

Order form to be sent to info@elettromedicali.it

Place		Date	
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This does not constitute an order confirmation. Confirmation will be sent to you by our staff once the data entered has been checked. The confirmation will indicate the shipping costs and the order total. The order will go into processing with the sending of the signed confirmation for acceptance.

BILLING DATA

First Name		Last name	
Company			
VAT number			
Address			
Postal Code		City	
State		Nation	
Phone number			
Mobile number		Fax	
E-Mail			

SHIPPING DATA

Recipient			
Address			
Postal Code		City	
State		Nation	
Phone Number		Mobile	

NOTE

Condizioni Generali di Vendita

1. General Information - All prices are exclusive of VAT except where explicitly indicated - The sale is protected by all the rights that govern transactions by correspondence and electronically 2. How to purchase Purchases can be made through our online catalog or if you prefer via FAX (on 010.580683) by filling in the appropriate form (fax form), or via e-mail commerciale@elettronicmedicali.it), specifying the billing and shipping data of the goods, the VAT number or tax code and the preferred payment method (see below). 3. 4% subsidized VAT - Disabled To take advantage of the 4% subsidized VAT reserved for disabled people (applicable to products that have a 22% VAT on the list), you must register using those of the disabled person as billing information. On the screen where you will be asked for the method of payment you will have to select the item "Request reduced VAT at 4% (law n. 104/1992)". At this point you will have to upload the self-certification, copy of the identity card and tax code (in jpg or pdf format). In detail, you will need: 1) This self-certification form completed and signed 2) Image of the identity card of the person entitled 3) Image of the tax code or health card of the person entitled. You can attach 1 to 3 files. The goods will be shipped only after receiving the documentation. You can consult the guidelines provided by the Revenue Agency to find out about all discounts possible by downloading this illustrative pdf. 4. Payment methods - Credit card: using our online shopping you can pay with VISA, VISA Electron, PostePay, Mastercard, Carta Aura, American Express and Diners cards. - PayPal - Cash on delivery: cash on delivery only for orders up to € 999.99. Cash on delivery provides for the addition to the total order of a right of delivery equal to 0.85% of the total order with a minimum of € 3.00. With effect from 6 December 2012, Article 12 of Law Decree n.201/2011, reduced the limit for the use of cash to € 999.99. The courier cannot accept bank checks or cashier's checks. - Advance Bank Transfer, made out to: RAM APPARECCHI MEDICALI s.r.l. MONTE DEI PASCHI DI SIENA Iban: IT 06 M 01030 01414 000061225219 BIC: PASCITM1GE6. For payment by bank transfer, payment receipt times are 1/3 days. working. The goods will not be able to leave before receiving the transfer (any receipts sent by fax and / or email will not be taken into consideration). - Online installment payment with Consel (information) With the installment payment with Consel you can take advantage of a subsidized loan in 10 installments. Inside the product sheet you will find the detailed offer by clicking on the "Consel Financing" button. Advertising message for promotional purposes. For all contractual and economic conditions, please refer to the "Basic European information on consumer credit", available to customers in all Consel branches, and on the website www.e-consel.it. RAM Medical Appliances, supplier of goods or services for the promotion and placement of Consel SpA loan agreements for the purchase of its goods or services, does not operate on an exclusive basis. -Operational lease (renting) with Grenke Lease: Companies, Freelancers, Associations and Public Bodies can take advantage of the operating lease if in business for at least 2 years. The advantages of this formula are: - Maintenance of company liquidity - Customizable duration (24 - 60 months) - Off-balance sheet assets - Maximum flexibility (add-on, upgrade) - Tax advantages (fully deductible fee) - Advance payment by postal order, payable to: RAM APPARECCHI MEDICALI s.r.l. c / c 92788017 - Reason: Write the order number. For payment by money order or postal order, the shipment cannot take place before 7/15 working days (technical times for receiving the money order or bulletin), while for the bank transfer the payment receipt times are 1/3 days working. 5. Shipping to Italy For orders below € 140.00 (VAT included) the shipping cost contribution is € 9.00 (VAT included) - For higher orders, shipping is free - Normally the order is taken over same day of entry and prepared for next business day shipments. In case of delay you will be promptly contacted for updates on the status of the order - Shipments are made at our sole choice between GLS, TNT and SDA Express Courier. In general, delivery times will be between 24 and 72 hours depending on the destination - Bulky packages such as saunas, armchairs, beds, etc ... will be delivered in about 3/5 days - The evasion of the The order is immediate for payments by credit card and cash on delivery - For payments by Advance Postal Order, Advance Bank Transfer and Installment Financing, the goods will be shipped as soon as the notification of payment has been received by the bank 6. Shipments outside Italy Shipments outside Italy are made by TNT courier. For shipments outside Italy it is not possible to pay cash on delivery.7. Warranty - Methods The 24-month warranty applies, Pursuant to Legislative Decree 24/02, to the product that has a lack of conformity, provided that the product itself has been used correctly, in compliance with its intended use and provided in the attached technical documentation. The 24-month warranty period is reserved exclusively for private consumers (individuals who purchase goods for purposes not related to their professional activity, or make a purchase without indicating a VAT number in the order form). If a VAT number is indicated when filling in the order forms (purposes related to professional activities), the warranty is 12 months, and applies to the product that has a lack of conformity, provided that the product itself has been used correctly, in the compliance with its intended use and the provisions of the attached technical documentation. In the event of a lack of conformity, RAM APPARECCHI MEDICALI SRL will restore the conformity of the product by repairing / replacing it in the shortest possible time compatibly with the return and shipping times of the product or products. The customer must send the product to the RAM MEDICAL APPARATUS headquarters - Via Casaregis 19/25 r - 16129 Genova. RAM APPARECCHI MEDICALI SRL, in the event that for any reason, it is unable to return a product under warranty (restored or replaced) to its customer, it may proceed at its sole discretion to return the entire amount paid or replace it with a product with equal or superior characteristics. In any event, direct or indirect damages cannot be requested for non-use of the equipment for the entire period of cessation of operation of the asset due to failure or discrepancy, meaning the product is not essential to the customer's business, nor is it possible to refer to any damage, indirectly suffered for the non-functioning of the asset itself. It is the Customer's responsibility to consult the assistance procedures in force at the time of the use of the Warranty Assistance. The warranty therefore covers only and exclusively manufacturing defects and non-conformity of the product. With the exception of the replacement of defective and non-compliant products, the supplying company assumes no responsibility for direct and indirect damages that may arise from even improper use of the product by the recipient. RAM APPARECCHI MEDICALI SRL guarantees the integrity and validity of the products offered in the catalog on the basis of quality checks carried out by the parent companies or by RAM APPARECCHI MEDICALI Srl itself. Unless otherwise indicated on the package, materials subject to wear and tear due to use or exhaustion are always excluded from the warranty, and more specifically: rechargeable and non-rechargeable batteries, cuffs for sphygmomanometers and other equipment, aerosol ampoules, air tubes, cables, pulse oximetry sensors , inner tubes, wheelchair tires, and in any case any component that is subject to natural wear due to use. The office for submitting complaints is exclusively the following: RAM APPARECCHI MEDICALI Srl Via Casaregis 19/25 r 16129 Genova Tel. : 010/5761476 - Toll-free number (fixed numbers only): 800 777534 Fax: 010.580683 VAT number: 01769610997 Hours: Monday-Friday 10: 00-12: 30 16: 00-19: 00 To take advantage of the guarantee, download the return form which must be completed in its entirety and returned by fax to 010 / 58.06.83, or via e-mail attecnic@elettronicmedicali.it The customer service will always send the return number (RMA) by e-mail with all the information for packaging and shipping. The product will be repaired or, in the event that the repair is not possible, replaced with an equal, equivalent or higher one according to the judgment of RAM APPARECCHI MEDICALI SRL, within 30 days following the arrival of the product at the site (except for delays due to procedures requests from the parent company). In the event of difficulty in finding the product, RAM APPARECCHI MEDICALI SRL has the right to fulfill the Warranty Conditions by means of a Credit Note and reimbursement to the buyer of the current market price of the

product itself, TAKING DUE ACCOUNT OF THE STATE OF USE. Shipping costs to and from RAM APPARECCHI MEDICALI SRL are the sole responsibility of the Customer. All shipments of products will be rejected to the Sender, at his own expense: - received at our office in cash on delivery, which are not accepted according to the warranty text - not including original packaging, accessories and manuals - received with unsuitable or inadequate external packaging and therefore damaged during transport - the Warranty does not cover damage due to non-use of the original packaging and adequate external protective safety packaging not authorized by RAM MEDICAL APPARATUS. The product warranty remains completely unchanged from the date of purchase of the product, and even in the event of replacement of parts of the product, restoration of operation with another product, the warranty remains the original one and cannot be renewed or postponed to dates. different from the date of purchase. If the product arrives at our service center, it is in any way tampered with, or that they have been removed o damaged the labels that identify the serial number or the Part Number, RAM APPARECCHI MEDICALI SRL reserves the right to judge the validity of the Guarantee, even failing to recognize its validity, giving reasons for it. Any right of the Customer to compensation for damages or compensation as well as any contractual or extra-contractual liability for direct or indirect damage to persons and / or property is excluded. In the event of changes to the Warranty Conditions, RAM APPARECCHI MEDICALI SRL will apply the conditions present on the Warranty for products in force at the time of the Customer's purchase. Jurisdiction: The Court of Genoa is competent for any dispute. In the event of damage detected and reported within 7 days of delivery, RAM Apparecchi Medicali srl will collect it at its expense from the customer on Italian soil. 8. Repairs Repairs and Interventions The delivery and collection of repaired or unrepaired products to be carried out at the RAM Apparecchi Medicali Srl laboratory located in Via Casaregis, 19 / 25r is at the expense and risk of the customer. In the event that the transport is carried out by RAM Apparecchi Medicali Srl directly or by courier, the products travel under the responsibility of the customer, so RAM Apparecchi Medicali Srl declines all responsibility for theft, damage and any other event. At the specific request of the customer, RAM Apparecchi Medicali Srl evaluates the possibility of ensuring transport by charging the relative cost in addition to the transport price. The customer is obliged to collect the goods no later than 30 days from the notice of goods ready after this deadline. RAM Apparecchi Medicali Srl has the right to make use of article 2756 of the civil code which attributes to creditors for the related services and expenses, to the conservation and improvement of movable property, the privilege over the assets provided that they are still with the person who performed the service and / or incurred the expenses. Therefore, in the event of failure to collect and pay for the repair, RAM Apparecchi Medicali Srl, in addition to not being required to return the asset, also has the right to "sell it according to the rules established for the sale of the pledge" (Article 2797) 9. Right of withdrawal sales of products via the Internet are governed by the Consumer Code - Legislative Decree 206/2005 amended with Legislative Decree 21/2014 in implementation of Directive 2011/83 / EU - which regulates the matter of distance contracts, i.e. carried out at outside business premises. This legislation establishes the right of withdrawal, or the possibility for the consumer to return the purchased product and to obtain reimbursement of the expenses incurred. Contracts concerning the supply of goods or the provision of services for which the overall consideration to be paid by the consumer does not exceed the amount of 50 euros, including tax charges, are also excluded from the application of this section, and net of shipping costs. RAM MEDICAL APPARATUS s.r.l. guarantees the right to withdraw from the purchase contract for any reason. This right is reserved exclusively for natural persons (consumers), therefore it cannot be exercised by legal persons and natural persons acting for purposes related to any professional activity carried out. To exercise the right of withdrawal it is necessary to send (without indicating the reasons), within 14 days of receipt of the goods, a communication in which the desire to withdraw from the contract is expressed. All payments made to us will be reimbursed, including delivery costs (with the exception of optional costs such as telephone appointment and delivery to the floor), without undue delay and in any case no later than 14 days from the day of the communication to withdraw from the contract. These refunds will be made using the same payment method used for the initial transaction, unless otherwise expressly agreed; in any case, no costs will be charged as a consequence of this reimbursement. The right of withdrawal does not apply to audiovisual software products and sealed computer software opened by the consumer. RAM APPARECCHI MEDICALI s.r.l., according to Article 5, paragraph 2 of Legislative Decree n. 185 of 22/05/1999, informs that the only costs requested from the customer are those for returning the product. The right of withdrawal is totally lost if the returned product is not intact, namely: - lack of the original packaging - absence of integral elements of the product (accessories, cables, instruction manuals, etc.) - damage to the product for reasons other than transport. Unless otherwise indicated on the package, materials subject to wear due to use or exhaustion are always excluded from the warranty, and more specifically: rechargeable and non-rechargeable batteries, cuffs for sphygmomanometers and other equipment, aerosol ampoules, air tubes, cables, chambers air, wheelchair tires, and in any case any component that is subject to natural wear due to use. The return of the following products is not possible at any time: - All types of software with damaged packaging / packaging; - All types of products related to personal care, health and hygiene once used; - All types of products that require professional installation and have been installed after purchase (hoods, operating lights, etc.). 10. Procedure for exercising the right of withdrawal If you have made a purchase on our site and you want to withdraw from the purchase, you must follow this simple procedure: 1) Send to RAM Medical Devices within 14 days of receipt of the goods, a communication via e-mail to commerciale@elettronicmedicali.it, via fax to 010/580683 or by post about one's willingness to withdraw, quoting the invoice number and order number issued upon confirmation of the same. 2) Within the working day following your communication, you will receive a communication of the authorization to return the goods. 3) Within 14 days, dispatch the product carefully packed in its original packaging and complete with all accessories, instruction manuals and everything originally contained, using a courier of your choice and with shipping costs at your expense. Attention, in no case will shipments at our expense be accepted. Only items shipped on time, in perfect condition and in their original packaging will be eligible for a refund. The goods must be accompanied by the Return Form completed in its entirety or by another type of documentation that allows us to identify the sender and that it is a refund request for withdrawal from the order. 4) RAM Apparecchi Medicali s.r.l. will reimburse all payments made, including delivery costs (except for optional costs such as telephone appointment and delivery to the floor), without undue delay and in any case no later than 14 days from the day of the communication to withdraw from the contract. The refund can be suspended until the goods are received. These refunds will be made using the same payment method used for the initial transaction, unless otherwise expressly agreed; in any case, no costs will be charged as a consequence of this reimbursement. The destination address is: RAM APPARECCHI MEDICALI s.r.l. Via Casaregis 19 / 25R 16129 Genova (GE) ATTENTION: it is advisable to use a courier or other suitable means for shipping the shipment. It is understood that RAM will not reimburse the goods subject to withdrawal, if it does not receive the relative delivery. To insure the shipment against theft and transport damage and to bear the relative costs. If the returned product has not been insured for the value indicated on the invoice, in case of damage or loss during transport, RAM APPARECCHI MEDICALI s.r.l. reserves the right to charge for any damage suffered by withholding them from the amounts to be reimbursed. RAM MEDICAL APPARATUS s.r.l. will proceed with the refund within 14 working days following the request for withdrawal and in any case not before receipt of the goods. Please note: for purchases made by choosing the CONSEL installment payment method, the refund is not made by bank transfer, but by requesting the cancellation of the transaction made to Consel.

Dear Madam / Sir,

In compliance with EU Regulation 679/2016, we inform you that: Your data is acquired by RAM Apparecchi Medicali srl, located at Via G. Casaregis 19/25r - 16129 Genova - C.F. and P.I. 01769610997, operating in the electromedical commerce field, represented by Zanetti Giancarlo born in Brescia on 07/02/1949 - C.F. ZNTGCR49B07B157G, for the purposes of this declaration domiciled at the above address.

Purpose of the processing of personal data:

- Your data is necessary to complete the service agreed with you, here briefly described as the sale and delivery of electromedical products.
- Your data may be transferred, for the completion of the agreed service, to other external data processors collaborating with us: Tax/Accounting Consultants, Data Processing Companies, Hardware and Software Support Companies, Delivery Service Companies, Call Centers.
- Your data may be transferred, in application of the agreed service for credit protection purposes and rights related to the existing commercial relationship, to Financial Intermediaries, Debt Collection Companies, Credit Insurance, Law Firms.
- Your personal data will not be transferred to non-EU countries.

Failure to Provide Data:

- You have the right not to provide your data. This will result in our inability to complete, to the mutual satisfaction of both parties, the service agreed with you as previously described.

Rights of the Data Subject (Art.7, par.3 – Art.13, par.2, comma e ssq - Art.21, par.1,2,4):

It is also your right, provided there are no violations of other existing laws or rights of the undersigned, to request access, rectification, limitation of processing, deletion, or portability of your data. Your data will be retained as long as the following conditions are true:

- There is a legal obligation for retention
- There are contractual obligations requiring retention

Once these periods have expired, you have the right to request the deletion of your personal data; concurrently, the undersigned is released from the retention obligation and may independently decide to delete the data. You have the right to know the names of external data processors to whom your data is transferred. To exercise these rights, a simple written or oral request to Ponzio Antonella / contabili@elettromedicali.it / 0105761476 is sufficient.

Right to Complain:

We remind you of your right to lodge a complaint with a supervisory authority by contacting the competent bodies. In this case, www.garanteprivacy.it.

Automated Decision-Making Processes – Profiling:

At RAM Apparecchi Medicali srl, no automated decision-making processes or personal data profiling are carried out.

I hereby declare that I have read and understood every point of the attached information notice, which I have signed, and I consent to the processing of my personal data, including sensitive data, for the purposes described in the notice and listed here:

- Sending communications via email and phone calls
- Managing active invoices
- Delivering the product to your address

I also specify that I understand that no data will be processed for direct or indirect marketing purposes, that I understand that no genetic or biometric data will be processed, and that I understand that no data will be processed for automated decision-making, including profiling. Fully informed about the characteristics of the processing and noting that it is carried out in full compliance with EU Regulation 679/2016, I give my consent to the processing of my personal data, including sensitive data, and to its communication to third parties for the execution of the indicated purposes.