

## General Conditions

The contract between Korotek and the Customer must be settled with the acceptance of the order by Korotek. This acceptance is implicit if not differently communicated to the Customer. The Customer, effecting the order in the various modalities, declares to look over the order indications and accepts general conditions, payment and delivery terms.

## Purchase method

The Customer can buy only the products shown in the electronic catalogue on the web site [www.clino.it](http://www.clino.it) as described in the relative product cards.

The correct receipt of the Purchase Order is confirmed by Korotek Srl by e-mail sent to the e-mail address informed by the Customer.

The Confirmation message reports hour and date of the order and a "Customer Order Number" that will be necessary for further communications to Korotek.

In the message are summarized all the data entered by the Customer that have to verify the exactness and immediately inform eventual corrections.

In case of non-acceptance of the order, Korotek Srl will inform the Customer immediately.

## Payment methods

### 1. Payments by Anticipated Bank Transfer

When paying by bank transfer the goods will be sent only once a verified accredit on our bank account. If within 7 days since the order we will not receive the payment, the order will be eliminated.

The cause to write down bank transfer has to indicate:

- Number of the order, name and last name of ordering people.
- The Bank details hereunder:  
BANCA POPOLARE COMMERCIO INDUSTRIA FIL. BRUGAZZO DI GIUSSANO  
IBAN CODE: IT 93H 05048 33150 000000006998  
SWIFT: POCI IT MM  
Beneficiary: KOROTEK Srl



### 2. Payments by Credit Cards

We accept the main Credit cards. The accepted Credit Cards are the ones of Visa, Mastercard and American Express Circuits.

Data of your card are directly managed from a Bank specialized in on-line payments management. Information are secured by system that prevents third parts to use them and are sent directly to the bank.

Choosing payment by credit card the registered person of the order is allowed to receive the goods to a different address from the previous one. In any case order and credit card holder must match.

If these conditions won't be respected, the financial institution that emitted the card will be asked to verify the validity of the card itself. Such activity takes approximately 5 days. After those, in case of success, delivery will be made.

Korotek reserves the faculty to demand via fax a valid document in order to speed the controls up.

The debit of the due amount will happen at the shipment date of the goods and not on the date of the order.

### 3. Payment by PayPal



### 4. International Money Order

In case of payment by means of International Money Order, the goods ordered by the Customer are reserved till the receipt of effected money transfer, within 5 days from order acceptance date.

The goods will be shipped only once the effective crediting on Korotek bank account has been received, so within 7 working day from order acceptance date. After this date, the order will be cancelled automatically.

Address:

KOROTEK srl - Via Formenti, 7  
20038 SEREGNO (MI) ITALY  
TEL. ++39 0362 239801

## Shipment and Delivery expenses

Korotek accept orders with delivery all over the world.

For every order effected on [www.clino.it](http://www.clino.it) web site, Korotek issue one invoice for the dispatched material.

- The invoice will be issued complete with the data indicated by the Customer on ordering. No further variations are permitted.
- Delivery expenses are at Customer's charge. On ordering, Customer is asked to choose preferred way of shipment.
- Delivery time will be advised by e-mail. Korotek has no responsibility about delivery delays due to courier liability.
- On delivery, the Customer must check that the number of items correspond to the one indicated in invoice and that the package is integral, not damaged or wet.

Eventual damages or non-correspondence of items must be immediately communicated to the courier and must be written on Invoice the following phrase "RECEIVED package with reservation for lack and/or damage of N. .... items". Within 7 days, the Customer has to contact and inform Korotek about the matter.

## Right of Withdrawal

Korotek offers to its own Customers the guarantee to be refunded when not satisfied.

If you are not satisfied with the received goods, you will be allowed to send them back. You will be refunded as determined by current laws.

Italian law (D.Lgs.n° 185/99) grant **10 days** in order to use the right of withdrawal. Obtaining guarantee is simple, it's enough to follow the following procedure:

Please send one registered letter A/R within 10 days from the reception of the goods to the address: KOROTEK srl Via Formenti, 7 - 20038 SEREGNO (MI) ITALY.

Products must be sent back integral, inserted in their own confection and complete in all their part (including documentation and accessories when available: handbook, cables, etc) and with an accurate packaging.

Shipment fees for given back items are at Customer's charge.

**Attention**, products sent after the terms to our warehouse lacking in requirement won't be refunded.

Refund of money will be made on your Credit Card or by Bank Transfer (the Customer must provide CIN code, ABI code, CAB code, Account number, Holder). Refund concerns the price of the product and will be realized within 14 days from the reception of the given back goods. (The only fees at Customer's charge are those relative to send back of the goods).

The goods once reached our warehouse, will be examined in order to estimate eventual damages or manumissions not deriving from the transport.

## Guarantee

All the products proposed by Korotek are covered by a two years Italian guarantee by the producer for conformity defects, according to DL 24/02. Damages caused by an improper use of the products are not covered by guarantee and we are not responsible.

To benefit of guarantee assistance, the Customer must conserve the Invoice that will receive together with goods.

## Privacy

Korotek respects the privacy of every individual who visits and buys through our site.

Korotek will not collect any personally identifiable information about you (that is, your name, address, telephone number, or email address) unless you provide it to us voluntarily through the relative form.

If you do not want your personally identifiable information collected, please do not submit it to us. If you have already submitted this information and would like for us to remove it from our records, please contact us at the email address or phone number. We will use reasonable efforts to delete your information from our existing files.

When you do provide us with personally identifiable information, we may use that information in the following ways, unless stated otherwise: we may store and process that information to better understand your needs and how we can improve our products and services; we may use that information to contact you and send Marketing information.