

GENERAL CONDITIONS OF SALE END CONSUMER AND COMPANY

0. INTRODUCTION

The sale of the items marketed by luminalpark.com is subject to the terms and conditions indicated below. Please read them carefully before using the site. By using this site, you accept the following terms and conditions.

These conditions of sale only concern end consumers or customers with a VAT number who have not joined the LP-Business programme. If you are an LP-Business consumer, the conditions of sale are visible after logging in to the site with your credentials.

1. ACCEPTANCE OF THE CONDITIONS OF SALE

The contract stipulated between Luminal Park Srl and the Customer must be considered concluded when Luminal Park Srl accepts the order, even if only partially. Luminal Park Srl reserves the right to accept the order at its sole discretion. Acceptance is considered tacit if the Customer is not informed otherwise by any means. By placing an order in the manner provided, the Customer declares that they have read all the information provided during the purchase process and fully accept the general payment conditions set forth below.

2. PRODUCT DETAILS AND PHOTOS

We are fully committed to presenting the product accurately through photos, texts, illustrations and videos. In any case, we would like to clarify that the colour rendering of photos and videos strongly depends on the calibration of the monitor used. Luminal Park Srl cannot be held responsible for a failure to calibrate the monitor used and cannot guarantee that your monitor displays colours and textures exactly as they actually are in the product.

The technical data page and the diagrams on the product detail page faithfully reproduce the characteristics of the items included in the catalogue. Luminal Park Srl therefore reserves the right to modify the technical information of the items to adapt them to those provided by the manufacturers, without the need for prior notice.

3. PRODUCT PRICE

On the product detail page, "bundles on offer" discounts can be offered for the purchase of multiple pieces, or discounts depending on the quantity purchased. The site will automatically calculate the net discount based on the quantity of products added to the basket.

Some of the items presented may be further discounted for a limited period of time. In this case the "Promo" label is shown and the price is highlighted on the product detail page.

If the product price is reduced after the full price purchase, we cannot refund the difference. We always try to offer you the best price on the market, but we cannot guarantee that it is always the lowest.

Luminal Park Srl reserves the right to change prices at any time, without notice. If an incorrect and/or clearly unrealistic price is published for any reason (error in our systems, human error, etc.), the order will be cancelled, even if initially validated.

If a product is classified as oversize, an additional surcharge will be clearly indicated on the product page. This extra cost will be applied only once per order, regardless of the number of oversize items in the order.

4. ITEMS AVAILABILITY

On the product page and in the Cart, real-time stock availability is not displayed. However, it is clearly indicated when an item is unavailable or when availability is particularly limited.

We do our best to keep this information up to date, but discrepancies may occur due to simultaneous orders or inventory errors. Availability is therefore provided for information only and is not binding.

For this reason, once an order has been received, we reserve the right to verify the actual availability of the product and, if it is unavailable, to promptly notify you that the order has not been accepted. Luminal Park Srl shall not be held liable in such cases.

If the product is not immediately available, you will not be able to proceed with the purchase and the message "Not available" will be displayed.

If the product is not immediately available but can be pre-ordered, the estimated shipping date will be indicated. In this case you may proceed with the purchase, but the entire order will be shipped only when all items are available.

If the product is incoming, the quantity ordered from the supplier and the estimated delivery date to our warehouse will be displayed. The indicated arrival date is an estimate and may change without notice. Luminal Park Srl shall not be held liable for delays beyond the estimated delivery date.

If the product is unavailable and an incoming quantity is expected, you may request an email notification when the item becomes available again. This service does not imply any obligation to purchase on your part or any product reservation by Luminal Park Srl.

Luminal Park shall not be held liable if the product availability notification email is not received.

5. ORDER TRANSMISSION AND BILLING

You may purchase the available products published on our website, unless the product page expressly states that the product is reserved for Companies or customers with a VAT number.

A Company is a customer who purchases with a VAT number or, in any event, for purposes connected with their business, commercial, craft or professional activity.

For products reserved for Companies, purchases are permitted only to customers who enter the company details required for correct invoicing during the order process. Luminal Park reserves the right not to accept, to cancel or to suspend fulfilment of orders for reserved products where the purchase is made without a valid VAT number or without the required company details.

After selecting the product or products and adding them to the Cart, before completing the order you will be able to check all additional delivery and payment costs based on your preferences.

Once the checkout process has started, you must enter the delivery address and, if different, the address to be shown on the sales document.

If you need an invoice instead of a receipt, or if you are purchasing a product reserved for Companies or customers with a VAT number, you must create or select a company address, where you can enter the tax code and/or VAT number.

At this stage you may also enter, if required, the SDI code or PEC email address for the electronic invoice. If no SDI code or PEC address is provided, the invoice will be deposited in your tax account, which can be consulted on the Italian Revenue Agency website.

No changes will be possible after the order has been dispatched. All sales documents, including the order, receipt, delivery note and invoice, will be sent to you by email. No documents can be sent by ordinary post.

Correct receipt of the order is confirmed by an email sent to the address you provided. This communication confirms receipt of the order and summarises the personal details entered, the delivery address and the list of items purchased.

If the order is not accepted, including because the product is unavailable, the entered data are inaccurate, fulfilment is impossible or a reserved product has been purchased without the required eligibility, Luminal Park Srl will notify you promptly.

Any inaccuracies, address changes or notes for the courier must be communicated immediately after receiving the order confirmation.

Changes to the delivery or billing address are possible only before the order is prepared, by emailing Customer Service at support@luminalpark.com.

Once the order has been handed over to the courier, the destination address can no longer be changed until at least the first delivery attempt has been made.

Submitting the order automatically constitutes acceptance of these General Conditions of Sale.

6. ORDER CANCELLATION

An order may be cancelled only until preparation has started, with a full refund of the amount paid. If you have received the email confirming that the order has been prepared, cancellation will no longer be possible.

The cancellation request must be sent by email to info@luminalpark.com or communicated by telephone on +39 0386 51209.

If the order has already been prepared or handed over to the courier, it cannot be cancelled. You may still exercise the right of withdrawal in accordance with the procedures and time limits set out in Article 11.

7. WAIVER OF PURCHASE

You may reject the goods upon delivery. Please note, however, that when the credit note or refund is issued, in the case of advance payment (credit card, PayPal or advance bank transfer), the cost of returning the items to our warehouse, calculated according to the weight and volume of the shipment, will be deducted. Customers with a VAT number will also be charged the actual transport costs incurred to send the goods, even where those costs were initially offered free of charge.)

8. DISPUTE RESOLUTION

In accordance with the Italian Consumer Code (Legislative Decree 206/2005) and European legislation, we inform you that we do not participate in any Alternative Dispute Resolution (ADR) body.

The European Online Dispute Resolution (ODR) platform, previously available to the public, has been discontinued and is no longer accessible.

9. BOOKING AN ELECTRICIAN OR INSTALLER

Until you have received all the items and are satisfied with them according to your expectations, please do not book the electrician or installer. Luminal Park Srl will not be responsible for the costs of booking an electrician if there is a delay in delivery.

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10. WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE) MANAGEMENT

Luminal Park is highly committed to environmental protection and takes all legal obligations concerning the proper disposal of electrical and electronic waste seriously.

It is very important that electrical and electronic waste is disposed of correctly, so that it can be turned into a new product in the future without causing pollution. We therefore encourage you not to dispose of electronic waste with normal household waste, but to take it to the appropriate collection points available throughout Italy.

In accordance with the applicable legislation (Italian Ministerial Decree 65/2010, Article 1, paragraph 1), when you purchase electrical or electronic equipment, we guarantee the free collection of used electrical or electronic equipment, defined as WEEE, having the same function.

How can I use the free collection service for used WEEE?

- Immediately after placing an order, you must send a request by email to info@luminalpark.com;
- The used item to be returned must belong to the same category as the item you have just purchased, for example a candle, a light chain or a light-up figure;
- The new equipment must be intended for domestic use; the service cannot be requested if the purchase is made using a VAT number;
- The number of items collected must be the same as the number purchased.

How is the used equipment collected?

The WEEE collection is carried out by an appointed courier at a later time than the delivery of the new product.

You may also dispose of the WEEE free of charge through the network of Municipal Collection Centres located near your home.

11. END CONSUMER RIGHT OF WITHDRAWAL AND VOLUNTARY RETURN FOR COMPANIES

Scope of application

This article governs two different circumstances in which a product may be returned:

- a) the **right of withdrawal**, granted exclusively to Customers who qualify as End Consumers pursuant to the Italian Consumer Code (Directive 2011/83/EU and Italian Legislative Decree No. 21 of 21 February 2014 – New Consumer Rights Directive);
- b) the **voluntary return of a functioning product**, granted by Luminal Park, subject to the conditions set out below, to Companies, meaning customers who purchase using a VAT number or, in any event, for purposes connected with their business, commercial, craft or professional activity.

Right of withdrawal for End Consumers

The End Consumer's right of withdrawal is governed by the Italian Consumer Code in relation to contracts concluded at a distance and away from business premises.

If you purchase as an End Consumer, you have the right to withdraw from the contract, without having to provide any reason, within **14 calendar days** from the date on which the product is delivered.

End Consumer's responsibility

The End Consumer may handle the goods only to the extent necessary to establish their nature, characteristics and functioning.

If the product is used or handled beyond what is necessary for those purposes, the End Consumer shall be responsible for any reduction in the value of the goods, which may be deducted from the refund.

The goods must be returned intact, in their original packaging, complete in all respects and including all accessories, instruction sheets, identification tags, labels and any seals, where applicable.

The goods must not show any damage, signs of wear, dirt or alterations resulting from use beyond what is necessary to establish their nature, characteristics and functioning.

Voluntary returns for Companies or customers with a VAT number

If you purchase as a Company, and therefore using a VAT number, the right of withdrawal provided for by the Italian Consumer Code does not apply.

However, subject to the conditions set out in this article, Luminal Park allows you to request the voluntary return of a functioning product within **14 calendar days** from the date of delivery.

The voluntary return available to Companies does not arise from the legislation governing the End Consumer's right of withdrawal, but is a commercial option granted by Luminal Park.

For certain products, voluntary returns by Companies may be excluded. In such cases, the exclusion will be clearly stated on the product page with the wording **"Return not available"**.

The wording **"Return not available"** refers exclusively to the voluntary return of a functioning product requested by a Company and does not restrict any rights that may apply to defective, damaged, incorrect or non-compliant products.

The Company's voluntary return is permitted only with prior authorisation from Luminal Park.

To be accepted, the product must be:

- intact, complete and unused;
- resellable as new;
- returned in its original packaging;
- complete with all accessories, manuals, instruction sheets, identification tags, labels and any seals;
- free from signs of assembly, installation, wear, dirt, damage or tampering.

How to exercise the right of withdrawal or request a return

To exercise the right of withdrawal, if you are an End Consumer, or to request a voluntary return, if you are a Company, you may use our [Returns or Complaints Portal](#), which allows you to submit your request quickly and easily.

Alternatively, you may send a written declaration by email to info@luminalpark.com within the applicable time limits.

Please include the following information in your request:

- First name and surname, or company name;
- Order reference, date and number;
- Details of the items to be returned, stating the item code and quantity;
- Bank details, including IBAN and account holder, if the order was paid by advance bank transfer.

You may also send us your return request using the [form provided by Luminal Park](#).

After submitting the request, we will reply by email with the return instructions and a document to be printed and placed inside the parcel, containing the return reference number.

Please do not send the items before submitting the request through the Returns or Complaints Portal or by email, so that we can process the return correctly.

Deadline for returning the product

If you are an End Consumer, after informing us of your decision to withdraw, you must return the product without undue delay and, in any event, within **14 calendar days** from the date on which you informed us of the withdrawal.

If you are a Company, after receiving authorisation for the return, you must send the product within **5 calendar days**, in accordance with the instructions provided by Luminal Park.

The return must be arranged and managed independently using a transport service of your choice. The direct return costs shall be borne by you, unless otherwise stated in writing by Luminal Park.

For oversized, bulky or difficult-to-return products that cannot reasonably be sent using a standard transport service, the End Consumer may ask Luminal Park to arrange collection through an appointed courier. This service is optional and its cost will be communicated before collection is confirmed. The cost shall remain payable by the End Consumer and may either be paid separately or deducted from the refundable amount, subject to acceptance.

Return address

LUMINAL PARK SRL
Via Pinzone, 24
46025 POGGIO RUSCO (MN)
Italy

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Deadline for the End Consumer's refund

If you are an End Consumer and have correctly exercised your right of withdrawal, you will be refunded all payments made to us, including delivery costs and any surcharge for oversized or bulky products, except for any additional costs resulting from your choice of a delivery method other than the standard delivery offered by us.

The refund will be issued within **14 calendar days** from the date on which you informed us of your decision to withdraw.

In the event of a partial withdrawal, delivery costs will not be refunded. In addition, any surcharge for oversized products will be refunded only if all oversized products in the order to which that surcharge relates are returned.

The refund will be issued using the same payment method used for the original purchase.

The refund may be withheld until the goods have been received or until you have provided evidence that the items have been returned, whichever occurs first.

Deadline for the Company's refund

If you are a Company and the voluntary return has been authorised and accepted by Luminal Park, you will be refunded the price of the returned products, less the transport costs incurred for shipping the goods and any surcharge applied to oversized or bulky products.

These costs may be deducted from the refund even if, when the order was placed, they were initially discounted, reduced or not charged separately.

The refund to the Company will be issued only after the returned goods have been received and inspected at our warehouse.

Luminal Park reserves the right to refuse the refund or to reduce the refundable amount if the returned product is not intact, complete, unused, resellable as new, in its original packaging or compliant with the conditions established for voluntary returns.

The refund will be issued using the same payment method used for the original purchase, unless otherwise agreed in writing between the parties.

12. PAYMENT METHODS

During the purchase process, you can choose from several payment methods.

Credit or debit card

Credit card payments are processed through the PayPal platform, to which all order and payment information is transmitted securely.

We accept the main credit and debit cards operating on the Visa or Mastercard networks, including Postepay and prepaid cards.

After selecting credit card as your payment method and before confirming the order, you will be asked to enter your card details to complete the transaction. At the end of the payment process, you may be asked to enter the 3-D Secure or SecureCode authorisation code. This code is required to confirm that you are the legitimate cardholder. If you do not have this code, you must request it from your card issuer.

If you decide to cancel the order, the credit card transaction will be cancelled. For certain types of cards, the time required to release the authorised amount depends exclusively on the banking system and may continue until the authorisation expires naturally. Once cancellation of the transaction has been requested, Luminal Park Srl shall under no circumstances be held liable for any direct or indirect damage caused by delays in the release of the amount reserved by the banking system.

Luminal Park reserves the right to request additional information from you, such as copies of documents proving that you are the holder of the card used for payment. If the documentation is not provided within 5 days, Luminal Park Srl reserves the right not to accept the order.

Specific terms for Apple Pay payments

Apple Pay is available only to Apple users who have joined the platform in accordance with the methods and terms established by Apple. The payment methods and the procedures used to authenticate the cardholder are determined by Apple.

Specific terms for Google Pay payments

Customers using a device with an Android operating system may make payments through Google Pay, provided they have a Google account and a linked credit card. For further information, please refer to Google's terms and conditions.

PayPal

If you choose to pay with PayPal, you will be redirected to the PayPal login page before completing the order.

In this case, your PayPal account will be charged when the transaction is completed.

PayPal payment confirmation may not be immediate and may take some time, including several hours. Payment will be considered accepted only when you receive the relevant email from PayPal confirming the transaction.

In some cases, PayPal may require a payment review, which may take up to 24 hours. In this event, Luminal Park Srl will not ship the order until PayPal has definitively confirmed the payment. PayPal will notify you of the review process by email.

If the order is cancelled either by you or by Luminal Park Srl, the amount will be refunded to your PayPal account.

The "Pay in 3 instalments" option is offered directly by PayPal, subject to its own credit approval criteria and under terms managed entirely by the platform.

If the customer selects this payment method, the financing agreement is entered into directly between the user and PayPal. We shall not be held responsible for any refusal, technical issue or terms applied by PayPal.

The goods will be shipped only after PayPal has confirmed the payment.

Advance Bank Transfer

You may also pay by standard bank transfer. In this case, the goods ordered will be shipped only after the full amount due has been credited to Luminal Park Srl's bank account. Payment must be received within 3 working days from the date the order is accepted. After this deadline, the order will be automatically cancelled.

The amount credited must correspond exactly to the amount stated in the order confirmation. Any bank charges, particularly those arising from transfers made from bank accounts outside the European Union, shall be borne by the customer.

The payment reference must include the order number and order date.

The bank transfer must be made payable to:

Luminal Park Srl
Via Abetone Brennero, 149
46025 Poggio Rusco (MN)
Italy

The bank details are as follows:

Bank: Unicredit Banca Spa – Villa Bartolomea Branch (VR)
IBAN: IT 67 C 02008 59950 0001 0279 4271
SWIFT: UNCRITM1M52
(for international bank transfers only)

13. PAYMENT PROBLEMS

If there are any problems with payment by credit card or PayPal, including after the order confirmation has been sent, we shall not be required to ship the order.

The card issuer or PayPal may request a payment verification. In this case, we will not be able to proceed with shipment until the payment has been definitively confirmed.

14. PAYMENT SECURITY

Online transactions made by credit card, Apple Pay, Google Pay or PayPal are carried out on the respective platforms through secure servers using SSL (Secure Socket Layer) protection. This protocol enables data to be transmitted in a manner designed to prevent the interception, modification or falsification of information.

Luminal Park Srl never has access to your credit or debit card details, your online banking access credentials or your PayPal account details.

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15. ORDER SHIPPING TIMES

An estimated delivery window is shown for each product and in the Cart.

We do our best to ship, by the next working day, all confirmed and paid orders received by midnight on the previous day.

Before forwarding the order to our logistics department, we carry out a check to identify any possible incompatibility between the products ordered, for example accessories that are not compatible with the selected system. If we identify any doubts or inconsistencies, we reserve the right to contact you for further information. If we do not receive a reply within one working day, we will proceed with shipment of the order as received.

If the order includes products that are not yet available and are being pre-ordered, the entire order will be shipped only when all products are available. Partial shipments are not provided unless specifically agreed with our Customer Service.

Shipping times vary according to the selected payment method. The fastest methods are credit card, Apple Pay, Google Pay, PayPal and instant bank transfer.

For payments made by standard bank transfer, shipment will take place by the next working day after the funds have actually been credited to our bank account, generally within 1–2 working days.

For payments made by instant bank transfer, shipment will in any event take place by the next working day after confirmation that the funds have been credited.

In some cases, PayPal may require a payment review, which may take up to 24 hours. In this case, the order will be shipped once PayPal confirms the payment. You will receive a confirmation email.

When the parcel is handed over to the courier, you will receive a confirmation email containing a link that allows you to track the shipment directly on the courier's website.

16. DELIVERY METHODS AND TIMES

It is very important to Luminal Park that you are satisfied with both the product and our service. For this reason, we aim to be as fast and reliable as possible when processing and delivering your order.

Luminal Park delivers to the address provided during the order process using an appointed courier. Freight collect shipments are not accepted with any courier.

The delivery address may be changed until the order preparation process begins, which will be notified to you by email.

After that, we will not be able to change the delivery address until the first delivery attempt has been made.

Luminal Park offers two delivery methods in the Cart:

- Delivery to an address of your choice;
- Delivery to a UPS Access Point of your choice, for parcels weighing less than 20 kg and that are not oversized.

When the parcel is handed over to the courier, we will provide you with the courier's name and the tracking number required to track the shipment.

Delivery times range from 1 to 5 working days. These times may vary due to force majeure, adverse traffic or road conditions, peak periods such as Black Friday or the Christmas holidays, or instructions issued by the competent authorities.

Delivery to an address of your choice

Delivery of the items is always made kerbside. Standard delivery takes place from Monday to Friday, excluding public holidays.

The recipient's signature is required upon delivery. It is therefore essential that someone is present at the delivery address provided and is able to accept the parcel on your behalf.

If no one is present at the selected address at the time of delivery, or if the goods are refused, you will be charged the transport costs incurred in returning the goods. Companies will also be charged the original shipping costs, even if they were initially provided free of charge.

If no one is likely to be present during delivery hours, consider changing the delivery address to your workplace or to the home of a relative or friend. Alternatively, consider delivery to a UPS Access Point, which generally offers longer opening hours and more collection days than standard delivery, giving you greater flexibility.

Delivery to a UPS Access Point

Delivery to a UPS Access Point allows you to collect the parcel from a convenient location, such as a shop, bar or other local business. These collection points generally offer longer opening hours, including evenings and weekends, making delivery management more flexible.

If you are not sure whether you will be at home at the time of delivery, or if you prefer greater flexibility in collection times, you can select this delivery method directly in the Cart during the purchase process. After adding a product to the Cart and logging in, at the final step before payment you can select "Go to a collection point". Once you have entered your address, the system will display the nearest UPS Access Points, from which you can select the most convenient one.

This delivery method is available only for parcels weighing less than 20 kg and that are not oversized. During the purchase process, the system will automatically verify whether your order is eligible.

We recommend checking the UPS website to confirm that the parcel has actually been delivered to the selected collection point and checking its opening hours before travelling there. In rare cases, the selected collection point may not be available, for example due to temporary closure or refusal to accept parcels. In such cases, UPS may deliver the parcel to another nearby collection point or attempt delivery to the address indicated in the order.

You may collect the parcel by presenting a valid identity document, such as an identity card, driving licence or passport, matching the name of the order holder, together with the shipment tracking number received by email.

If the parcel is collected by another person, they must present a written authorisation, a copy of the order holder's identity document and the tracking number.

You have 7 calendar days to collect the parcel. After this period, the parcel will automatically be returned to our warehouse.

Applicable to all delivery methods

Orders are shipped in customised Luminal Park boxes, sealed exclusively with customised adhesive tape. No other sealing materials are used.

Once the parcel has been handed over to the courier, you will receive the shipment tracking details by email, allowing you to monitor the delivery status. It is the customer's responsibility to check the tracking information regularly and promptly report any anomalies, including:

- A shipment shown as delivered in the tracking system but not actually received;
- Discrepancies relating to the delivery date or address.

When you receive the parcel, you must check:

- That the number of parcels delivered corresponds to the number shown in the tracking information or delivery note;
- That the packaging is intact, undamaged, dry and has not been altered in any way;
- That only official Luminal Park sealing materials have been used, namely customised adhesive tape.

The contents of the parcel cannot be checked before the delivery has been accepted. The courier is responsible only for the external condition of the parcel and the number of packages delivered.

Any external damage or discrepancy in the number of packages must be reported immediately to the courier making the delivery, using one of the following statements on the courier's delivery document:

- "Accepted subject to inspection due to damaged parcel";
- "Accepted subject to inspection due to open parcel";
- "Accepted subject to inspection due to missing packages".

You must also send an email to support@luminalpark.com, specifying the type of anomaly found. Once the courier's document has been signed, you will no longer be able to raise any objection regarding the external condition of the delivered goods.

Even if the packaging is intact, please check the contents of the parcel immediately to ensure that the goods delivered correspond to the goods ordered.

Any concealed damage, missing items or delivery errors must be reported within 8 days from the date of receipt by sending an email to support@luminalpark.com

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16.a. EXPRESS DELIVERY

Express delivery may be requested only if the service is available in your area.

The service is subject to an additional charge and the cost can only be calculated by one of our sales representatives. To proceed, we recommend contacting us only after adding the items to the Cart. We will then send you a quotation including the transport costs.

By accepting the quotation and paying the relevant amount, you confirm that you accept the following service conditions:

1. The delivery date is guaranteed only if the full order amount is credited to Luminal Park Srl by 12:00 noon on the scheduled shipping date;
2. If the courier is unable to deliver by the agreed date for reasons attributable exclusively to the courier, the only compensation available will be the refund of the express delivery costs;
3. If the courier is unable to deliver by the agreed date for reasons attributable exclusively to the recipient, for example if the recipient is unavailable at the time of delivery or the delivery address provided is incorrect or incomplete, no refund or compensation will be granted;
4. If one or more products are damaged during shipment, Luminal Park will replace them at its own expense using standard delivery, not express delivery;
5. Delivery at a specific time cannot be requested. Delivery will be completed by the end of the day;
6. Collections and deliveries are not available on Saturdays or Sundays, including for express delivery;
7. If the delivery delay is caused by circumstances beyond the control of UPS, including force majeure, or by a suspension of transport ordered by the authorities, no refund or compensation will be granted;
8. Under no circumstances shall Luminal Park be held liable for any damage resulting from failure to deliver by the agreed date.

17. FAILED TO DELIVERY OR DELIVERY DELAY

If you are an End Consumer, Luminal Park undertakes to deliver the purchased products within the timeframe indicated during the purchase process and, in any event, within 30 days from the conclusion of the contract, unless otherwise agreed between the parties.

If Luminal Park does not deliver the products within the agreed timeframe, you have the right to request delivery within an appropriate additional period, pursuant to Article 61, paragraph 3, of the Italian Consumer Code.

If Luminal Park fails to deliver within the additional period granted, you have the right to terminate the contract and obtain a full refund of all amounts paid. The refund will be issued without undue delay and, in any event, within 14 days from the date on which termination is communicated.

You may terminate the contract immediately, without granting an additional period, in the following cases:

- Luminal Park has refused to deliver the goods;
- Compliance with the delivery date was essential, taking into account the circumstances known at the time the contract was concluded;
- Before making the purchase, you expressly requested delivery by a specific date by sending an email to Luminal Park and received written confirmation by email that the requested date would be met.

If the contract is terminated under this article, Luminal Park will issue a full refund using the same payment method selected for the purchase, unless otherwise agreed.

To exercise your right to grant an additional period or to terminate the contract, you must send a written notice to the addresses indicated in Article 27 of these Conditions of Sale.

18. SHIPPING COSTS AND SURCHARGE FOR OVERSIZED GOODS

Standard shipping is free of charge for all orders over €150.00 delivered within Italy, excluding Livigno and Campione d'Italia.

Shipping costs are charged to you in all other cases.

To find out the exact shipping cost, simply view the Cart after adding the product you wish to purchase. In any event, the shipping cost is clearly shown before the order is submitted.

If the order includes a product identified as oversized or bulky, a surcharge of €25.00 will be applied to the order. This surcharge applies regardless of the free-shipping threshold. You can check whether an item is classified as oversized on the product page and/or in the list of products in the Cart.

19. USE OF COUPONS

A discount code is an alphanumeric code which, when entered in the relevant field in the Cart, provides a price reduction on all or selected items.

A discount code may have an expiry date and a limited number of uses.

Under no circumstances may more than one promotional code be applied to a submitted order.

If you confirm an order without entering the discount code correctly, or if you receive a promotional code by email, through one of our newsletters or via our social media channels after submitting the order, we will not be able to apply the discount.

If you experience any difficulty applying the discount, or if an error message is displayed, please contact us by email at support@luminalpark.com or by telephone on +39 0386 51209. We will assist you.

If you receive a discount code by email, newsletter or through one of our social media channels, you may use it to obtain the discount. If the code has an expiry date, please make sure that you apply it before the deadline in order to benefit from the offer.

We cannot accept discount codes after they have expired. Unless otherwise stated, a discount code always expires at 11:59 p.m. on the stated expiry date.

More than one discount voucher cannot be applied to the same order.

20. LEGAL GUARANTEE

Pursuant to Italian Legislative Decree No. 206/2005 (the Italian Consumer Code), products sold to private consumers, meaning natural persons purchasing for purposes unrelated to their business, commercial, craft or professional activity, are covered by a 24-month legal guarantee of conformity from the date of delivery of the goods.

For purchases made by Companies or customers with a VAT number, the legal guarantee is governed by the Italian Civil Code and lasts for 12 months from the date of delivery of the product.

To benefit from assistance under the guarantee, you must retain the invoice or receipt sent to you by email after the goods have been shipped.

The guarantee does not cover the following cases:

- Products without the identification label showing the product code and production batch;
- Products for which the purchase receipt is missing or has been submitted after the applicable deadline;
- Damage or defects caused by improper use or use that does not comply with the instructions provided;
- Damage caused by negligence, carelessness or tampering;
- Faults caused by external factors, such as voltage fluctuations, accidental events or force majeure.

In the event of a lack of conformity, Luminal Park Srl will take action free of charge to restore the product's conformity by applying one of the following remedies:

- Repair or replacement of the defective product, with collection and shipping costs borne by us;
- Reduction of the price;
- Where repair or replacement is not possible, termination of the contract and a full refund of the defective item.

These remedies will be carried out only after the defective product has been returned to our warehouse, unless otherwise instructed by the Company. Therefore, upon request, it is essential to send the defective product back to Luminal Park in order to benefit from the guarantee.

In the event of a return, the customer must use the original packaging where still available. Alternatively, suitable packaging of equivalent size must be used to ensure that the product is not returned without adequate protection.

The maximum time allowed for repairing the product is 30 working days from the date on which it is received at our warehouse.

If, following inspection by Luminal Park Srl, no lack of conformity is found pursuant to Italian Legislative Decree No. 24/2002, the customer will be charged €25.00 for transport costs.

If Luminal Park Srl is unable, for any reason, to repair or replace the product under guarantee, it may, with the customer's consent, offer a replacement product with equivalent characteristics and value or refund the amount paid.

GENERAL CONDITIONS OF SALE END CONSUMER AND COMPANY

If the product is found to be defective during the period in which the right of withdrawal may be exercised, but its replacement under guarantee is refused by the customer, the conditions governing the right of withdrawal set out in Article 11 shall apply. Consequently, any applicable shipping costs will be charged to the customer.

How can the guarantee be activated?

To activate the guarantee, please use our Returns or Complaints Portal, which allows you to submit your request quickly and easily.

Alternatively, you may contact us by email at support@luminalpark.com and provide the order number, or alternatively the invoice number, the item code and a description of the defect.

Once the request has been opened, the customer must reply and cooperate within a reasonable period. If no reply is received within 30 days from Luminal Park's most recent communication, we will no longer be able to guarantee the continuation of the case, which will therefore be considered closed.

You may still submit a new request, provided that the applicable legal guarantee period has not expired.

To benefit from the guarantee, you must have the sales receipt or invoice.

21. CUSTOMER SERVICE AND COMPLAINTS

You may request information about your order, send communications or submit complaints by contacting Luminal Park Customer Service through any of the following methods:

- By email at support@luminalpark.com
- By telephone on +39 0386 51209;
- Through the website by accessing the "Contact us" section.

Luminal Park will reply to complaints by email within a maximum of two working days from receipt.

22. COPYRIGHT

Unless otherwise expressly stated, all content on this website, including texts, images, drawings and videos, is the exclusive property of Luminal Park Srl, registered with the Verona Companies Register under number 04199420235.

The website may be used solely for personal and non-commercial purposes. Any use of our website or its content for purposes other than personal and non-commercial use is prohibited without the prior authorisation of Luminal Park Srl.

Anyone is authorised to view, copy, print or distribute these documents subject to the following conditions:

- The document is used solely for personal and non-commercial purposes;
- Any copy, including partial copies, of this content must include a reference to the copyright holder.

23. FEEDBACK FROM FEEDATY

We aim to provide the best possible service and want our business and products to be reviewed impartially by our actual customers.

We believe this helps us improve and also enables other potential customers to make more informed choices.

For this reason, we use Feedaty, an independent third-party service, to collect reviews about our service and products.

How does it work?

After receiving the items purchased on our website, luminalpark.com, Feedaty will send you an email asking you to leave a review of our website and the products received.

You may then leave an impartial review, which will be shown to other customers both on our website and on the Feedaty website.

24. PRIVACY

We understand the importance of privacy and the protection of personal data, and we take the processing of your personal data and its protection very seriously.

For details about the data we process and how it is handled, please read our [Privacy Policy](#).

25. JURISDICTION AND APPLICABLE LAW

The sales contract between the customer and Luminal Park Srl is concluded in Italy and governed by Italian law. If the customer is a private consumer, to resolve civil and criminal litigation arising from the conclusion of this distance selling contract, the territorial competence is that of the applicable court for their residential district; in all other cases, the territorial competence is exclusively that of the Court of Verona.

26. CONDITIONS

The conditions contained in this document may be modified by Luminal Park Srl without prior notice and will be valid from the date of publication on the website luminalpark.com.

27. OUR DETAILS

Registered Office

LUMINAL PARK SRL - Via Mameli, 11 - 37126 VERONA - ITALY
Limited liability company with fully paid-up share capital of €100,000. Registered in the Verona Companies Register under no. 04199420235. VAT number and Tax Code: IT 04199420235.

Operational Headquarters and mailing address

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Tel. +39 (0) 386 51 209 - Fax: +39 (0) 386 25 45 19 - email: info@luminalpark.it

Warehouse

LUMINAL PARK SRL - Via Pinzone, 24 - 46025 POGGIO RUSCO (MN) - ITALY

Privacy and Site Content Manager

Marco Brenzan