

# Sales Terms and Conditions for online purchases

ParmaLook - <https://www.parmalook.it>

**Last update: January 7, 2020**

## Service description

Agenzia di viaggi telematica Look Eat by Parmalook di Matteo Agoletti, having its registered and administrative office in Via Partigiani d'Italia 12, 43010, Pontetaro, Parma (PR), Italy (hereinafter "ParmaLook"), offers all users a range of services (hereinafter the "Services") including the possibility to book a guided tour organised by ParmaLook as well as the possibility to purchase gastronomic products (hereinafter the "Products").

Products and Services can be purchased online through, respectively, the "Tours" and the "Products" sections of the <https://www.parmalook.it>, website (hereinafter the "Website"), of which ParmaLook is the only and exclusive owner.

## General notes

These Sales Terms and Conditions for Online Purchases (hereinafter "Terms and Conditions") are governed by the Consumer Code (Legislative Decree no. 206/2005 as amended) and by the applicable provisions on electronic commerce (Legislative Decree no. 70/2003 as amended), and apply solely to the web-based sale of the Services as identified and listed in the "Tours" and "Products" section of the Website.

## Amendment

We may amend these Terms and Conditions from time to time by posting a revised version and updating the "Last updated" date of this document.

The revised version will be effective at the time we post it.

We encourage you to review these Terms and Conditions whenever you intend to purchase our Products or Services in order to stay informed about our information practices and the choices available to you and to contact us if you have any questions about these changes.

## Offer to the public

The Products and Services and the respective prices as shown in the Website constitute an offer to the public in accordance with the procedures specified in the Terms and Conditions and in the Website <https://www.parmalook.it>.

The Conditions of this offer apply exclusively to purchases made through the aforesaid Website.

Purchase contracts entered into through the Website and concerning the Products (hereinafter the "Purchase Contracts" or simply the "Contracts") are entered into with Agenzia di viaggi telematica Look Eat by Parmalook di Matteo Agoletti.

## Prices

All the Product and Services prices shown on the Website, are inclusive of VAT.

Delivery charges (hereinafter "Delivery Charges") and charges related to any additional services offered by ParmaLook, as set out in the subsequent articles of these Terms and Conditions, are at the Customer's expense and shall be adequately detailed in the Purchase Order.

The Price applicable to the Products and Services are as stated in the Website at the time of submitting the Order, regardless of any prior offers or subsequent price changes.

## Orders

Purchase Orders shall be made online through the order procedure (hereinafter the "Order Procedure") of the Website.

To complete the Purchase Order the Customer may simply enter the information required to make the Purchase in the appropriate form that is shown on the website at the time the Customer explicitly wants to use a Service or to purchase one or more Products.

The Order Procedure is completed correctly if the Website does not display any error messages (the system cannot detect errors in the data entered by Customers in the Billing Address and Shipping Address fields). The Purchase Contract is deemed to have been entered into between ParmaLook and the Customer at the time the Order is received by ParmaLook.

In this case, ParmaLook shall acknowledge receipt of the Order by sending an order confirmation e/-mail (hereinafter "Order Confirmation") to the email address provided by the Customer.

The Confirmation shall contain a summary of the selected Products and Services, their respective Prices (including Delivery Charges and charges for any additional Services requested by the Customer), the shipping address, the order code (hereinafter the "Order Code"), the Sales Terms and Conditions set out therein, and any Special Conditions applicable to each individual Order and determined on the basis of specific Customer requests.

ParmaLook reminds Customers to check carefully that the information contained in the Order Confirmation is correct, and to notify any corrections to ParmaLook within 24 (twenty-four) hours after receiving it.

The system-generated Order Code communicated by ParmaLook, shall be used by the Customer in all communications with ParmaLook.

The offered Products and Services may occasionally be unavailable, in this case, if all or part of the Products selected by the Customer are unavailable, ParmaLook shall promptly notify the Customer accordingly.

## **Payment methods**

Payment for the Order shall be made at the time of submitting the Order to ParmaLook.

Payment shall be made online using the services offered by PayPal, following the directions provided in Website.

ParmaLook shall issue an invoice for the Purchase Order and shall email it to the person in whose name the Order was placed.

If the person who placed the Order does not receive the invoice via email within 48 (forty-eight) hours after Order confirmation, he/she may contact ParmaLook by using the communication channels shown on the Website or, in any case, one of the contacts of the "Contacts" section of these Terms and Conditions.

The invoice shall be issued on the basis of the information provided by the Customer.

Therefore, ParmaLook reminds Customers to check very carefully that the information provided is correct.

## **Delivery procedures**

Agenzia di viaggi telematica Look Eat by Parmalook di Matteo Agoletti shall deliver the Products (hereinafter "Delivery Service" or simply the "Delivery") through specialized carriers specifically designated by ParmaLook (hereinafter the "Shippers"), within the Italian territory only.

At the time of Delivery, the Customer or a trusted person should be present to check that the packaging is intact and clean and that the Products received match those listed in the Order.

In case of visible defects, such as incorrect quantity and/or incorrect and damaged packaging, ParmaLook requests the Customer or his/her representative to report these non-conformities in the shipping document and to contact ParmaLook by using the communication channels shown on the Website or, in any case, one of the contacts of the "Contacts" section of these Terms and Conditions.

ParmaLook shall deliver the purchased Products to the address provided by the Customer, within 30 (thirty) days after the Order Confirmation email has been sent to the Customer.

## **Delivery charges**

Delivery charges (hereinafter "Delivery Charges") are at the Customer's expense and shall be appropriately set out and detailed in the Purchase order and in the subsequent Order Confirmation.

## **Support services**

Customers can find out about support services, including after-sales support (hereinafter “Support Services”), by using any of the communication channels shown on the Website or, in any case, one of the contacts of the “Contact” section of these Terms and Conditions.

## **Purchase Order Cancellation**

Customers wishing to cancel their Orders may do so within 24 (twenty-four) hours after payment, without additional charges.

In this case, ParmaLook shall refund to the Customer the full amount paid via the same channel used by the Customer to purchase the Product and/or Services.

In case of order cancellation later than 24 hours from payment, ParmaLook shall refund to the Customer the paid amount after deduction of the Delivery Charges, in the same manner as described above.

## **Personal data processing**

Customers’ data are processed by ParmaLook in accordance with personal data protection regulations, as specified in the Privacy Policy document available in the “Privacy Policy” section of the Website <https://www.parmalook.it>.

For whatever is not directly explained here, please refer to the contents of our Privacy Policy.

## **Communications**

All communications should be transmitted to ParmaLook through any of the communication channels shown on the Website or, in any case, one of the contacts of the “Contacts” section of these Terms and Conditions.

## **Final provisions**

The invalidity in whole or in part of any provision of these Terms and Conditions shall not affect the validity of the remaining provisions.

## **Contacts**

For the convenience of the Customers the following is a list of contacts that can be used to contact ParmaLook about what contained in these Terms and Conditions.

Email: [info@parmalook.it](mailto:info@parmalook.it),

Telephone: +39 393 8853116,

ParmaLook’s registered office:

Agenzia di viaggi telematica Look Eat by Parmalook di Matteo Agoletti

Via Partigiani d’Italia 12, 43010, Pontetaro, Parma (PR), Italy