

## Global Terms and Conditions of Sale

### 1. Introduction

These General Terms and Conditions of Sale govern all commercial relationships between TechSigno S.r.l. and the Customer for the supply of goods and services. Any derogations or differing conditions are valid exclusively if agreed in writing between the parties. Placing an order, by e-mail constitutes full and unconditional acceptance of these terms.

### 2. Limitation of Liability

TechSigno is not liable for direct, indirect or consequential damages arising from the sale or use of products and services, including those published on [www.techsigno.com](http://www.techsigno.com). TechSigno disclaims all liability for: delays or non-delivery attributable to external causes; any discrepancies between goods and published descriptions; damages resulting from improper use, incorrect installation or non-compliant maintenance; regulatory, tax or customs obligations in foreign countries of destination.

The Customer bears sole responsibility for the use of the product and any consequences arising from use not consistent with its intended purpose.

### 3. Technical Information and Intellectual Property

Technical information on the website or in commercial documentation is provided by manufacturers and subject to change without notice. Texts, images, trademarks, software and content are the property of their respective owners and may not be reproduced or used without explicit authorisation. Images are purely illustrative and do not constitute a binding contractual element.

The official manufacturer's datasheet is the sole reference for technical specifications and performance. TechSigno does not guarantee the absence of errors or inaccuracies in published information.

### 4. Orders

Orders are accepted exclusively by e-mail and are considered definitively confirmed at the time of shipment. TechSigno reserves the right to refuse or suspend orders where commercial conditions are deemed unsuitable, without such action constituting a contractual breach.

### 5. Prices

All prices are quoted exclusive of VAT and may be subject to change without notice, due to currency fluctuations (e.g. USD/EUR) or changes in procurement costs.

The contractually binding price is exclusively that stated in the order confirmation.

### 6. Product Availability

Product availability is communicated at the time of order confirmation.

Should goods be unavailable following payment, TechSigno will arrange a full refund as promptly as possible.

### 7. Shipping and Delivery

Deliveries are made by courier. Products are considered delivered at the time of handover to the carrier: from that moment, the risk of loss or damage transfers to the Customer and TechSigno is relieved of all liability related to transport. Delivery times are indicative, subject to stock availability, and may vary due to force majeure. TechSigno reserves the right to make partial deliveries.

The Customer must inspect goods immediately upon receipt and promptly report any anomalies.

#### 8. Retention of Title

Goods remain the property of TechSigno until full payment of the agreed price. Risk transfers to the Customer at the time of shipment, regardless of the transfer of ownership.

#### 9. Warranty

TechSigno warrants that products conform to the technical specifications declared at the time of sale. The warranty has a duration of 24 months from the date of purchase and covers manufacturing defects only. The following are expressly excluded: damage from normal wear and tear; improper use; incorrect installation or maintenance; overloads or uses inconsistent with the intended purpose.

Print heads and batteries are classified as consumable materials and covered by a limited warranty. Verification of product suitability for the intended use is the Customer's sole responsibility.

#### 10. Claims and Inspections

Visible defects must be reported within 7 days of delivery; any defects or anomalies not immediately apparent must be communicated in writing within 8 days of receipt.

Transport damage must be contested immediately with the carrier in writing and reported to TechSigno with a detailed description. Claims received beyond the stated deadlines will not be considered.

#### 11. Payment

Payments must be made by bank transfer. TechSigno reserves the right to require advance payment and to suspend or cancel orders in the event of outstanding payments or ongoing disputes.

#### 12. Right of Withdrawal

Pursuant to Legislative Decree 206/2005, the Customer may exercise the right of withdrawal within 14 days of delivery. This right is excluded for products manufactured to the Customer's specific requirements and for non-standard goods. Return shipping costs are in all cases borne by the Customer.

#### 13. Returns and RMA Procedure

All returns are subject to prior authorisation by TechSigno via the issuance of an RMA number. Products must be returned intact, in their original packaging and accompanied by the required documentation. Shipping costs are always borne by the Customer. Where a defect is acknowledged, TechSigno may, at its own discretion, arrange for product replacement.

#### 14. Personal Data Processing

Customer personal data will be processed in full compliance with applicable data protection legislation (GDPR - EU Regulation 2016/679 and Legislative Decree 196/2003 as amended).

#### 15. Governing Law and Jurisdiction

This contract is governed by Italian law. For any dispute arising from the interpretation or execution of these terms, the parties agree on the exclusive jurisdiction of the Court of Udine.

#### 16. Communications

All communications relating to an order must include the order number and Customer code assigned by TechSigno.

### 17. Validity and Updates

TechSigno reserves the right to amend these terms at any time. The version in force is that published on the official website [www.techsigno.com](http://www.techsigno.com).

### 18. Special Provisions

For the supply of self-adhesive labels, the conditions set out in the document "Production and trade of self-adhesive labels" of the Milan Chamber of Commerce also apply. TechSigno disclaims all liability for damages arising from improper use of the product or incidents occurring after delivery.