

Exit Engineering terms and conditions

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1. Terms and conditions

Exit Engineering SRL is an Italian company and as such complies to the Italian and European legislation on distance selling. The user who purchases from Exit Engineering SRL automatically accepts, without reservation, the terms and conditions and the pages linked to it whose contents do not compromise the consumer's legal rights. Exit Engineering SRL has the right to change the terms and conditions of sale without prior notice and at any time.

Most products manufactured by Exit Engineering SRL fall into the category of non-prefabricated goods and produced according to individual choice or decision of the consumer and therefore are not subject to the withdrawal conditions as regulated by Article 8.3 of Legislative Decree n. 21, 2014, in force since March 26, 2014, and issued in implementation of Directive 2011/83 / EU on Consumers' Rights.

1.1. Accuracy of information and prices

Products by Exit Engineering SRL are constantly updated. Most products are photographed in our studio and the descriptions are integrated, updated to provide more detail and clarity.

1.2. Personal data

The communication of false, altered and / or invented data is strictly prohibited. Exit Engineering SRL reserves the right to prosecute any kind of violation or abuse, in its own interest, of the users and the institutions.

1.3. Prices, VAT and invoicing

The prices on the Exit Engineering SRL website may be subject to constant updates, at any time and without notice, due both to the change in the exchange rate and to different commercial reasons. Prices shown are NET. Italian VAT will be added for sales to retail customers with a EUY delivery address. Sales to non-EU countries and EU companies with VAT number enabled for Intrastat operations (in the latter case, please inform us before confirming the order) are VAT exempt. Remember that within the EU there are no customs duties and the total paid is inclusive of all expenses, unlike the non-EU transactions.

Shipping costs are not included in the prices but indicated separately.

At the moment, all transactions take place in euros (€).

For each order an invoice is issued with the order summary.

Exit Engineering SRL also offers the possibility to refund the VAT for non-EU citizens who intend to export the goods received with EU destination.

To obtain VAT reimbursement, the sales invoice have to be stamped by a custom/police officer at the port of exit from the EU.



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This has to be done when the customer goes out of the EU, within 3 months of the purchase. Normally the authorities want to see the goods before stamping the invoice. After that, the stamped invoice has to be sent to us, so that we can show it to our VAT authorities. When we will receive the invoice with the stamp certifying the final export of the goods from the EU we will reimburse the VAT amount to the customer.

In rare cases, following an increase in VAT or a price increase by the supplier, prices may need to be revised.

1.4. Orders

At Exit Engineering SRL purchases are only allowed for adults (over 18 y). Exit Engineering SRL assumes that all data provided by the user is true and correct, that the buyer himself is the owner of the payment method chosen for the purchase, and that there is sufficient credit to complete the payment.

Once the contents of the order have been agreed with the Customer, an email will be sent with a pro-forma order confirmation invoice to the address indicated by the customer with all the details. This email does not establish the beginning of a contract between Customer and Exit Engineering SRL, but it is only a summary of an offer forwarded by Exit Engineering SRL to the Customer, which is confirmed only when the conditions described in the Payments section are fulfilled. Exit Engineering SRL is free to accept or decline any order received. In the event of refusal of the order, Exit Engineering SRL will contact the Customer, providing for a full refund of any amounts paid.

1.5. Modification, cancellation of the order and return

It is always possible to modify or cancel the content of an order only if the offer has not been confirmed yet, according to the conditions described in the Payments section. Once the offer has been confirmed, the order CANNOT be modified and it cannot be canceled.

We remind you that based on Article 8.3 of Legislative Decree No. 21, 2014, in force since 26 March 2014, and issued in implementation of Directive 2011/83 / EU on Consumers' Rights, it is not possible to exercise the right of withdrawal within 14 days from receipt of the order for customized, tailor-made, made-to-order products and for non-prefabricated goods produced based on an individual choice or decision of the consumer. More information on the withdrawal conditions and related instructions in the Returns section.

1.6. Withdrawal of the order

It is possible to cancel an order until the offer has NOT been confirmed, according to the conditions described in the [Payments](#) section.

After the confirmation, the order is already being processed without the possibility of withdrawal.

1.7. Products guides

Products guides for the mounting and the use are available for some products. They are the result of the experience of Exit Engineering SRL. We are not responsible for any problems arising from a use that does not comply with these indications.

1.8. Preparation of the order and shipping

Once the payment has been received, Exit Engineering SRL immediately proceeds with the preparation of the material according to the contents of the order. Shipping costs are clearly indicated in the offer, in the order confirmation procedure and are included in the total.

Delivery times depend on the service chosen and, once sent, an email will be sent with a tracking code to check the status of the delivery. The customer is directly responsible for the veracity of each declaration sent. In the event that it is impossible to deliver the package (for example due to incorrect address, absent recipient), this package will return back to the sender, and the shipping costs for round trip will be borne by the buyer.

Exit Engineering SRL is not responsible for any delays caused by the shipping service (esp. for deliveries to remote areas, strikes, natural disasters, unforeseen logistics, etc.). In case of problems, you will always be provided with assistance from our customer service. For orders with destination to non-EU countries, local taxes, duties and customs / handling charges are not included in the total and are the responsibility of the customer.

Further conditions and information can be found in the Shipping section.

1.9. Custom procedure for Non-EU orders

In each non-EU country, imported goods undergo a customs clearance procedure. When you buy from Exit Engineering SRL, the goods are shipped from Italy. As a result, the buyer becomes the importer and therefore responsible for the goods passing through customs in the country of destination. As an importer, the buyer assumes full responsibility for the customs clearance of the goods as well as for any problems related to the inspection or retention of this.

Please note that the customs services have the right to block and inspect the goods as long as they deem it necessary. Consequently, Exit Engineering SRL cannot be held responsible for any delay due to the customs clearance process.

Customs duties, taxes and/or customs clearance fees (including for any intermediaries where applicable) may be applied to the import of goods and are charged to the customer.

For international shipments, Exit Engineering SRL provides couriers with the necessary documentation and information for shipment. However, in the event of thorough controls of the goods by the customs services, additional documentation may be required. In this case, Exit Engineering SRL will do everything possible to provide the customer with the assistance and documents necessary for customs clearance.

Further conditions and information in the Shipping section



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1.10. Right of compliance

The Consumer Code (Legislative Decree no. 206/2005) in art. 128-135 provides for the obligation for the seller to guarantee consumers the suitability of the goods purchased to the characteristics and quality offered. The seller is therefore responsible for defects of conformity existing at the time of delivery. The lack of conformity exists when the product:

- is not suitable for the use for which it is intended;
- does not comply with the description or does not possess the qualities presented by the seller;
- is not suitable for the particular use intended by the consumer, if the consumer was informed incompletely and/or incorrectly at the time of purchase by the seller.

Exit Engineering SRL asks the customer, in the event that a lack of conformity is found, to cease using the product and contact us, specifying the problem found.

1.11. Warranty

All products on the website www.exitcarbon.com are covered by an official warranty; this warranty is valid for 24 months for non-prefabricated products manufactured according to an individual choice or decision of the consumer and for 24 months for products for which this specific warranty condition is indicated in the offer proposed to the customer for his approval. However, there may be exceptions where the validity warranty may be shorter, such as consumables, for example. The warranty will be applied to the product that has defects in conformity and / or function, not found at the time of purchase.

Products subject to wear and/or deterioration are not subject to warranty. The warranty does not apply in the event of incorrect installation of the product, poor maintenance, abuse or negligence, misuse and / or fraudulent use of the product, alteration of the same and unauthorized attempts to repair. It is important to install and use the product following the instructions carefully to avoid damaging the product or incurring accidents.

The warranty is personal and therefore applicable to the original purchaser. In order to benefit from the repair/replacement of the product, the purchaser must show proof of purchase such as the invoice contained within the package and/or sent as an attachment via email, information on the serial number of the product where present, etc.. In the case of exhibition of the document, the important thing is that the document shows the date and the items purchased. Other documents such as e-mails exchanges are not valid.

In the absence of these documents will be at the discretion of Exit Engineering SRL to grant the application of the warranty. Exit Engineering SRL advises the buyer to make several copies of the purchase documentation, so that you can retain the opportunity to make use of the warranty.

Any item restored or replaced under warranty, will in turn be covered by the warranty for a period equal to the residual warranty period of the original product.

Any repair costs for items not subject to warranty will be notified in advance to the customer by email. The consumer can then decide whether to have the item repaired or receive it without it being fixed.

If it is not possible to repair or replace the product, Exit Engineering SRL reserves the right to propose an alternative of equal or greater value or a partial refund.

The timing of repair/replacement of an item under warranty varies depending on the product. It is therefore not possible to establish a priori a under warranty product lead times.

In the case of customized solutions requested by the customer despite an opinion expressed by Exit Engineering SRL about any risks related to the duration of the solution, Exit Engineering reserves the right to apply a reduced warranty period.

1.12. Packed and unpacked products

We will ensure proper packaging to minimize the risk of damage due to transportation and handling.

1.13. Assembly

Exit Engineering SRL shall not be responsible for any damage caused by the installation of a product received. We strongly recommend that you check the goods before assembling them or give them to the person who will assemble them (also make sure that they are competent in relation to the specifications of the product). If the article is damaged or if the warranty expires Exit Engineering SRL can not be held responsible.

1.14. Controversies

In compliance with EU Regulation 524/2013, the European Commission's online dispute resolution platform is available through: <http://ec.europa.eu/consumers/odr/> . This procedure may involve costs for both parties depending on the entity chosen as arbitrator of the dispute.

1.15. Cookies

Exit Engineering SRL reserves the right to use cookies in order to improve the service.

More information can be found on the page Cookies

1.16. Terms of the law

The terms and conditions of Exit Engineering SRL are stipulated according to Italian and European regulations. Any dispute that may arise between the parties, are governed by Italian law and subject to the exclusive jurisdiction of the courts of Italy.

1.17. Ownership of information

All descriptions, photos and any information relating to articles on the site www.exitcarbon.com are considered property of Exit Engineering SRL. No total or partial reproduction is allowed without permission. The ExitCarbon website is intended for viewing



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by the end user. The use of automated processes to detect content or prices is considered a violation of copyright and is prohibited unless expressly agreed with Exit Engineering SRL or where the same Exit Engineering SRL has authorized the process.

2. Payments

Payment methods may vary depending on the country of destination set. Transactions are always made in euros (€). Any currency changes are to be considered as indicative value that may not correspond with the total amount that will be charged.

2.1. Credit card (Visa, Visa electron, Mastercard)

Once you have selected the payment method Credit card you will be redirected to the secure portal with encryption of data transmission and in compliance with the processing of sensitive data. There are no surcharges for this payment method. The card will be charged in real time and marked as "Exit Engineering SRL". No card data will be transmitted or recorded by Exit Engineering SRL.

2.2. Anticipated wire transfer

Once you have made your purchase you will receive an email with the bank details to make the transfer. Please include the order number or invoice number in the reason for payment. The order will be prepared and shipped ONLY upon receipt of credit. All handling fees charged by banks or currency conversion for transfers is charged to the buyer and varies depending on the contract with your bank. The time of credit is around 2-3 working days.

3. Return Policy and Return Form

3.1. Unwanted products

Exit Engineering SRL recognizes the possibility to return products within 14 days of receipt of goods only for products not made on the explicit and informed request of the customer, based on the customizations required and with an express indication of this condition in the offer sent by Exit Engineering SRL to the customer.

3.1.1. Conditions

To proceed with the return it is necessary for the products to be in perfect condition, without any sign of use, washing or assembly, with their original box and / or bags, labels, instructions and everything included. They must therefore be in the same state in which they were purchased.



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3.1.2. *Instructions*

Send an e-mail to info@exitcarbon.com where you communicate the return and wait for confirmation.

Once you have received the return number, fill out **the return form** in all its fields, attach a copy of a proof of purchase (such as the order summary with attached receipt or invoice) and put everything in the package.

Properly pack the goods and the original packaging itself so as to ensure the integrity during transport.

Write outside the package:

Name, surname, address of sender

Original order number

Number of returns (received by email from customer service)

Destination address:

Exit Engineering SRL
Servizio Resi
Via Industria, 43
30010 Camponogara (VE)
Italy

Send the package by post or courier according to your preferences. We recommend an insured shipping service with tracking system as the sender will be responsible for any damage, non-delivery, delays. The costs of return (shipping costs / packaging) are borne by the customer.

Once received, the products will be carefully checked to ensure that they meet the conditions for return. In the presence of signs of use, the return is rejected.

The refund will be made with the same method of payment chosen at the time of purchase and the refund may be delayed a few days before it can be viewed (depending on the type of card used). Remember that in the case of credit cards it may happen to see the credit entry on your account the following month with the statement (the transaction should, however, already be visible in the list of movements / of the respective card)

Exit Engineering SRL also offers the pick up with its own courier. If you would like more information please contact our customer service. A fee will be charged for this service.

3.1.3. *Notes*

In case we receive goods that do not comply with the conditions of return or damaged by incorrect use by the customer, the refund will be denied (with subsequent return of the goods at the expense of the customer) or partially executed.

If, after the return, you do not receive any updates within 14 working days, please contact customer service.

3.2. *Defective products (as soon as received)*

Exit Engineering SRL verifies the products before sending them, but if you find a defect in the product within 10 days of receipt, please contact us to point out the problem in order to assess whether it can be resolved without return and, if possible, Exit Engineering SRL will make a pick up with its courier.

3.2.1. *Conditions*

In the case that the products have been used, they must be cleaned before returning, otherwise we will charge the cost of restoring them to their original condition.

3.2.2. *Instructions*

Please contact our customer service department by email at info@exitcarbon.com informing them of the defect and waiting for an answer. We recommend that you enclose photographic or video material, which may also be sent to the manufacturer/supplier.

If it is necessary to return the defective product, once received the return number, fill in the return form in all its fields, attach a copy of the proof of purchase (such as the order summary with attached invoice) and put everything in the package.

Pack the goods properly so as to ensure the integrity during transport.

Write outside the package:

Name, surname, address of sender

Original order number

Return number (provided by customer service)

Destination address:

Exit Engineering SRL
Servizio Difetti
Via Industria, 43
30010 Camponogara (VE)



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Italy

In the case of defects identified by our technical department, when covered by warranty, if possible we will pick up with our shipping service, anticipating the product (if available). In some situations, the pick up service may not be available, then the customer will arrange with the customer service to send (with tracking code and insurance) the products, whose shipping costs will be refunded later by Exit Engineering SRL (it will be judged on a case-by-case basis and the value of an insured economic shipment will be refunded). We will do our best to proceed as quickly as possible to restore the product to the customer (sometimes it takes technical lead time that does not depend on Exit Engineering SRL).

If our technical department is not able to determine with certainty that the defect is covered by warranty, due to incorrect installation or use, will need to follow the warranty procedure.

3.2.3. Notes

Exit Engineering SRL reserves the right to propose a refund if complications arise for the restoration of the product. The refund will be made with the same method of payment chosen at the time of purchase and the refund may be delayed a few days before it can be viewed (depending on the type of card used). Remember that in the case of credit cards, it may happen to see the credit entry on your account the following month with the statement (the transaction should, however, already be visible in the list of movements / balance of the respective card)

If you do not receive any updates within 14 working days after your return, please contact customer service.

3.3. Products under warranty

All products made on the explicit and informed request of the customer by Exit Engineering SRL are covered by official manufacturer's warranty for 24 months from the receipt of goods and 24 months for products for which this specific warranty condition is indicated in the offer proposed to the customer for its approval. The warranty will be applied to products that present defects of conformity and / or operation not found at the time of purchase. If you have just received the product, see the section Defective products (as soon as received).

3.3.1. Conditions

There are exceptions where the validity of the warranty may be shorter or longer.

Products whose problem is due to wear and/or deterioration are not subject to warranty.

The warranty does not apply in the event of incorrect installation of the product, poor maintenance, abuse or negligence, incorrect and/or fraudulent use of the product, alteration of the same or unauthorized attempts to repair.

The warranty is personal and therefore applicable to the original purchaser.

Any item repaired or replaced under warranty will in turn be covered by the warranty for a period equal to the remaining warranty period of the original product.

Any repair costs for items not covered by the warranty will be notified to the purchaser in advance. The consumer will then be able to decide whether or not to have the item repaired.

3.3.2. Instructions

Contact our Customer Service info@exitcarbon.com sending, if possible, the photographic or video material and the description of the problem that you encounter.

If you need to return the product for an alleged defect covered by the warranty, once you have received the return number, fill in the warranty form in all its fields, attach a copy of the proof of purchase (such as the order summary with attached receipt or invoice) and put everything in the package. In the absence of this document will not be possible to make use of the warranty. Due to the rapid deterioration of the chemical paper used to issue the receipt, Exit Engineering SRL advises the buyer to make a copy or a scan.

Pack the goods properly so as to ensure the integrity during transport.

Write outside the package:

Name, surname, address of sender

Original order number

Return number (provided by customer service)

Destination address:

Exit Engineering SRL
Servizio Garanzie
Via Industria, 43
30010 Camponogara (VE)
Italy

When possible, we will pick up the item with our shipping service. In certain situations the pick up service may not be available, so the customer will arrange with the customer service to send (with tracking code and insurance) the products, whose shipping costs will be refunded later by Exit Engineering SRL. This will be evaluated case by case, in any case the value of an insured economic shipment will be refunded.



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Exit Engineering SRL, will contact the customer informing him of the time needed for verification and any product warranty. In the event that the warranty is confirmed for a defect, we will proceed with replacement or repair, or, at the discretion of Exit Engineering SRL. If it is not possible to repair or replace the product, Exit Engineering SRL reserves the right to propose an alternative of equal or greater value. In some cases, once confirmed the warranty, Exit Engineering SRL may anticipate the product if available in stock.

3.4. Shipping errors

In case of incorrect shipping of products from Exit Engineering SRL, please contact us within 48 hours of receipt of the package. We will resolve the problem in the shortest possible time without charge to the customer.

3.5. Replacement incorrect dimensions

In case of items purchased with incorrect size we proceed as with the unwanted products.



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3.6. Bulky products

For bulky products to return we recommend to contact us first for some suggestions and to check if there is the possibility of a pick up by our courier with more favorable rates. We recommend to keep the original packaging for a possible return.

3.7. Products on demand

If you purchase a product in the category of "non-prefabricated goods produced according to an individual choice or decision of the consumer" you can not modify in any way or cancel the order once placed. It is not even possible to apply the right of withdrawal, or request a refund or issue a voucher of the value of the goods ordered for a replacement of the above with any other product, as these are goods specially assorted according to the specifications of the customer. The waiting time is approximate, if there are significant delays the Customer Service will promptly contact the customer to inform him and, in certain cases of excessive delay, Exit Engineering SRL reserves the right to propose the cancellation of the order and refund.

3.8. Return goods non EU, unwanted products

Exit Engineering SRL recognizes the ability to return products within 14 days of receipt of goods only for products not made on the explicit and informed request of the customer, based on the customizations required and with an express indication of this condition in the offer sent by Exit Engineering SRL to the customer.

3.8.1. Conditions

To proceed with the return it is necessary for the products to be in perfect condition, without any sign of use, washing or assembly, with their original box and / or bags, labels, instructions and everything included. They must therefore be in the same state in which they were purchased.

3.8.2. Instructions

Send an email to info@exitcarbon.com where you communicate the return and wait for confirmation.

Once you have received the return number, fill in the return form in all its fields, attach a copy of a proof of purchase (invoice) and put everything in the package.

Properly pack the goods and the original packaging itself so as to ensure the integrity during transport.

Write outside the package:

Name, surname, address of sender

Original order number

Number of returns (received by email from customer service)

Destination address:

Exit Engineering SRL
Servizio Resi
Via Industria, 43
30010 Camponogara (VE)
Italy

Send the package by post or courier according to your preferences. We recommend an insured shipping service with tracking as the sender will be responsible for any damage, non-delivery, delays. The costs of return (shipping costs / packaging) are borne by the customer.

Before returning the goods, ask your authorities if there is a possibility of refunding the taxes paid in your country.

When filling in the customs declaration forms (CN22 and/or CN23) it is necessary to indicate "Returned goods - Failed sale" and attach them to the outside of the package. Please follow carefully the return procedure that will be provided by our Customer Service because if we find any customs duties / charges, the package will NOT be accepted and will be rejected (locked in customs or returned back with any additional charges always borne by the sender).

Once received, the products will be subjected to an accurate check to ensure that they meet the conditions of return. In case of signs of use, the return is rejected (this is because Exit Engineering SRL takes care that each user receives the material perfectly new and unused).

Within 14 working days of receipt of the goods, when passed the check, the value of the returned products will be refunded.

The refund will be made with the same method of payment chosen at the time of purchase and the refund may be delayed a few days before it can be viewed (depending on the type of card used). Remember that in the case of credit cards, it may happen to see the credit entry on your account the following month with the statement (the transaction should, however, already be visible in the list of movements / balance of the respective card)

Exit Engineering SRL offers in some cases also the pick up with its own courier. If you wish to have more information please contact our customer service. A contribution will be required for this service.

3.8.3. Notes

For Iceland, Liechtenstein, Norway the same procedure is followed for international returns with the difference that in case of total return of the order the shipping costs of the outward journey will be refunded (not exceeding the value of an insured economic shipment).

In case of receipt of goods that do not comply with the conditions of return or damaged by incorrect use by the customer, the refund will be denied (with subsequent return of the goods at the expense of the customer) or partially executed.



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If you do not receive any updates within 14 working days after returning the goods, please contact Customer Service.

3.9. Defective products (as soon as received)

Exit Engineering SRL carries out checks on products before sending them, but if you find a defect in the product within 10 days of receipt, please contact us to point out the problem in order to assess whether a solution is possible without return.



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3.9.1. Conditions

In the case of used products, they must be cleaned before returning, otherwise they will be returned to the sender.

3.9.2. Instructions

Please contact our Customer Service at info@exitcarbon.com and notify us of the defect and we will await your response. We recommend that you attach photographic or video material.

If you need to return the defective product, once you have received the return number, fill in the return form in all its fields, attach a copy of the proof of purchase (the invoice) and put everything in the package.

Pack the goods properly so as to guarantee their integrity during transport.

Write outside the package:

Name, surname, address of sender

Original order number

Return number (provided by customer service)

"Returned goods - Failed sale"

Destination address:

Exit Engineering SRL
Servizio Difetti
Via Industria, 43
30010 Camponogara (VE)
Italy

In the case of defects identified by our technical department, covered by warranty, if possible we will pick up with our shipping service, anticipating the product (if available). In certain situations, the pick up service may not be available, then the customer will arrange with the customer service to send (with tracking code and insurance) the products, whose shipping costs will be refunded later by Exit Engineering SRL (it will be judged on a case-by-case basis and the value of an insured economic shipment will eventually be refunded). We will do our best to proceed as quickly as possible to restore the product to the customer (sometimes it takes technical time that does not depend on Exit Engineering SRL).

If our technical department is not able to determine with certainty that the defect is covered by the warranty due to incorrect installation or use will need to follow the warranty procedure.

It is also necessary to fill in the customs declaration forms (CN22 and/or CN23) indicating "Returned goods - Failed sale" and attach them to the outside of the package. Please follow carefully the return procedure that will be provided by our customer service because if customs duties are found, the package will NOT be accepted and rejected (blocked at customs or returned back with any additional costs always borne by the customer).

3.9.3. Notes

Exit Engineering SRL reserves the right to propose a refund if complications arise for the restoration of the product. The refund will be made with the same method of payment chosen at the time of purchase and the refund may be delayed a few days before it can be viewed (depending on the type of card used). Remember that in the case of credit cards it may happen to see the credit entry on your account the following month with the statement (the transaction should, however, already be visible in the list of movements / balance of the respective card)

If you do not receive any updates within 20 working days after your return, please contact customer service.

3.10. Products under warranty

All products made on the explicit and informed request of the customer by Exit Engineering SRL are covered by official manufacturer's warranty for 24 months from receipt of goods and 24 months for products for which this specific warranty condition is indicated in the offer proposed to the customer for its approval. The warranty will be applied to products that present defects of conformity and / or operation not found at the time of purchase. If you have just received the product, see the section Defective products (as soon as received).

3.10.1. Conditions

There are exceptions where the validity of the warranty may be shorter or longer.

Products whose problem is due to wear and/or deterioration are not subject to warranty.

The warranty does not apply in the event of incorrect installation of the product, poor maintenance, abuse or negligence, incorrect and/or fraudulent use of the product, alteration of the same or attempts to repair unauthorized.

The warranty is personal and therefore applicable to the original purchaser.

Any item repaired or replaced under warranty will in turn be covered by the warranty for a period equal to the remaining warranty period of the original product.

Any repair costs for items not covered by the warranty will be notified to the purchaser in advance. The consumer will then be able to decide whether or not to have the item repaired.

The shipping costs of return are always borne by the buyer.



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3.10.2. Instructions

Contact our Customer Service at info@exitcarbon.com and send, if possible, the photographic or video material and the description of the problem.

If you need to return the product for an alleged defect covered by the warranty, once you have received the return number, fill in the warranty form in all its fields, attach a copy of the proof of purchase (such as the order summary with attached invoice) and put everything in the package. In the absence of this document will not be possible to make use of the warranty. Pack the goods properly so as to ensure the integrity during transport.

Write outside the package:

Name, surname, address of sender

Original order number

Return number (provided by customer service)

"Returned goods for warranty"

Destination address:

Exit Engineering SRL
Servizio Garanzie
Via Industria, 43
30010 Camponogara (VE)
Italy

Send the package by post or courier according to your preferences. We recommend an insured shipping service with tracking as the sender will be responsible for any damage, non-delivery, delays. The costs of return (shipping costs / packaging) are borne by the customer.

It is also necessary to fill in the customs declaration forms (CN22 and/or CN23) indicating "Returned goods - Failed sale" and attach them to the outside of the package. Please follow carefully the return procedure that will be provided by our customer service because if customs duties are found, the package will NOT be accepted and rejected (blocked at customs or returned back with any additional costs always borne by the customer).

Exit Engineering SRL will contact the customer informing him of the time needed for verification and any product warranty.

In the event that the warranty is confirmed for the defect found, we will proceed with replacement or repair at the discretion of Exit Engineering SRL. If it is not possible to repair or replace the product, Exit Engineering SRL reserves the right to propose an alternative of equal or greater value. In some cases, once confirmed the warranty Exit Engineering SRL may anticipate the product if available in stock.

Once the product is ready, Exit Engineering SRL will ship it. If it is necessary to charge shipping costs for the return, these costs will be communicated in advance and charged to the customer. Alternatively, you can place the restored product in a new order by making it present in the notes of the order.

3.11. Shipping errors

In case of incorrect sent items from Exit Engineering SRL please contact us within 48 hours of receipt of the package. We will resolve the problem in the shortest possible time without charge to the customer.

3.12. Replacement incorrect dimensions

In case of items purchased with incorrect size we proceed as with the unwanted products.

3.13. Bulky products

For bulky products to return we recommend contacting us first for some suggestions and to check if there is the possibility of withdrawal by our courier with more favorable rates. We recommend to keep the original packaging for a possible return.

3.14. Products on demand

If you purchase a product in the category of "non-prefabricated goods produced according to an individual choice or decision of the consumer" you can not in any way modify or cancel the order once placed. It is not even possible to apply the right of withdrawal, or request a refund or issue a voucher of the value of the goods ordered for a replacement of the above with any other product, as these are goods specially assorted according to the specifications of the customer. The waiting time is approximate, if there are significant delays the Customer Service will promptly contact the customer to inform him and, in certain cases of excessive delay, Exit Engineering SRL reserves the right to propose the cancellation of the order and refund.