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P.IVA/C.F./Reg. Imprese di
Verona 02539580239
R.E.A. VR 0245134
Cap. Soc. € 100.000,00 i.v.

GENERAL TERMS AND CONDITIONS OF SALE

1. Delivery dates are indicative and non-binding, and are subject to changes based on the availability of goods from our suppliers and the condition that the Customer has settled any overdue amounts related to previous supplies. Similarly, the prices indicated in this Order Confirmation may be subject to variations in the event of sudden and exceptional price increases applied by our suppliers due to changing market conditions.

2. The Customer's purchase order is not binding for Troll. The sale is finalized upon the Customer's receipt of the Order Confirmation indicating the order details, availability of the goods, price, and expected delivery times.

3. If the product price is linked to the exchange rate between the euro and a foreign currency, a margin of 2.5% will be applied to the exchange rate indicated by Troll on the invoice.

4. Goods are sold ex-works from Troll's warehouse; therefore, transport risks are entirely borne by the Buyer. The goods are considered delivered to the Customer as soon as they are picked up by the carrier or by the Customer themselves from Troll's warehouse.

5. Products sold by Troll will be free from defects and guaranteed for a period of 12 months from the delivery date to the Customer. The warranty applies exclusively to Troll's direct Customer; complaints from third parties will not be accepted. Any defects or faults must be notified to us in writing as soon as possible and no later than 8 days from receipt of the goods. In the event of verified and promptly reported defects, faults, or lack of product quality, Troll will be obliged only to replace, repair, or credit such defective products at its discretion, excluding any other liability for damages that may occur, to the Customer or third parties, as a result or consequence of the use of the products, to the maximum extent permitted by law. Samples, prototypes, and products under development are delivered as-is and without warranty.

6. No returns will be accepted without prior written authorization from Troll. If a return authorization number is provided to the Customer, this number must be indicated on both the packaging and accompanying documents of the returned products, which must be returned intact, untampered with, and adequately packaged. The goods must be delivered ex-works Troll's warehouse and will travel at the Customer's risk. Issuance of a return authorization number does not automatically entitle the Customer to a credit or replacement of the goods.

7. Troll will not be liable for damages if events beyond its control prevent it from fulfilling its contractual obligations, either partially or entirely.

8. Partial execution of the order by Troll or any other performance toward the Customer shall not be considered or interpreted as tacit or implicit acceptance of any general contract conditions not explicitly signed by Troll's legal representative.

9. Products manufactured by Troll are not designed for use in devices or systems intended for surgical implantation into the human body, life-sustaining or life-controlling applications, military or nuclear uses, or applications where malfunction may lead to loss of life or catastrophic damages. If the Customer intends to use Troll's products for such applications, they must request and obtain a signed document from Troll's legal representative certifying the suitability of the products for these uses.

10. Any requests to reschedule deliveries will be evaluated case by case and must be authorized with a new Troll Order Confirmation. Such requests must be made at least 30 (thirty) days before the agreed delivery date.

11. For any disputes, the Court of Verona shall have exclusive jurisdiction.

Best regards,
TROLL SRL
Sole Director
Zanchetta Paolo