide access to other sites. Serpac Srl is not responsible for the content on linked sites because they are not under the control of Serpac Srl.

11. Jurisdiction

Any user of products and services offered by Serpac Srl agrees that any dispute is settled by the Court of Milan.