

General conditions of sale for purchases made online from www.slowfish.slowfood.it/en/

Slow Food Promozione srl, Tax ID/VAT: 02220020040, with registered office in 12042 Bra -via Vittorio Emanuele II, 248-, (hereinafter referred to as “**Promozione**”) makes it possible for all users to purchase their products (hereinafter referred to as “**Products**”) on the website www.slowfish.slowfood.it/en/ (hereinafter referred to as “**the Site**”), of which it is the sole owner.

General notes

These general conditions of sale (“**General Conditions**”) are governed by the Consumer Code (Legislative Decree No. 206/2005) and e-commerce laws (Legislative Decree no. 70/2003) and only apply to distance selling via the web of Promotion Products featured on the Site. If changes are made to the General Conditions, those published on the Site at the time the Purchase Order is sent by the Customer shall apply.

Prices

All Product Prices listed on the Site are inclusive of VAT and are in Euro. The Price shown on the Site at the time the Order is placed shall apply to the Products, without regard to any previous offers or Price changes that occurred afterwards.

Purchase order and payment methods

Purchase Orders shall be carried out online on the Site. The conclusion of the contract shall be subject to the payment of the Price by the Customer using one of the available Credit Cards.

Prior to Purchase Order confirmation, a summary of the unit cost of each Product selected will be listed together with the total cost of said Order. By confirming the Order, the Customer will receive an email containing the date and total amount of the Purchase Order together with its details.

Prior to confirming each Purchase Order, the Customer must review and accept the General Conditions. Sending the Order confirmation implies full knowledge of the General Conditions and their full acceptance. Customers are encouraged to read them carefully and print or save them in other media of their choice in order to meet the conditions laid down in articles 50 et seq of the Consumer Code. The Customer may forgo access to the Site should they not wish to accept and abide by the General Conditions.

Confirmation of a successful Purchase Order will be notified by Promozione by way of an email sent to the email address provided by the Customer.

The message will contain an ‘Order Number’, which must be used by the Customer in any further communication with Promozione.

The message will detail all data entered by the Customer, including the chosen Products and their Prices, and any special conditions that apply to the individual Order. The Customer undertakes to

verify the correctness and to provide any corrections promptly, and anyhow no later than 24 hours from receipt of the message, by email sent to prenotazioni@slowfood.it.

The Customer shall not be entitled to any damages or compensation, thus Promozione disclaims any contractual or non-contractual liability for any direct or indirect damage to persons and/or property caused by the rejection of a Purchase Order, even in part.

Purchase by way of Credit Card involves entering the Card data. In order to provide their customers with greater assurance, Promozione uses the safe transactions system developed by GESTPAY. Credit Card information is processed through Secure Sockets Layer (SSL) protocol, whose primary task is to assure the confidentiality and reliability of communications between the buyer's computer and the Bank's server, through 128-bit data encryption. Using this system enables the user to disclose their credit card data only to GESTPAY's secure server.

For every Order placed, Promozione will only issue a sales invoice on the customer's request, which will be issued according to the information provided by the Customer when placing the Purchase Order. The invoice cannot be changed after it has been issued.

Purchase Agreement entered into by minors

Purchase can only be made by adults. However, if a minor has provided false information regarding age, or has issued false statements to purchase Products, the parents shall be directly responsible with regard to payment of the relevant Price, subject to the rules of withdrawal stated in these General Conditions.

Right of withdrawal

If the Customer is a Consumer, as defined by art. 3 of the Consumer Code, the rights referred to in articles 52 et seq of the Consumer Code and, therefore, the right to withdraw from the purchase agreement for any reason, without explanation and without penalty in the manner set out below shall apply.

The Withdrawal may concern all or only some of the Products purchased by the Consumer.

The Withdrawal Period shall expire after 14 (fourteen) days from the date of sending the Purchase Order. It is understood that the Right of Withdrawal, without prejudice to the maximum period of 14 days from sending the Purchase Order, must be exercised no later than 5 days prior to the day on which the purchased event will take place.

The Right of Withdrawal is exercised by sending a Withdrawal notice by email to prenotazioni@slowfood.it, or by registered letter with return receipt to Slow Food Promozione Srl - via Vittorio Emanuele II, 248- 12042 Bra (Cn) prior to the expiry of the aforesaid Withdrawal Period.

Following correct exercise of the right of Withdrawal, Promozione shall, within 14 days from the day it was informed of the Consumer's decision to withdraw from the contract, refund to the latter the sums already paid by reversal of the amount charged to the Credit Card or by bank transfer. In the latter case, the Consumer shall promptly provide their personal bank details for the refund (IBAN and bank account holder).

Limitation of liability

Promozione shall not be liable for any damage suffered by the Customer as a result of incorrect use by the latter of the service provided by the Site, or for errors and omissions in websites of third parties, references or links to which are contained in the Site.

Product information provided through the Site is constantly updated. However, complete absence of errors may not be guaranteed, therefore, Promozione shall not be held liable, except in cases of intent or gross negligence.

Promozione shall not be liable for any disservice due to force majeure such as, but not limited to, accidents, explosions, fires, strikes and/or lock-outs, earthquakes, floods and other similar events that prevent, in whole or in part, implementation of the agreement in the time agreed upon. In such cases, Promozione shall neither be liable for damages, losses or costs incurred as a result of contract nonperformance, and the Customer shall only be entitled to the refund of the price paid.

Without prejudice to cases of intent or gross negligence, it is hereby agreed that, should a total or partial breach by Promozione be confirmed in relation to its obligations resulting from execution of a Purchase Order, the latter may not be called upon to compensate any damage caused to an extent greater than the Price of the Products purchased by the Customer, from which the dispute ensued.

Customer responsibility

The Customer is responsible for ensuring that personal details entered are true, complete and updated, and to promptly notify of any changes to the same. If false statements are made, they shall result in loss of the benefits obtained from the services provided. Promozione reserves the right to delete such people from their lists of users, after formal request for self-correction is not accepted.

Governing law and Court of jurisdiction

This agreement is governed by Italian law.

For any dispute concerning this agreement, jurisdiction lies, without any exceptions, with the Court of Asti.

Processing of personal data

Processing of personal data is governed by the General Data Protection Regulation (EU) **2016/679** (GDPR) and the Italian Privacy Code (Legislative Decree No. 196/2003), as well as the privacy policy available at privacy.slowfood.com (with specific regard to the chapter “Users connecting to websites: Data provided voluntarily by the user (via forms and emails); E-commerce data and for online payments.)

Personal gathered gathered and subsequently processed, managed and stored for the purpose of registering the user and concluding the sale. Processing is carried out directly by the holder’s company or by third parties service providers (external managers or independent data controllers).

By completing the purchase the buyer declares to have and read and understood the privacy policy available at privacy.slowfood.com and to be aware that no explicit consent is requested for the processing of data as this is based on the legitimate interest of the supplier.