

INTERPHONE

WITHDRAWAL FORM

To request the “Return code (RMA)*” you must fill in this form and send it to the address Interphone.seller.esp@t-data.it

Please write in block letters and fill in all fields, apart from the “Return code (RMA)” field.

After receiving the “Return code (RMA)”, write it in the space provided and put this form in the parcel together with the products you want to return.

PURCHASER'S DATA

Name and surname: _____

Address: _____

Telephone number: _____

Email address: _____

ORDER DATA

Order number: _____

Return code (RMA)*: _____

DETAILS OF THE RETURNED PRODUCTS

PRODUCT SKU	DESCRIPTION OF THE PROBLEM FOUND

Date and place _____, _____

Customer's signature _____

Legal guarantee

All products sold on the interphone.com website ("Site") are covered by the legal guarantee of conformity provided for in Articles 128-135 of the Consumer Code ("Legal Guarantee"). The Legal Guarantee is reserved for consumers (see article 3, paragraph 1, letter a) of the Legislative Decree 6 September 2005, n. 206 - "Consumer Code"). It therefore applies only to users who have made the purchase on the Site for purposes unrelated to business, commercial, craft or profession eventually carried out. Those who have purchased on the Site and who do not have the status of consumers will be applied to guarantees for defects in the thing sold, the guarantee for defects of promised and essential quality and the other guarantees provided for by civil code with the relative terms, forfeitures and limitations. The seller, and, therefore, as regards the purchases made on the Website, T-Data s.r.l. ("T-Data S.r.l.") is liable to the consumer for any lack of conformity existing at time of delivery of the product and which occurs within two years of delivery. The lack of conformity must be reported to the seller, under penalty of forfeiture of the guarantee, within two months from the date on which it was discovered. Salvo proof to the contrary, it is assumed that the lack of conformity that occurs within six months of delivery of the product existed already on that date, unless this hypothesis is incompatible with the nature of the product or with the nature of the lack of conformity. To starting from the seventh month following the delivery of the product, it will instead be the responsibility of the consumer to prove that the defect of conformity already existed at the time of delivery. In order to take advantage of the Legal Guarantee, the user must therefore provide proof of the date of purchase and delivery of the goods first. Therefore, it is appropriate for the user, for the purposes of this proof, keep the order confirmation e-mail or purchase invoice, if required, or the transport document or any other document that can attest the date of the purchase (for example the credit card statement or bank statement) and delivery. There is a lack of conformity when the purchased good:

1. is not eligible for use at which usually serve goods of the same type; 2. does not conform to the description given by the seller and does not possess the qualities of the goods that the seller has presented to the consumer as a sample or model; 3. does not have the usual qualities and performance of a good of the same type, which the consumer can reasonably expect, also considering the declarations made in the advertising or labeling; 4. is not suitable for the particular use intended by the consumer and which has been brought by them to knowledge of the seller at the time of conclusion of the contract and that the seller has accepted. They are therefore excluded from the scope of the Legal Warranty any faults or malfunctions caused by accidental events or by responsibility of the user or use of the product that does not comply with its intended use and / or as provided in the technical documentation attached to the product. In the event of a lack of conformity duly reported, the user is entitled: - primarily, the free repair or replacement of the asset, at its option, unless the remedy requested is objectively impossible or excessively expensive compared to the other; - in secondary way (in the case that is in which the repair or the substitution are impossible or excessively burdensome or the repair or replacement has not been carried out within a reasonable time or the repair or replacement previously carried out have caused considerable inconvenience to the consumer) price reduction or contract termination, at your choice. The requested remedy is excessively onerous if it imposes on the seller unreasonable expenses compared to alternative remedies that can be experienced, taking into account: (i) the value that the

well it would have if there were not the lack of conformity; (ii) the extent of the lack of conformity; (iii) the possibility that the remedy alternative can be experienced without significant inconvenience to the consumer. In the event that a product purchased on the Site, during the period of validity of the Legal Guarantee, you manifest what could be a lack of conformity, the user can or contact Customer Service, at the addresses indicated in the "Contact Us" section of the Website and in art. 18 of the General Conditions of Sale or follow directly the procedure indicated below. In all cases, in fact, the user, whether he has purchased the Produced as a registered user who has made the purchase without registration, he must: (i) complete the exercise form of the legal guarantee made available to him on the Site at the bottom of this page ("Legal Warranty Request Form") and send it to T-Data S.r.l. by e-mail to the address indicated in art. 18 which follows as well as on the form itself or, if available, through the guided procedure made available through the Site (ii) if the defect is visible, send, together with the Warranty Request Form Legal, the photographic documentation supporting the request or, if the defect is not visible, a detailed description of the same; (iii) send, together with the Legal Warranty Request Form, a copy of the order confirmation and / or invoice, if requested. T-Data S.r.l. will promptly respond to the reporting of the alleged lack of conformity and, if based on the documentation received, believes that there is a well-founded suspicion that the alleged lack of conformity could exist, unprejudiced, on the one hand, the rights attributed to the user by the law and, on the other, the right of T-Data S.r.l. to ascertain non-existence of the alleged defect, T-Data S.r.l. will send the user a code ("Legal Warranty Return Code") to be included in the package together with Product subject of the report and will contact the user in order to agree with him the withdrawal, at T-Data S.r.l.'s expense, of Product itself. Once the Legal Guarantee Code has been received, the user must: (i) enter this code in the copy of the Form Legal Guarantee Request; (ii) insert this form in the package together with the Product object of the report; (iii) deliver the package (with the Product that is the subject of the report and the Legal Warranty Request Form filled in with the Return Code inside) Legal Guarantee) to the courier sent by T-Data S.r.l. on the agreed day and time. Received the Product object of the report, T-Data S.r.l. will carry out the verification of the existence or otherwise of the alleged defect. If it deems that the defect exists: a) in the case in which the remedy that can be carried out is the repair of the Product, T-Data S.r.l. will carry out, also through third parties and, in particular, CellularLine, the repair of the Product and will, at its own expense, deliver the repaired Product to the user within a maximum time of 60 working days from the day he became aware of the report, receiving the Legal Warranty Request Form; b) in the event that the remedy available is the replacement of the Product, T-Data S.r.l. will proceed to the termination of the purchase contract and to the reimbursement of the Total Amount Due paid by the user, on the same payment method used for the initial transaction, within a maximum period of 60 working days from the day on which he became aware of the report, receiving the Request Form Legal Guarantee; the user must then proceed with the execution of a new order through the Site, having as object the Replacement product, proceeding to the payment of the same, in the manner indicated on the Site; T-Data S.r.l. will proceed, therefore to his expenses, to deliver to the user the replacement Product, within the delivery term indicated during the purchase process, and to reimburse the user for the Shipping Costs associated with the order of the replacement Product by recognizing a corresponding purchase voucher; this voucher will be given to the user by activating a code personalized, which will be sent to the user by e-mail within 15 days from the day on which the conditions for their have occurred issue and which will be redeemable on the Site within a maximum period of [3] months from crediting. In the case in which, instead, T-Data S.r.l. received the Product object of the report, considers, after the verification, that the alleged lack of conformity does not exist, will notify the user by e-mail and contact him to agree on the terms of collection or delivery of the Product they must take place at the expense and under the responsibility of the user, without prejudice to the rights attributed to the user by the law.