

TERMS AND CONDITIONS OF SALE ("T&C")

February 2026 version

These Terms and conditions of sale ("T&C") govern the sale of products on the website www.loscrittoiofirenze.com. Users are therefore invited to read them carefully before placing any order.

1. The Florentine artisanal tradition

On the website www.loscrittoiofirenze.com (hereinafter, the "**Website**"), Lo Scrittoio S.n.c. di Bardazzi Andrea e Bardazzi Alessandro, Tax Code and VAT number 04831510484, with registered office in Via Nazionale 158R, Florence ("**Lo Scrittoio**"), sells bookbinding items and leather accessories such as notebooks, albums and homeware ("**Products**"). Handcrafted in the family workshop according to the Florentine tradition, the Products are unique pieces that customers ("**Customers**") can purchase through the Website's e-commerce platform ("**E-commerce**").

2. Customers

E-commerce Customers can be either end consumers (B2C sales channel, hereinafter "**Consumers**") or VAT number entities (B2B sales channel, hereinafter "**Professionals**"). Upon registering on the Website or when entering billing details, each Customer is required to enter their data, specifying whether they intend to make purchases as a Consumer or a Professional. Any Customer who, during registration or upon completing billing details, enters a VAT number – whether personal or referring to a company, firm or other organization – shall be considered in all respect a Professional.

3. Contractual documents and applicable law

The purchase contracts ("**Contract/s**") concluded between Lo Scrittoio and the Customers through the Website or through the exchange of electronic correspondence (e.g. e-mail or instant messaging), are governed by: (i) the Terms and conditions of sale, available on the Website and (ii) the order placed through the E-commerce ("**Order**"), if and as confirmed by Lo Scrittoio by means of the relevant order confirmation ("**Order Confirmation**"), all in compliance with the provisions on electronic commerce (Legislative Decree no. 70/2003) and current Italian law, which governs the Contract. Consumer protection legislation, transposed into Italian law by Legislative Decree No. 206/2005 (the "**Consumer Code**"), – or, where more favourable, any consumer protection rules in force in the Consumer's country of domicile or residence – applies exclusively to purchases made by Consumers.

4. Purchasable Products

- A.** Customers may purchase the Products listed in the dedicated section of the Website which displays, for each Product, the price in euros including VAT, the description, the technical data sheet, the available purchase options (e.g. size, colour, pattern and paper type) and photographic representations. Product images are purely illustrative and may not perfectly reflect the actual characteristics of the Product, including colours and details for technical reasons beyond Lo Scrittoio's control, as further specified in Article 14 below.
- B.** Lo Scrittoio reserves the right to modify and update information related to the Products without prior notice, without prejudice to the rights granted to Customers by the T&C and, where applicable, by the Consumer Code. Lo Scrittoio also reserves the right to correct any inaccurate information contained in product data sheets, even after an Order has been submitted.
- C.** Products may be customised in accordance with the provisions set out in the "Product Customisation" article.

5. Submission of the Order, Formation of the Contract and Suspensive Condition

- A.** The Customer wishing to purchase Products is required to create a personal account on the Website. To complete an order, after connecting to the Website and logging in, the Customer may: (i) select the desired Products from those available choosing, where required, the preferred size, colour, pattern and paper type; (ii) add the Products to the virtual shopping cart in the desired quantity; (iii) enter the data required for delivery and for the issuance of tax/commercial documents and (iv) pay the price using the available payment methods.
- B.** The Customer who chooses to pay by bank transfer must, within 15 (fifteen) days from receiving the Order Confirmation, (i) pay the price into the bank account specified by Lo Scrittoio and (ii) send the payment receipt to the email address loscrittoiofirenze@gmail.com, failing which the Order will be cancelled pursuant to article 7 of the T&C.
- C.** Before submitting the Order, the Customer will be able to view the price of the Products, plus applicable taxes and duties, as well as shipping costs, which may vary depending on (i) the Customer's choice of courier, where such choice is left to the Customer's discretion and (ii) the country of destination, where the Customer requests delivery to a country other than Italy served by Lo Scrittoio. Where the Customer requests delivery to countries that impose import duties or charges (customs clearance), such charges shall be borne by the Customer.
- D.** Upon submission of the Order, Lo Scrittoio will send the Customer the Order Confirmation. The Contract is deemed concluded upon dispatch of the Order Confirmation, subject to the suspensive condition of receipt of payment for the Products.
- E.** Once the Products have been shipped, the Customer will receive an email containing tracking information for the Order.

6. Product customization

- A.** The Customer may request Lo Scrittoio to customize the Products. Depending on the type of Product, customization may consist of, for example, the use of a different binding material, the creation of the Product with different materials/colours, or the hot foil stamping of text and/or decorative elements on the Product.
- B.** For any customization request, Customers are invited to contact Lo Scrittoio through the Website's contact form (www.loscrittoiofirenze.com/en/contact) or via the communication channels – email address and telephone numbers – indicated in the *footer* of the Website, to present their ideas and requests.
- C.** Through an exchange of e-mails or messages, the Customer and Lo Scrittoio will define the customization, and Lo Scrittoio will communicate in writing (i) the potential cost of the customization, which will be added to the Product's price and (ii) the instructions to proceed with the payment of the order.
- D.** Customization is free of charge when it involves (i) the hot foil stamping on the Product of initials, names, dates, or simple decorative elements such as, for instance, the Florentine lily, a floral motif or an arabesque or (ii) the creation of the Product with different materials or colours, provided they are in the immediate availability of Lo Scrittoio. In other cases, Lo Scrittoio – having evaluated the specifically requested customization – will quantify and inform the Customer in advance of the cost of the customization itself, which will be added to the Product's price.

7. Order cancellation

- A.** In the event of unforeseen logistical and organizational difficulties (e.g. impossibility to source raw materials or subsequent unavailability of the Products), Lo Scrittoio reserves the right to cancel the Order by notifying the Customer via e-mail. Cancellation of the Order does not entitle the Customer to any compensation and/or damages (except in cases of wilful misconduct or gross negligence by Lo Scrittoio), without prejudice to the refund of the amounts already paid by the Customer.

B. Lo Scrittoio also reserves the right to cancel the Order if the Customer has not made the bank transfer and sent the relevant receipt within the 15-day period provided for in Article 5.B.

8. Shipping and delivery

A. Unless otherwise communicated in the Order Confirmation and without prejudice to the suspensive condition of payment for the Products, shipping is carried out via courier, with the delivery times published on the Website, naturally excluding pauses for public holidays and holiday periods in the countries of shipping, sorting, and delivery of the Order, as well as any carriers strikes.

B. The delivery times published on the Website, or the different delivery times communicated by Lo Scrittoio – in any event not exceeding the maximum timeframes provided for under consumer protection legislation – are to be considered indicative only. Lo Scrittoio shall not be liable for any delays in delivery attributable to force majeure or unforeseen circumstances.

C. In the event of non-delivery due to the recipient's absence or an inaccurate or incomplete address provided by the Customer, the courier will proceed according to its own procedures. Any additional costs for the redelivery or storage of the Order may be charged to the Customer.

9. Risk of loss and damage upon delivery

A. The risk of loss or damage to the Products during transport is *(i)* always borne by Professionals pursuant to Article 1510, paragraph 2, of the Italian Civil Code, and *(ii)* borne by Lo Scrittoio, pursuant to Article 63, paragraph 1, of the Consumer Code in all other cases.

B. If the Consumer chooses the carrier for shipping, the risk of loss or damage to the Products during transport is borne by the Consumer pursuant to Article 63, paragraph 2, of the Consumer Code.

10. Recommendations upon delivery

Lo Scrittoio recommends that Customers always accept delivery “with reserve for inspection” and promptly formalize any specific claims regarding the number of packages and/or the condition of the packaging by notifying Lo Scrittoio at the e-mail address loscrittioofirenze@gmail.com and attaching photographic documentation, so that the claim can be forwarded to the responsible party.

11. Consumer's right of withdrawal, procedures, and effect

A. The Consumer who has purchased on the E-commerce may exercise the right of withdrawal (“**Withdrawal**”) from the purchase of the Products within 14 (fourteen) days of the delivery of the Products, by communicating this to Lo Scrittoio via an email to loscrittioofirenze@gmail.com or by filling out the withdrawal form available at this [link](#).

B. The Consumer who exercises the Withdrawal within the aforementioned timeframe: *(i)* returns the products within 14 (fourteen) days from the communication of the Withdrawal, following Lo Scrittoio's instructions; *(ii)* fully bears the return shipping costs of the Products subject to Withdrawal and *(iii)* returns the Products intact, undamaged, in their original packaging, complete with packaging materials and any documentation. For example, notebooks must be returned with all pages intact, unwritten and unturned and free from signs of use.

C. Once compliance with all the above conditions and obligations has been verified, Lo Scrittoio will refund the amount paid for the purchase of the Products subject to Withdrawal within 14 (fourteen) days of receiving the returned Products, using the same payment method chosen by the Consumer for the purchase, if possible. The costs for returning the Products are borne by the Consumer.

D. Lo Scrittoio has the right to withhold the refund until it has received the Products or until the Consumer has provided proof of having shipped the Products, whichever occurs first.

12. Exclusion of Withdrawal

The Withdrawal is excluded for customized Products in accordance with letter c) of Article 59 of the Consumer Code.

13. Warranty. Duration, methods of exercise, limits, remedies and exclusions

- A. Lo Scrittoio guarantees the conformity of the Products with the health, technical and safety regulations and standards applicable under Italian and European union law, in addition to guaranteeing that the Products are free from conformity defects.
- B. The conformity of the Products is guaranteed *(i)* towards Consumers, for a period of 2 (two) years from delivery, with the Consumer being able to report conformity defects of the Products within a time limit of 26 (twenty-six) months from the delivery of the Order; *(ii)* towards Professionals, for a period of 12 (twelve) months from delivery, provided compliance with the forfeiture deadline of 8 (eight) days from delivery for apparent defects and 8 (eight) days from discovery in the case of hidden defects.
- C. The Consumer who intends to assert a conformity defect of the Products must promptly notify Lo Scrittoio at the e-mail address loscrittoiofirenze@gmail.com and, in any case, within the prescription period referred to in point B.
- D. Having assessed the actual existence of the reported conformity defect, Lo Scrittoio will send the Customer instructions regarding the applicable remedy, for Consumers, under Article 135 bis of the Consumer Code, and for Professionals, under Article 1492 of the Civil Code.
- E. It is naturally understood that the warranty does not apply to flaws and/or defects that manifest due to improper, negligent, imprudent or unskilled use of the Products, taking into account their nature and characteristics.

14. Manufacturing discrepancies. Forfeiture

- A. Since the Products are unique handmade pieces and given that, in particular, leather has thicknesses and colours that cannot be perfectly replicated, Lo Scrittoio cannot guarantee that the Products will exactly match those depicted on the Website. The Customer therefore expressly declares and acknowledges accepting a margin of tolerance in the event that the Product presents differences in colour characteristics, manufacturing dimensions, and the positioning of customizations compared to the photographic representations of the Products.
- B. Without prejudice to the accepted margin of tolerance referred to in the preceding paragraph, the Customer loses the right to raise any claim concerning discrepancies or defects related to the customization of the Products if they do not report such discrepancies or defects to the e-mail address loscrittoiofirenze@gmail.com within 15 (fifteen) days from receiving the Products, substantiating the claim, attaching photographic documentation and providing proof of the timeliness of the report.

15. Privacy

Lo Scrittoio processes the personal data of Customers in accordance with the [Privacy Policy](#) and the [Cookie Policy](#) published on the Website.

16. Jurisdiction

All disputes arising from or connected to the T&C, including those relating to their validity, interpretation and effectiveness, as well as those arising from the execution of the Order, shall fall under the exclusive jurisdiction of *(i)* the Court of Florence, for orders placed by Professionals; *(ii)* the court of the Customer's place of residence or domicile, for orders placed by Consumers.

17. Invitation to Customers

Lo Scrittoio invites Customers to report any disservice or potential dissatisfaction by sending a communication to the e-mail address loscrittoiofirenze@gmail.com or calling the phone numbers indicated on the Website so that an amicable solution can be found. Using the same contact details, Customers may ask Lo Scrittoio for information and assistance regarding the Website or purchasing procedures.

18. Amendments to T&C

Lo Scrittoio reserves the right to amend these T&C at any time and without prior notice, provided that the amendments will only be effective for Orders concluded after the publication of the amended T&C.