



## GENERAL SALES CONDITIONS AND INFORMATION FOR THE CONSUMER

Every purchase made on [www.rizomametropolitanbike.com](http://www.rizomametropolitanbike.com) is governed by the following General Sales Conditions.

Headquarters and information of the Seller:

### Rizoma S.r.l.

Via Quarto 30,32,34 - 21010 Ferno (VA) - Italia

VAT Number IT02595720125

Tel. +39 0331 242020 Fax +39 0331 242021

E-mail [customer-service@rizoma.com](mailto:customer-service@rizoma.com)

### Features of the Products

The METROPOLITANBIKE R77 is an object of design, conceived and created by Rizoma's in-house design studio, following the company philosophy of 100% Made-in-Italy.

For aesthetic reasons, it is delivered in its "factory" version, devoid of some accessories that your Country's laws may require for operation in public areas (beeper, front and rear lights, rear reflector, wheel reflectors, etc.).

In order to comply with your Country's laws and to avoid penalties and liability resulting from its violation and for safety reasons, the METROPOLITANBIKE R77 must be equipped with the devices/parts prescribed by local laws (which we recommend to carefully check and comply with).

### Price

The unit price of the product/s is specifically indicated on [www.rizomametropolitanbike.com](http://www.rizomametropolitanbike.com) next to the description of the product itself.

Transport costs are calculated automatically based on the Country of delivery of the product/s.

In case of deliveries out of Italy, Rizoma S.r.l. will take care of the shipping cost from Italy to the Customs of the Country of delivery; the Customer will then be in charge of the transportation costs from the above mentioned Customs to his premises. Any fee, duty, tax and whatsoever due imposed by Customs or State authority must be paid by the Customer.

The price indicated on our website is valid and binding until its subsequent amendments.

Rizoma S.r.l. reserves the right, at its sole discretion, to make changes to the price of the product and its shipping costs at any time and without prior notice.

### Orders

The orders proceeded on [www.rizomametropolitanbike.com](http://www.rizomametropolitanbike.com) are not an offer, but an irrevocable proposal. Rizoma reserves to accept it within ten days, in whole or in part. An order acknowledgment will be sent by e-mail.

Rizoma S.r.l.  
P.IVA/C.F. 02595720125  
[rizoma.com](http://rizoma.com)

**HEADQUARTERS**  
Via Quarto, 30/32/34  
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fax +39 0331 242021  
[info@rizoma.com](mailto:info@rizoma.com)

**USA Office**  
9230 West Olympic Blvd, Ste 100  
Beverly Hills, CA 90212  
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**FRANCE Office**  
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**SPAIN Office**  
Barcelona  
Toll free nr. 900 966 937  
tel. +34 936 671 359  
fax +39 0331 242021  
[spain@rizoma.com](mailto:spain@rizoma.com)



Please print and conserve all e-mail communications.

For any information and / or request, please contact Rizoma S.r.l. directly at the following mail address: [customer-service@rizoma.com](mailto:customer-service@rizoma.com)

## Delivery and Payment

Goods will be shipped within 20 days from payment receipt. The terms of delivery indicated on our website are not binding, but just indicative, as they refer to the average time required for delivery.

Rizoma S.r.l. will be in case not liable for any delay or non-delivery due to unforeseeable circumstances or force majeure; in this case, Rizoma S.r.l. will have the right to suspend or postpone the execution of the orders. The delivery is considered carried out at the production site with the handing over of the goods to the carrier.

Payment can be made by one of the methods indicated on the website: advanced bank transfer, Pay Pal or credit card.

## Return and Refund Policy

Italian d.lgs. n.21 of 2014, February the 21st, reserve only to Consumers (individuals who purchase goods for purposes not related to their profession, trade or business) the right to withdraw from the contract or proposed contract within 14 solar days from receipt of the goods without being liable to any penalty and without giving any reason, and with the sole burden of supporting all direct costs to return the goods.

Right of return and refund may be exercised by sending written notification, by registered mail (with notification of receipt). Notification may also be sent, by the same term, by e-mail, provided that confirmation is also given by registered mail (with notification of receipt) by no later than 48 hours thereafter.

In case he/she decides to return the purchased products within 14 solar days from the receipt of goods, the Consumer, at his/her own responsibility and expense, will ship the product back to Rizoma S.r.l. dispatching it through express courier. [\(CLICK HERE FOR RETURN AND REFUND FORM\)](#)

Following the return, the substantial integrity of the goods sent back (even with regard to the packaging) is an essential condition for the exercise of the right of refund.

If the right of return and refund is exercised by the Consumer in conformity with the provisions above, Rizoma S.r.l. will proceed refunding the amount paid within 30 business days from the receipt of the notice of withdrawal, by the same terms of payment used for purchasing.

The right of return and refund is excluded if the goods are not returned substantially intact (i.e., for example, when they are devoid of original packaging, or their parts) and in normal state of preservation (ie, for example, when no scratches, abrasions are present).

## Complaints

Any dispute and/or claim in respect of the execution of the contract, including defects of the products, must be sent by registered mail (with notification of receipt) to Rizoma S.r.l. to the above address within fifteen days from the date of goods receipt. Neither disputes or complaints suspend the obligation of the purchaser of the payment of the product.

Rizoma S.r.l. is not responsible for any modification made to the original product, which preclude the right to a complaint.

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## Warranty

According to the Italian Consumers' Code ("Codice del Consumo") only consumers (private use) includes a legal warranty of 24 months from time of product delivery. This date is indicated on the product purchase receipt.

## Processing of Personal Data

Pursuant to Article 24 of the Italian Legislative Decree No 196/2003, by signing or however submitting this form you agree that your personal and sensitive data be kept and processed, being aware that it will be processed and stored in compliance with current Italian legislation.

The personal information provided by Customers is handled in accordance with the provisions of the Personal Data Protection Code.

The above data will be treated with appropriate procedures to ensure security and confidentiality.

The data will be processed for commercial purposes in the execution of the contracts that are going to be undersigned.

The personal data may be disclosed to third parties for the achievement of the above-mentioned purposes.

The interested parties have the right to: a) obtain confirmation of the existence of possible processing of their personal data; b) obtain the cancellation, transformation, updating, rectification and /or the integration of data; c) oppose the processing of their personal data for commercial information and advertisements.

## Applicable law

All contracts undersigned on the basis of these General Sales Conditions are ruled by Italian law.

Any dispute that may arise concerning these general conditions and contracts shall be submitted in the Courts of Busto Arsizio (VA), Italy.

Rizoma S.r.l. reserves the right, at its sole discretion, to make changes to the product and this information at any time and without prior notice.

The new provisions will come into force from the moment they are posted on this website.