

GENERAL TERMS AND CONDITIONS OF ONLINE PURCHASE

Consumer Customers (B2C) and Business Customers (B2B)

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Seller / Trader	SP ELECTRONICS DI PICCO SIMONE
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Website	www.spelectronics.it

1. Introduction and scope of application

These General Terms and Conditions of Online Purchase govern the purchase of products sold through the website www.spelectronics.it by the Seller SP ELECTRONICS DI PICCO SIMONE.

These terms apply to all orders placed through the website, unless specific written agreements have been entered into between the Seller and the Customer.

The website allows purchases both by Consumer Customers or B2C Customers, meaning natural persons acting for purposes unrelated to their trade, business, craft or profession, and by Business Customers or B2B Customers, meaning persons or entities acting in the course of their trade, business, craft or profession.

Consumer Customers benefit from the mandatory protections provided by applicable consumer law. Business Customers are subject to these terms, the Italian Civil Code and any specific commercial agreements entered into with the Seller.

In the event of a conflict between these general terms and a written commercial agreement specifically approved between SP Electronics and a Business Customer, the written agreement shall prevail only with respect to the provisions expressly derogated from.

2. Products sold

SP Electronics sells electronic devices, components, accessories, spare parts and technical solutions mainly intended for motorcycles, motorsport, racing, aftermarket and related technical applications.

By way of example, the products may include electronic gearshift / quickshifter kits, sensors, control units, wiring harnesses, electronic modules, accessories, spare parts, electronic devices for motorsport applications and other products listed in the individual product pages published on the website.

The essential characteristics of the products are indicated on the relevant product pages. Images, photographs and multimedia content on the website are for illustrative purposes only and may not perfectly represent the final product, provided that the delivered product shall correspond to the essential characteristics indicated in the product page and in the order.

Before purchasing, the Customer must verify the compatibility of the product with the relevant vehicle, intended use, model, year, technical configuration and applicable rules in the country of use.

Unless expressly stated otherwise on the product page, the purchase does not include installation, configuration, on-site assistance, mounting, vehicle testing, homologation, additional certifications or customized technical adaptations.

3. Product use, compatibility, installation and technical responsibility

SP Electronics products are technical components that may require mechanical, electrical or electronic skills for installation and configuration.

The Customer acknowledges that incorrect installation, improper use, tampering, alteration of the product, combination with incompatible components or use contrary to the instructions may cause malfunctions, damage to the vehicle, damage to the product, loss of warranty, safety risks or non-compliance with applicable regulations.

SP Electronics recommends that installation be carried out by qualified personnel or competent workshops, following the technical instructions provided, where available.

The Customer is responsible for verifying product compatibility with the vehicle or system on which it will be installed, correct installation, product configuration and compliance with road, sports, technical, customs and safety regulations applicable in the country of use.

Some products may be intended exclusively for sports, racing, competition, track or other non-road use. Where stated on the product page, such products must not be used on public roads if such use is not permitted by applicable law.

SP Electronics shall not be liable for damages, penalties, disputes, vehicle immobilisation, loss of vehicle manufacturer warranties or consequences arising from use not compliant with the law, incorrect installation, improper use, tampering or unauthorised product modification, except where otherwise required by law.

4. Account registration and Customer data

To purchase on the website, the Customer may place an order as a registered user or according to the methods available on the website at the time of purchase.

The Customer undertakes to provide accurate, complete, updated and truthful data. The Customer is responsible for the accuracy of all data entered, including shipping address, tax details, VAT number, tax code, email address, telephone number, country of destination and any other information required to manage the order.

SP Electronics shall not be liable for delays, non-delivery, invoicing errors or additional costs arising from incorrect, incomplete or outdated data provided by the Customer.

The Customer is responsible for keeping their access credentials confidential and for all activities carried out through their account, except for fraudulent use not attributable to the Customer and promptly notified to the Seller.

5. Business Customers, B2B accounts and SP Business Program

Business Customers may request activation of a B2B account or inclusion in specific commercial groups, according to the conditions agreed with SP Electronics.

Activation of a Business account is not automatic. SP Electronics reserves the right to verify company data, VAT number, nature of the business, reference market, commercial consistency of the request and any other useful information before granting dedicated conditions.

Business Customers may access, after login, dedicated commercial conditions such as, by way of example, reserved price lists, discounts by category or quantity, minimum order requirements, specific payment terms, specific shipping terms, any territorial or commercial limits, credit limits or written conditions agreed with SP Electronics.

Business conditions are personal, confidential and not transferable to third parties. It is forbidden to share Business account credentials or use the account for purchases intended for unauthorised parties.

SP Electronics may suspend or revoke Business conditions in the event of improper account use, late or missed payments, irregular disputes, breach of commercial agreements, fraudulent use, unauthorised resale, infringement of intellectual property rights, conduct harmful to the company image or breach of these terms.

Unless otherwise agreed in writing, Business Customers are not entitled to the consumer right of withdrawal or to other mandatory protections provided by consumer law for consumers.

6. Purchase procedure and conclusion of the contract

The publication of products on the website constitutes an invitation to submit a purchase proposal and not a binding public offer, unless expressly stated otherwise.

The Customer selects the products, adds them to the cart, checks the order summary, enters the required data, chooses the payment method and confirms the order according to the procedure provided on the website.

Before final confirmation, the Customer must carefully check the selected products, quantities, price, any applied discounts, taxes, shipping costs, delivery address, tax details, payment method and any additional costs clearly indicated before the conclusion of the order.

The contract is deemed concluded when SP Electronics sends the order confirmation to the Customer or otherwise accepts the order and starts processing it.

SP Electronics reserves the right not to accept or to cancel an order, even after the automatic receipt confirmation has been sent, in the event of product unavailability, obvious error in price or description, incomplete, incorrect or unverifiable Customer data, suspected fraudulent use of the payment method, order incompatible with customs, territorial, regulatory or commercial restrictions, breach of previous commercial agreements by the Customer or objective impossibility to execute the order.

If an already paid order is cancelled, SP Electronics shall refund the sums received for the cancelled order, without prejudice to any set-off allowed by law or agreed with the Business Customer.

7. Prices, VAT, taxes and currency

Product prices are indicated on the website in the currency available at the time of purchase.

For Consumer Customers, prices are indicated according to applicable law, including VAT where due, unless expressly stated otherwise.

For Business Customers, prices may be indicated net or gross of VAT depending on account configuration, billing country, applicable VAT regime and website settings.

The Customer must check the final order summary before confirmation. The final summary indicates, where applicable, product price, VAT, taxes, discounts, shipping costs and total amount due.

For sales to non-EU countries or territories subject to special tax/customs regimes, the price paid on the website may not include customs duties, import taxes, clearance charges, courier administrative fees or other costs required by the authorities of the destination country. Such costs are borne by the Customer, unless otherwise stated in writing.

Any exchange rate fluctuations, bank fees, costs applied by the card issuer, payment service provider or Customer's financial institution shall be borne by the Customer.

8. Pricing errors, availability and catalogue changes

SP Electronics undertakes to keep information on the website updated, but cannot exclude material, technical, typographical, synchronisation, availability or pricing errors.

In the event of an obvious error in the price or product description, SP Electronics may cancel the order, informing the Customer and refunding any amounts already paid.

Availability indicated on the website may change in real time and does not constitute an absolute guarantee of availability until the order is confirmed by SP Electronics.

SP Electronics may modify, update, replace or remove products from the catalogue at any time, without prejudice to orders already accepted.

9. Payments

The Customer may pay using the methods available on the website at the time of the order, which may include, by way of example, credit/debit card, PayPal, bank transfer, Stripe, Klarna, Revolut or other payment systems indicated at checkout.

The order is processed after payment confirmation, unless otherwise agreed in writing or unless specific terms are reserved for Business Customers.

In the case of payment by bank transfer, the order may be suspended until the sums are actually credited to SP Electronics' bank account. Bank processing times do not depend on SP Electronics.

The Customer guarantees that they are authorised to use the selected payment method.

SP Electronics does not store full card payment details, which are managed by payment service providers according to their respective security standards.

Consumer Customers shall not be charged additional fees for the use of payment instruments where this is prohibited by applicable law.

For Business Customers, where permitted by applicable law and provided that this is clearly indicated before conclusion of the order, SP Electronics may apply additional charges connected to the use of specific payment methods, in proportion to the costs incurred for the use of payment service providers. By way of example, fees of up to 4% may be applied for PayPal and up to 2.5% for credit/debit card or Stripe, if confirmed at checkout or in a written commercial agreement.

Such fees, where applied, shall be clearly indicated before conclusion of the order and/or shown on the invoice according to applicable tax law.

10. Invoicing

The invoice or tax document is issued based on the data provided by the Customer during the order or registration process.

The Customer is responsible for the accuracy of the tax data entered. Any requests to amend invoicing data after the tax document has been issued shall be handled within the limits permitted by applicable tax law.

Business Customers must provide VAT number, tax code, company name, full address, any recipient code, certified email address and any other data required for correct invoice issuance.

For international transactions, the Customer is responsible for the accuracy of their VAT number, EORI number, customs data and information necessary for importation.

11. Shipping, delivery and transfer of risk

SP Electronics ships to Italy, the European Union and non-EU countries, subject to availability of transport services, customs restrictions, applicable regulations and company commercial policies.

Shipping methods, costs and estimated delivery times are indicated at checkout or communicated to the Customer before conclusion of the order.

Delivery times are indicative and may vary for reasons not attributable to SP Electronics, such as courier delays, customs checks, holidays, force majeure events, strikes, temporary product unavailability, incorrect or incomplete addresses, delivery difficulties, logistics blocks or international restrictions.

For Consumer Customers, the risk of loss or damage to the goods transfers to the Customer when the Customer, or a third party designated by the Customer other than the carrier, physically takes possession of the goods, unless the carrier was chosen by the Customer outside the options proposed by SP Electronics.

For Business Customers, unless otherwise agreed in writing, risk transfers according to the agreed shipping terms or, failing that, when the goods are handed over to the appointed carrier.

Upon delivery, the Customer must check the integrity of the packaging and the correspondence of the parcels. In the event of damaged, tampered, wet, open or non-intact packaging, the Customer must accept the delivery with a specific reservation and document the damage with photographs, promptly notifying SP Electronics.

Failure to make a specific reservation may make it more difficult or impossible to handle the claim against the carrier, without prejudice to the mandatory rights granted to Consumers.

12. Non-shipment for reasons attributable to the Customer

If the order cannot be processed or shipped due to the Customer's missing, incomplete or delayed cooperation, including failure to provide technical data, information required to correctly identify the product, contact details or confirmations necessary for shipment, despite repeated reminders from SP Electronics, the Seller may cancel the order and refund the amount paid, withholding a fixed amount of Euro 50.00 as administrative, management and case-closing fees.

This clause applies to both Consumer Customers and Business Customers, within the limits permitted by applicable mandatory law. If the amount paid is lower than Euro 50.00, any withholding shall not exceed the amount actually paid.

If, on the other hand, the order cannot be processed or shipped for reasons exclusively attributable to SP Electronics, the Customer shall be entitled to a refund of the amount paid, unless a different solution is agreed in writing between the parties.

13. Customs, export and international restrictions

For shipments outside the European Union or to territories subject to customs procedures, the Customer is the importer of the product in the destination country, unless otherwise agreed in writing.

The Customer is responsible for paying duties, taxes, customs charges and import fees, obtaining any authorisations, licences or certifications required in the destination country and complying with local regulations on import, use, installation, road circulation, competition, safety and technical compatibility.

SP Electronics shall not be liable for customs blocks, seizures, delays, additional costs, import bans or non-delivery due to the regulations of the destination country, except in cases of wilful misconduct or gross negligence.

If the parcel is refused by the Customer, not collected, rejected by customs or returned to the sender for reasons not attributable to SP Electronics, the Seller may deduct from the refund shipping, return, storage, customs, administrative management and any other documented costs, in compliance with the mandatory rights of Consumers.

14. Right of withdrawal for Consumer Customers

The Consumer Customer has the right to withdraw from the contract, without giving any reason, within 14 days from the day on which the Customer or a third party designated by the Customer, other than the carrier, physically takes possession of the goods.

To exercise the right of withdrawal, the Consumer Customer must send a clear communication to SP Electronics, by email or other suitable means, indicating the order number, name and surname, email address used for the purchase, product subject to withdrawal and express intention to withdraw from the contract.

The Consumer Customer must return the product within 14 days from the withdrawal communication, unless otherwise agreed in writing.

The direct costs of returning the product are borne by the Consumer Customer, unless otherwise stated or unless the return is due to an error attributable to SP Electronics.

The refund shall be made within 14 days from the date on which SP Electronics was informed of the decision to withdraw. SP Electronics may withhold the refund until it has received the goods or until the Customer has provided proof of return shipment, whichever occurs first.

The refund shall be made using the same payment method used by the Customer for the purchase, unless otherwise agreed and without costs for the Customer, within the limits provided by applicable law.

The Customer is responsible for any reduction in the value of the goods resulting from handling other than that necessary to establish the nature, characteristics and functioning of the product.

15. Exclusions from the right of withdrawal

The Consumer Customer's right of withdrawal is excluded in the cases provided by law and, in particular, for goods made to measure or clearly personalised, goods manufactured, modified, wired, configured or adapted according to the Customer's specific requests, goods which by their nature cannot be returned or are liable to deteriorate or expire rapidly, sealed goods which are not suitable for return for health protection or hygiene reasons and were unsealed after delivery, where applicable, and services fully performed with the Consumer's prior express agreement and acknowledgement of the loss of the right of withdrawal, where applicable.

The right of withdrawal does not apply to Business Customers, unless expressly granted in writing by SP Electronics.

The return of products that have been installed, tampered with, damaged, incomplete, lacking accessories, with cut wiring, altered components, signs of assembly not necessary for inspection or unsuitable packaging may result in a refund reduction proportionate to the decrease in value of the goods, without prejudice to applicable legal exclusions.

16. Non-mandatory commercial returns

Outside the Consumer's right of withdrawal and statutory warranties, any commercial returns, product exchanges, replacements due to Customer order error or returns requested by Business Customers are subject to prior authorisation by SP Electronics.

SP Electronics may refuse the commercial return or accept it under conditions agreed on a case-by-case basis.

Unless otherwise agreed in writing, shipping, return, technical inspection, restoration, reconditioning and administrative management costs are borne by the Customer.

17. Legal warranty for Consumer Customers

For Consumer Customers, the legal conformity warranty provided by applicable consumer law applies.

SP Electronics is liable to the Consumer for any lack of conformity existing at the time of delivery of the goods and which becomes apparent within the period provided by applicable law.

In the event of a lack of conformity, the Consumer is entitled to the remedies provided by law, including, depending on the case, repair, replacement, price reduction or termination of the contract, according to the methods and limits provided by applicable consumer law.

The Consumer must notify the defect to SP Electronics by providing the order number, a description of the problem, photographs or videos of the product where useful, indication of the vehicle or system on which the product was installed where relevant, a description of the installation and use made and any technical documentation requested for verification.

The warranty does not cover defects, malfunctions or damage caused by incorrect installation, improper use or use contrary to instructions, unauthorised tampering or modifications, wiring cut, adapted or improperly altered, impacts, falls, accidents, infiltrations, overvoltage, short circuits or external agents, normal wear and tear, sports, racing or heavy-duty use beyond the technical limits of the product, incompatibility resulting from incorrect or incomplete information provided by the Customer, unauthorised third-party interventions or damage to the vehicle or other components not attributable to an original product defect.

The above limitations do not affect the mandatory rights of the Consumer provided by law.

18. Warranty for Business Customers

For Business Customers, the provisions of the Italian Civil Code on sales apply, unless otherwise agreed in writing.

The Business Customer must inspect the products upon delivery and report any defects or non-conformities within the time limits provided by law.

Unless otherwise agreed in writing, the warranty against defects for Business Customers is governed by Articles 1490 et seq. of the Italian Civil Code, including the reporting and limitation periods provided by Article 1495 of the Italian Civil Code.

The Business warranty does not cover defects or damage resulting from incorrect installation, improper use, tampering, alterations, use on incompatible vehicles or systems, configuration errors, normal wear and tear, extreme racing use, impacts, infiltrations, short circuits, overvoltage, third-party interventions, negligence or failure to comply with technical instructions.

In B2B relationships, except in cases of wilful misconduct or gross negligence, SP Electronics shall not be liable for indirect damages, loss of profit, loss of opportunity, vehicle downtime, workshop downtime, loss of customers, reputational damage, labour costs, disassembly/reassembly costs, third-party diagnostic costs, penalties towards end customers or other consequential damages.

19. RMA procedure, assistance and technical inspections

For assistance, warranty, return or technical inspection requests, the Customer must contact SP Electronics through the channels indicated on the website or in these terms.

SP Electronics may request information, photographs, videos, technical documentation or the return of the product for inspection.

The product must be shipped properly packaged, complete with accessories, documentation and order references, unless otherwise indicated.

Receipt of the product does not automatically imply acknowledgement of the defect or acceptance of the warranty. SP Electronics shall carry out the necessary technical checks and communicate the outcome to the Customer.

If the defect is recognised as covered by warranty, SP Electronics shall proceed according to the applicable remedies.

If the defect is not covered by warranty, SP Electronics may propose a repair, replacement or return quotation. In such case, inspection, shipping, repair or management costs may be charged to the Customer, after notice.

20. Liability

SP Electronics is liable for direct and foreseeable damages caused by its own breach, within the limits provided by law.

Nothing in these terms excludes or limits SP Electronics' liability in cases of wilful misconduct, gross negligence, death or personal injury, product liability or other cases where the law does not allow limitations.

To the extent permitted by applicable law, SP Electronics shall not be liable for improper product use, incorrect installation, failure to verify compatibility, use contrary to road or sports regulations of the country of use, unauthorised modifications or tampering, indirect or consequential damages, loss of profit or commercial opportunity, vehicle downtime or business downtime, damage caused by third parties, couriers, workshops, installers or unauthorised persons, delays due to force majeure or events outside the Seller's reasonable control.

For Consumer Customers, liability limitations apply only within the limits permitted by applicable consumer law and mandatory rules.

21. General product safety and obligations of economic operators

SP Electronics operates in compliance with applicable general product safety regulations.

The Customer undertakes to use the products in accordance with their intended purpose, the instructions provided, technical warnings and applicable regulations.

Business Customers who resell, distribute, install or make SP Electronics products available to third parties undertake to keep and transmit to final customers the safety information, instructions and warnings received, not to alter labels, codes, markings, instructions or technical documentation, promptly inform SP Electronics of any incidents, risks, recurring complaints, non-conformities or safety reports, cooperate with SP Electronics in the event of recalls, safety campaigns, technical updates or mandatory communications and comply with the obligations applicable to their role as distributor, reseller, installer or economic operator in the relevant market.

22. Promotions, discount codes and price reduction announcements

Any promotions, discount codes, coupons, temporary offers or special conditions are valid only under the terms indicated in the relevant commercial communication or at checkout.

SP Electronics may establish usage limits, duration, combinability, excluded categories, minimum quantities, territories, authorised users or other specific conditions.

Discount codes cannot be converted into cash, do not entitle the Customer to change and cannot be used after their validity period.

In the case of promotions addressed to Consumers, SP Electronics indicates price reductions according to applicable law, including, where required, the indication of the previous price applied during the reference period provided by law.

SP Electronics reserves the right to cancel orders placed through abusive, fraudulent, unauthorised or technically erroneous use of discount codes, coupons or promotions.

23. Reviews, user content and communications

Where the website allows users to publish reviews or content, the Customer undertakes to publish truthful, lawful, relevant content that respects third-party rights.

False, defamatory, offensive, discriminatory, misleading, unauthorised promotional content, content infringing intellectual property rights or otherwise unlawful content is prohibited.

SP Electronics may moderate, remove or refuse to publish content that breaches these terms or applicable law.

24. Intellectual property

All trademarks, logos, texts, images, photographs, videos, graphics, drawings, technical sheets, manuals, content, layouts, codes, documents and materials on the website or provided by SP Electronics are protected by intellectual and industrial property laws.

Reproduction, distribution, modification, publication, commercial use or unauthorised exploitation of such content is prohibited, unless written consent is given by SP Electronics.

Business Customers, resellers or partners may use commercial materials, images, data sheets and content provided by SP Electronics only within the authorised limits and for the proper promotion of SP Electronics products, without altering trademarks, technical information, claims, warnings or safety content.

25. Retention of title

Until full payment of the price, products remain the property of SP Electronics, within the limits permitted by applicable law.

For Business Customers with deferred payment terms, unless otherwise agreed in writing, ownership of the products transfers only upon full payment of the price, even if the products have already been delivered.

The Business Customer undertakes not to perform any act that may prejudice SP Electronics' ownership rights over products not yet fully paid for.

26. Force majeure

SP Electronics shall not be liable for delays or failures caused by unforeseeable events or events outside its reasonable control, including, by way of example, natural disasters, fires, floods, wars, terrorist acts, epidemics or pandemics, strikes, transport interruptions, customs blocks, energy crises, component unavailability, interruptions of IT or payment services, measures by public authorities or events preventing or making the normal performance of the contract excessively burdensome.

In such cases, SP Electronics shall inform the Customer and take reasonable measures to limit the effects of the delay or non-performance.

27. Privacy and cookies

The processing of the Customer's personal data is governed by the Privacy Policy and Cookie Policy published on the website, which are separate documents from these General Terms and Conditions of Purchase.

These terms do not replace the Privacy Policy, Cookie Policy, marketing notices, notices relating to accounts, newsletters, tracking systems, analytics tools or other personal data processing activities.

The Customer is invited to consult the updated privacy and cookie policies published on the website.

28. Communications

Communications relating to orders shall be sent to the email addresses indicated by the Customer during purchase or registration.

The Customer is responsible for the correctness and functioning of the email address provided.

For administrative, commercial, logistics or technical communications, SP Electronics may use the contacts indicated on the website or in these terms.

29. Applicable law

These General Terms and Conditions of Purchase are governed by Italian law.

For Consumer Customers resident in the European Union, any more favourable mandatory provisions provided by the law of the Consumer's country of habitual residence remain applicable.

For Business Customers, Italian law applies exclusively, unless otherwise agreed in writing.

In the event of discrepancies between the Italian version and any translated version of these terms, the Italian version shall prevail, without prejudice to mandatory consumer protections applicable by law.

30. Jurisdiction and dispute resolution

For disputes with Consumer Customers, the competent court is the court of the place of residence or domicile of the Consumer, if located in the territory of a Member State of the European Union, unless otherwise provided by mandatory applicable rules.

For disputes with Business Customers, the court of the Seller's registered office shall have exclusive jurisdiction, unless otherwise agreed in writing or unless mandatory jurisdiction is provided by law.

The Consumer Customer may use alternative dispute resolution tools provided by applicable law.

31. Specific clauses for Business Customers pursuant to Articles 1341 and 1342 of the Italian Civil Code

The Business Customer declares that they specifically approve, pursuant to and for the purposes of Articles 1341 and 1342 of the Italian Civil Code, the following clauses: Art. 5 - Business Customers, B2B accounts and SP Business Program; Art. 6 - Purchase procedure and conclusion of the contract; Art. 8 - Pricing errors, availability and catalogue changes; Art. 9 - Payments; Art. 11 - Shipping, delivery and transfer of risk; Art. 12 - Non-shipment for reasons attributable to the Customer; Art. 13 - Customs, export and international restrictions; Art. 15 - Exclusions from the right of withdrawal; Art. 16 - Non-mandatory commercial returns; Art. 18 - Warranty for Business Customers; Art. 20 - Liability; Art. 25 - Retention of title; Art. 26 - Force majeure; Art. 29 - Applicable law; Art. 30 - Jurisdiction and dispute resolution.

Specific approval may take place through a dedicated acceptance checkbox at checkout, digital/electronic signature, acceptance of the commercial agreement or another suitable method documenting acceptance.

32. Amendments to the general terms

SP Electronics may amend these General Terms and Conditions of Purchase at any time.

Amendments apply to orders placed after publication of the new version on the website.

Orders already concluded are governed by the terms in force at the time of purchase, unless otherwise agreed in writing between the parties.

33. Final provisions

Any nullity, invalidity or ineffectiveness of a clause shall not result in the nullity of the remaining provisions, which shall remain valid and effective.

Failure by SP Electronics to exercise a right shall not constitute a waiver of such right.

These General Terms and Conditions of Purchase constitute the contractual reference text for purchases made through the website, unless special conditions, Business agreements or supplementary documents are expressly accepted by the parties.

Annex A - Model withdrawal form for Consumer Customers

This form may be used by the Consumer Customer who intends to withdraw from the contract within the legal time limits.

Addressee: SP ELECTRONICS DI PICCO SIMONE - Email: admin@spelectronics.it - PEC: spelectronics@pec.it - Registered office: Via Pirandello, 55 - 36042 Breganze (VI), Italy.

I hereby, the undersigned _____, notify withdrawal from the sales contract relating to the following product/order:

Order number: _____

Product(s): _____

Ordered on: _____

Received on: _____

Consumer name and surname: _____

Consumer address: _____

Email used for the order: _____

Date: _____

Consumer signature, only if this form is sent on paper: _____