

## GENERAL CONDITIONS OF SALE END CONSUMER AND COMPANY

### 0. INTRODUCTION

The sale of the items marketed by [luminalpark.com](http://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 cart.

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.

### 4. ITEMS AVAILABILITY

You will have the opportunity to check the warehouse stock at that time on the product detail page and in the Cart. We try to do our best so that the quantity of product indicated on the site is correct, but it may happen that there are errors in the warehouse stock or that multiple orders confirmed at the same time lead to unavailability.

The indication of the available quantity is purely indicative and not binding. For this reason, once the order has been received, we reserve the right to check the availability of the goods and, failing that, to promptly communicate the non-acceptance of the order sent. No responsibility can be attributed to Luminal Park Srl.

If the product is not immediately available, you will not be able to proceed with the purchase and the "Unavailable" message will be shown. If the product is due to arrive, you will be shown the quantity we have ordered from the supplier and the expected date of delivery to our warehouse. The arrival date shown is an estimate which may be subject to change without notice. No responsibility can be attributed to Luminal Park Srl in the event of delays with respect to the expected delivery date.

If the product is unavailable, and if a quantity is due to arrive, you can request to be notified via email when the item becomes available again. This service does not imply any commitment to purchase on your part, nor any product reservation on the part of Luminal Park Srl.

No responsibility can be attributed to Luminal Park if the product availability notification email is not received.

### 5. ORDER TRANSMISSION AND BILLING

You have the option to purchase any available product published on our site. After you have selected the product(s) and added them to your cart, you will be able to check all the ancillary costs related to delivery and payment according to your preferences before completing the order.

Once the check-out process has started, you will need to indicate the order delivery address and, if it is different, the billing address.

If you need to receive an invoice instead of a receipt, you must communicate it in the order conclusion phase by indicating the tax code and/or VAT number.

No changes will be possible after the order has been shipped. All sales documents (order, receipt, delivery note and invoice) will also be sent to you via email. No document can be sent by ordinary post.

Correct receipt of the order is confirmed by sending an email to the address you provided. If the order is not accepted, Luminal Park Srl undertakes to notify you promptly. This confirmation message will recap all the personal data you entered and the list of items purchased. Any inaccuracies, changes to the address or notes to the courier must be communicated at this stage. Changes to the delivery or billing address are only possible before the order is prepared, by sending an email to customer service to: [info@luminalpark.com](mailto:info@luminalpark.com). Once the order has been delivered to the courier, it will no longer be possible to change the destination address until at least the first delivery attempt is made. Sending the order automatically implies acceptance of the General Conditions of Sale present here.

### 6. ORDER CANCELLATION

The order can be cancelled until the time it is prepared, obtaining a full refund of the amount paid by sending an email to [info@luminalpark.com](mailto:info@luminalpark.com) or by calling us on +39 0386 51209. If the order has already been prepared or delivered to the courier, it will not be possible to cancel it. You can of course return unwanted items by following the returns process.

### 7. WAIVER OF PURCHASE

You have the right to reject the goods upon delivery. However, please note that, upon the issuance of the refund credit note, in the case of advance payment (credit card, PayPal, advance bank transfer), the costs of returning the items to our warehouse will be deducted for €10.00. The right of withdrawal is exclusively reserved for private customers – retailers and installers are excluded – who will be charged for the actual transport costs incurred for sending and returning the goods (in the case of shipments made with a service other than the standard one, higher costs will be charged).

### 8. DISPUTE RESOLUTION

If you have submitted a complaint to us that we have not been able to resolve together, please remember that the online customer dispute resolution service has been established by law. Since 9 January 2016, an online platform is available, where you can find the list of organisations you can contact to open an online dispute resolution process. Find all the information at the following address <http://ec.europa.eu/consumers/odr>. For any further information, do not hesitate to contact our Customer Service at [info@luminalpark.com](mailto:info@luminalpark.com).

#### Legislative references

As of 9 January 2016, the provisions introduced by Italian Legislative Decree No 130 of 6 August 2015 and with EU Regulation No 524/2013 on the subject of Alternative Dispute Resolution and Online Dispute Resolution apply. The purpose of this legislation is to encourage the amicable resolution of disputes between professionals and consumers through alternative methods, such as Alternative Dispute Resolution (ADR) and Online Dispute Resolution (ODR). According to Article 49 paragraph 1 letter V of Italian Legislative Decree No 206 of 6 September 2005 (Consumer Code), the customer can make use of the Joint Conciliation process. The process can be initiated if, within thirty days after having lodged a complaint with the company, the customer has not received a response or has received a response they consider unsatisfactory.

The ODR platform is available at the following address <http://ec.europa.eu/consumers/odr>. Via the ODR platform, consumers will be able to consult the list of ADR bodies, find the link to each one's website and start an online dispute resolution process for any contract concluded online that involves them. In any case, whatever the outcome of the out-of-court dispute settlement process, you are reserved the right to contact the ordinary judge and, if the conditions are met, to proceed with an out-of-court dispute resolution for consumer relations by means of appeal to the processes referred to in Part V, Title II-bis of the Italian Consumer Code.

### 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.

### 10. WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE) MANAGEMENT

Luminal Park is very conscious of environmental protection and takes all legal obligations for the correct disposal of electrical and electronic waste seriously.

It is very important that electrical and electronic waste is properly disposed of so that it can become a new and non-polluting product in the future. We therefore encourage you not to dispose of electronic waste with normal household waste but at the appropriate collection points spread throughout your country. According to the provisions of the law (Italian Ministerial Decree 65/2010 Article 1 paragraph 1), if you purchase electronic equipment, we assure you the free collection of old waste electrical or electronic equipment (defined as WEEE) with the same functionality.

#### How to take advantage of the free collection of used WEEE

- Immediately after sending an order, a request must be sent via email to [info@luminalpark.com](mailto:info@luminalpark.com);
- The used items to be returned must be from the same category as the one you just bought (e.g. a spotlight, a light bulb, etc.);
- The new appliance is intended for domestic use (it cannot be requested if the purchase is made with a VAT number);
- The quantity of items to be collected is the same as that purchased.

#### How used items are collected

WEEE collection may not be carried out simultaneously with the delivery of the new product. You have the right to give the WEEE free of charge to the network of Municipal Collection Centres near your home.

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### 11. RIGHT OF WITHDRAWAL

(Directive 2011/83/EU Decree No 21 of 21 February 2014 - New Consumer Directive)

#### *When to exercise the right of withdrawal*

Our goal is that you are satisfied with the purchase you make on our site. If this is not the case, you have the right to request to return the product, even without justification, **within 14 calendar days from the date of delivery** as long as the item is resellable and in the original packaging.

#### *Consumer's responsibility*

The goods can be handled for the sole purpose of establishing their nature, characteristics and function. If the product is used outside of these purposes, you are responsible for the goods' decrease in value, which may be withheld when refunding the amount paid.

#### *Process for exercising the right of withdrawal*

To exercise the right of withdrawal, simply inform us of your intention to withdraw through a written declaration (a letter sent by post, fax or email to [info@luminalpark.com](mailto:info@luminalpark.com) before the deadline for the right of withdrawal.

In the request, please provide this information:

- First name and surname, or company name;
- Order reference, date and number;
- Indication of the items to be returned (just indicate the code and quantity);
- Bank details (IBAN and current account holder) if the order payment has been done through advance bank transfer.

If you wish, you can send us your return request using the [form prepared by Luminal Park](#).

#### *Deadline for returning the product*

After sending the request, you will have 14 calendar days to return the items to our warehouse.

If you buy as a private/individual customer we will provide you with the prepaid shipping label, otherwise if you buy as a company you will have to ship the items back to our warehouse.

#### *Return address*

**LUMINAL PARK SRL, % Lotti Importex Srl - Via Pinzone 24 - 46025 POGGIO RUSCO (MN)**

#### *Deadline for refund*

If you are a private customer with withdrawal, you will be refunded all payments you have made to us, including delivery costs (with the exception of additional costs resulting from your choosing a type of delivery other than the standard one offered by us), within 14 days from the date you informed us of your wish to withdraw.

If you are a VAT-registered customer, upon withdrawal you will be refunded all payments you have made to us, excluding transport costs incurred in sending the goods, even if they were initially discounted in full.

The refund will be made with the same payment method used for the initial purchase, unless otherwise indicated by you. In the latter case, you will need to indicate the bank details (IBAN and account holder) for making the deposit in the withdrawal request. In any case, you will not have to incur any costs for the payment of this refund.

**For private/individual customers the return of the items will be handled by Luminal Park Srl and the transport cost is €9.00 at your charge.**

### 12. PAYMENT METHODS

During the purchase phase, you can choose between different payment methods.

#### *Credit card*

We accept the main credit cards operating in the Visa or Mastercard circuits, including prepaid cards.

After selecting the credit card payment method and before confirming the order, you will be asked for your card details to make the transaction. At the end of the payment process, you may be asked for the 3-D Secure or SecureCode authorisation code. This code is needed to confirm that you are the real holder of the credit card. If you do not have this code, you must request it from your credit card provider.

If you decide to cancel the order, the credit card transaction will be cancelled. For some types of cards, the release times depend exclusively on the banking system and can reach their natural expiration (24th day from the authorisation date). Once the cancellation of the transaction has been requested, under no circumstances can Luminal Park Srl be held responsible for any direct or indirect damages caused by the delay in the failure to release the amount committed by the banking system.

In the event that your order is still to be shipped after the 23rd day from the forwarding date, Luminal Park Srl will in any case charge your credit card for the order amount, even if prior to shipment, in order to avoid the transaction authorisation expiring (24 days).

Luminal Park reserves the right to ask you for additional information, such as sending copies of documents

proving ownership of the card used in the payment. If the documentation is not sent within 5 days, Luminal Park Srl reserves the right to refuse the order.

#### *PayPal*

If you decide to purchase with PayPal, you will be directed to the PayPal login page before concluding the order. In this case, the PayPal account is debited at the same time as the transaction is concluded. Payment confirmation with PayPal may not be instant but may require a certain amount of time, even a few hours. Payment is only considered accepted when you receive the relevant email from PayPal for the transaction you have just made.

In some cases PayPal may request a payment review, which can take up to 24 hours. In this case, Luminal Park Srl will not proceed with the shipment until PayPal definitively confirms the payment. The review process will be communicated to you by PayPal via email. If the order is cancelled by either you or Luminal Park Srl, the amount will be refunded to your PayPal account.

#### *Advance bank transfer*

You can also pay with a simple bank transfer. In this case, the order will only be shipped after the amount due to the Luminal Park Srl account is deposited, which must take place within 3 working days from the date the order is accepted. After this deadline, the order will be automatically cancelled.

The payment reason for the bank transfer must necessarily include the number and date of the order. The transfer must be made out to:

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

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

### 13. PAYMENT PROBLEMS

If there are problems paying by credit card or PayPal, including after the order confirmation has been sent, we will not be obliged to ship the order. In fact, it may happen that the card issuing institution or PayPal requests a payment verification. In this case, we will not be able to proceed with the shipment until the final payment confirmation.

### 14. PAYMENT SECURITY

Online transactions with credit card and PayPal are carried out on their respective sites through secure servers that adopt the SSL (Secure Socket Layer) protection system. This protocol allows communication in a manner designed to avoid the interception, modification or falsification of information. **Luminal Park Srl never acquires your credit card data, home banking access codes or your PayPal account data.**

### 15. ORDER SHIPPING TIMES

You will always find the order's expected shipping date on the product detail pages and in the cart. With the exception for backorders, we strive to ship all orders received and paid for within 24 hours by the next working day.

The shipping time changes depending on the payment method chosen. The fastest methods are as follows: credit card, PayPal, instant bank transfer.

In the case of payment by advance bank transfer (excluding backorders), the shipment will take place within the next day from when we receive confirmation of the deposit in the bank (typically 1 or 2 working days). Any payment by instant bank transfer can reduce the order shipping time, which will always be within the next day from when we have proof of a deposit in the bank.

In the case of payment with PayPal, a review of the payment may be requested, which can take up to 24 hours. In this case, the order will be shipped when PayPal confirms the payment (excluding backorders). You will receive a confirmation email.

We will notify you of your parcel being delivered to the courier via email, indicating the link to follow 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. This is why we try to be as fast and reliable as possible when processing and delivering your order. Luminal Park delivers to the address you provided to us when making the order using a contracted courier. Freight collect shipments are not managed with any courier.

**You will be able to change the delivery address until the moment the order is prepared, which you will be notified of via email.**

After that, we will not be able to change the shipping address until the first delivery attempt takes place.

Luminal Park offers two delivery methods in the cart:

- To your address;
- To a pick up location of your choice.

Upon delivery of the parcel to the courier, we will notify you of the courier's name and the tracking number you need to track the shipment. Delivery of the items always means on the roadside.

Delivery times vary from 1 to 5 working days and may be subject to changes due to force majeure, general

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traffic and road conditions, or by act of the Authority. Standard delivery will take place every day, except holidays, from Monday to Friday.

### *Delivery to your address*

Delivery of the items always means on the roadside. Standard delivery will take place at the following times: from 9:00 to 18:00, every day, except holidays, from Monday to Friday.

The recipient's signature is required to accept the parcel. **It is therefore essential that there is always someone at the delivery address you provide us with who can accept the parcel on your behalf.**

If no one is present during the delivery hours, consider changing the delivery address, entering **your place of work or the home of a relative or a friend**. Alternatively, if the service is offered by the courier, consider delivery to pick up locations that offer longer collection times and days than standard delivery, leaving you more freedom to collect.

### *Delivery to a pick up location*

Pick up locations are convenient places, such as grocery stores, bars or other local businesses, where you can easily drop off or collect your parcels. These places often offer extended opening hours, including at weekends and evenings, to make your life easier.

If you are not sure if you can be at home to receive your order, or if you want more flexibility in the collection times for the parcel, consider this delivery option, which is available in the cart before purchase.

Once the parcel has been delivered to the pick up location, you will receive an email by the courier informing you that you can also collect the parcel the same day. If the collection cannot be made by the order holder but by someone else, they must come with a delegating document, a copy of the real order holder's official identity document (identity card, driving licence or passport) and the shipment's tracking number.

You have up to 10 calendar days to claim the parcel. After this date, the parcel will automatically return to our warehouse. Before collecting the parcel, check the business' opening days and times. Then go to the pick up location with an official identity document (identity card, driving licence or passport) that shows the name and address of the order holder (your details) and the shipment tracking number you received via email.

### *Common to all delivery methods*

The order travels with customised Luminal Park boxes that are appropriately sealed with customised tape. In no cases are other sealing materials used.

Once you have received the parcel from the courier, you are required to check:

- that the number of packages is the same as indicated on the form or the transport document;
- that the packaging is intact and not damaged, wet or otherwise altered;
- that no sealing materials other than the customised Luminal Park tape have been used.

It is not possible to verify the contents of the parcel until the shipment is accepted. The courier is in fact only responsible for the external appearance of the parcel and the number of packages, not for the contents.

Any external damage or mismatch in the number of packages must be immediately reported to the courier making the delivery with the wording "collection with reserve due to damaged parcel" or "collection with reserve due to open parcel" or "collection with reserve due to missing packages" on the courier's delivery slip.

You also need to send an email to [info@luminalpark.com](mailto:info@luminalpark.com) specifying the type of anomaly found. Once you have signed the courier's document, you will no longer be able to make any objection about the external characteristics of what was delivered.

Even if the packaging is intact, please immediately check the contents of the parcel to verify that what was delivered matches what was ordered.

Any damage, missing items or hidden anomalies must be reported within a maximum of 8 days by sending an email to [info@luminalpark.com](mailto:info@luminalpark.com).

### **16.a. EXPRESS SHIPPING OR GUARANTEED DELIVERY DATE**

You can request an express shipping only if this service is available in your area.

Express delivery must be paid as an additional service and the shipping costs will be calculated exclusively by one of our agents. Luminal Park will send you an offer with shipping costs included.

By accepting the quote and by paying the related amount, you will accept the following conditions:

1. The agreed delivery date is guaranteed exclusively if the order amount is totally paid within 12 o'clock on the day of shipping;
2. If the delivery service cannot deliver on the agreed delivery date and the cause is attributable exclusively to the delivery service itself, the only compensation for this will be the refund of the express shipping costs;
3. If the delivery service cannot deliver on the agreed delivery date and the cause is attributable exclusively to the receiver, (f.i. receiver not available by the time of delivery, wrong delivery address give, etc.) the no compensation will be recognized;
4. In case one or more products are damaged during shipment, Luminal Park will provide you with a free replacement, shipped through standard shipment;

5. It is not possible to request delivery at a specific time, delivery will be by the end of the day;
6. Even in the case of express delivery, collections and deliveries are not possible on Saturday and Sunday;
7. If the delay in delivery depends on factors beyond the control of UPS (force majeure) or due to a suspension of transport by the authorities, no compensation can be recognized;
8. In any case can Luminal Park be held responsible for the damages occurring after failure to deliver by the scheduled date.

### **17. FAILED DELIVERY OR DELAY**

In the event that the purchased Product is not delivered or is delivered later than the delivery terms of 1 to 5 working days, you can ask Luminal Park to make the delivery within an additional deadline appropriate to the circumstances pursuant to Article 61 of the Italian Consumer Code ("Additional Deadline pursuant to Article 61, paragraph III, Italian Consumer Code"). If this additional deadline expires without the items having been delivered to you, you are entitled to terminate the contract ("Termination of the Contract pursuant to Article 61, paragraph III, Italian Consumer Code"), without prejudice to the right to compensation for damage.

You are not burdened by having to grant Luminal Park the Additional Deadline pursuant to Article 61, paragraph III, Italian Consumer Code ("Excluded Cases") if:

- Luminal Park has expressly communicated to you its refusal to deliver the items;
- Compliance with the delivery deadline indicated must be considered essential, taking into account all the circumstances that accompanied the conclusion of the contract;
- You have informed Luminal Park prior to the conclusion of the contract that delivery by a certain date is essential.

In the Excluded Cases, if you do not receive the items within the indicated delivery time you are entitled to immediately terminate the contract, without prejudice to the right to compensation for damages ("Termination of the Contract in Excluded Cases"). The indication of the Additional Deadline pursuant to Article 61, paragraph III, Italian Consumer Code or of Termination in Excluded Cases must be communicated to Luminal Park via a request sent to the addresses referred to in Article 20.

In the event that the contract is terminated, pursuant to Article 61, paragraph III, Italian Consumer Code or Termination in Excluded Cases, Luminal Park will promptly refund you the total amount due. The refund will be made in the manner provided for in the order confirmation.

If you do not proceed with setting the Additional Deadline pursuant to Article 61, paragraph III, Italian Consumer Code, or – if the conditions are met – with Termination of the Contract pursuant to Article 61, paragraph III, Consumer Code or Termination of the Contract in Excluded Cases, without prejudice to the possibility of availing yourself at any time of these remedies and/or of the ordinary means of protection made available by the law and, in particular, from Chapter XIV of Title II of Book IV of the Italian Civil Code, Luminal Park undertakes in any case to:

- promptly notify you by email of the delay in delivery, at the same time indicating the new delivery deadline, if available;
- in the case of delivery with a delay of between 1 and 3 working days for the new delivery deadline, the shipping costs will be refunded if provided for in the order and already paid within 10 working days from the expiry of the new delivery deadline;
- in the case of delivery with a delay of between 4 and 10 working days for the new delivery deadline, you are allowed to refuse delivery and terminate the contract, with a consequent refund of the total amount due, if it has already been paid for, within 10 working days from the request for termination of the contract. Alternatively, if you do not want to terminate the contract, you will be refunded the delivery costs upon request, if already paid for, within 10 working days of the request;
- in case of delay in delivery exceeding 10 working days for the new delivery deadline or, in any event, 20 days of the original delivery deadline, you will be offered a different Product of equivalent or greater value on request, subject to payment, in the latter case, of the difference and with your express consent.

### **18. TRANSPORT COSTS**

The transport cost is free for all orders over €150 in the EU countries served by the store. The transport cost is at your expense in all other cases and is calculated automatically according to the weight and volume of the items purchased. To know the exact transport cost, simply view the cart after adding the desired product. In any case, the transport cost is due if the customer has received an offer where the transport cost is explicitly indicated.

### **19. USE OF COUPONS**

The coupon is an alphanumeric code which, when entered into the appropriate field in the cart, provides a price reduction on all or some items. Each coupon always has an expiration date and can have a limited number of uses.

**Under no circumstances can a coupon be applied to an order that has already been placed.**

If you confirm an order without correctly entering the coupon, or if you receive a coupon from our email correspondence, our newsletter or our social media channels after your order confirmation, we will not be able to apply the discount.

If you have difficulty applying the coupon, or an error message is displayed, please contact us via email at [info@luminalpark.com](mailto:info@luminalpark.com) or by telephone on +39 0386 51209 and we will try to help you. If you receive a coupon from our email correspondence, our newsletter or our social media channels, it must be used before it expires in order to benefit from the discount.

We cannot accept coupons after they have expired. Unless otherwise advised, the moment when a coupon expires is always at 11:59 pm on the expiry day. It is possible to enter one coupon per order. It is not possible to apply multiple coupons for the same order.

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### 20. WARRANTIES

You can buy on our site with complete peace of mind because we offer a 24-month warranty for conformity defects in the product (pursuant to Article 129 of Italian Legislative Decree No 206/2005 - Consumer Code).

To use the warranty service, you will need to keep the invoice or receipt that you receive via email after the items have been shipped. The 24-month warranty applies to a product that lacks conformity as long as it is used correctly, respecting its intended use and as set out in the attached technical documentation.

In the event of a lack of conformity, Luminal Park Srl will restore the conformity of the product free of charge by having it returned and subsequently repaired/replaced, or by reducing the price, or even terminating the contract with a full refund of the amount paid. The maximum deadline for repairing the item is 15 working days from the date of receipt in our warehouse.

If no lack of conformity pursuant to Italian Legislative Decree No 24/02 emerges following an intervention by Luminal Park Srl, you will be charged for any verification costs and transport costs incurred by Luminal Park Srl. In the event that Luminal Park Srl is unable to replace a product under warranty (restored or replaced) for any reason, it may proceed, with your consent, to replace it with the same product (if still on the price list) or with another product with equal characteristics and value or, finally, to refund the amount paid.

#### How to activate the warranty

To activate the warranty, you will need to send an email to [info@luminalpark.com](mailto:info@luminalpark.com), reporting the order number (or alternatively that of the receipt or invoice) and the product code. To benefit from the warranty, you must have the sales receipt or invoice.

### 21. CUSTOMER SERVICE AND COMPLAINTS

You can request information about your order, send communications or submit complaints by contacting Luminal Park customer service in the following ways:

- by email to [info@luminalpark.com](mailto:info@luminalpark.com);
- by telephone on +39 0386 51 209;
- via the Site by accessing the "Contact Us" section.

Luminal Park will respond to complaints by email within a maximum of two working days after receiving them.

### 22. COPYRIGHT

Unless expressly indicated, all content of this site (texts, images, designs and videos) is the exclusive intellectual property of Luminal Park Srl, registered in the Verona Companies Register under 04199420235.

The site can only be used for your personal use and not for commercial purposes. Any use of our site and its content for purposes other than personal and non-commercial is prohibited without the prior authorisation of Luminal Park Srl.

Each person is authorised to view, copy, print or distribute these documents under the following conditions:

- The document is to be used for personal, non-commercial purposes only;
- Any copy of this content, even if only partial, must include a reference to the copyright owner.

### 23. FEEDBACK VIA FEEDATY

We try to offer you the best possible service and want to be judged for our business and items fairly by our real customers.

We are convinced that this not only helps us to improve, but also helps other potential customers have greater confidence. For this reason we use an impartial third-party service, Feedyat, to collect reviews on our service and our items.

#### How does it work?

After you receive the items purchased on our site, [luminalpark.com](https://luminalpark.com), Feedyat will send you an email asking you to leave a review on our site and the items received. At this point you will be able to leave an impartial review which will then be shown to all other buyers, both on our site and on the Feedyat site.

### 24. PRIVACY

We know very well how important privacy is for you, and that's why the issue of processing your personal data and protecting it is very important to us. To know exactly what your data is and how it is processed, 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](https://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

LUMINAL PARK SRL - Via Abetone Brennero, 149 - 46025 POGGIO RUSCO (MN) - ITALY  
Tel. +39 (0) 386 51 209 - Fax: +39 (0) 386 25 45 19 - email: [info@luminalpark.it](mailto:info@luminalpark.it)

#### Warehouse

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

#### Privacy and Site Content Manager

Marco Brenzan