

TERMS AND CONDITIONS OF SALE AND USE

Last updated: 11/09/2025

1) Seller identity and contacts

The website www.ladinum.com is operated by **Trendly di Catarzi Niccolò**, registered office at **Via Borromeo 116, 50026 San Casciano in Val di Pesa (FI) – Italy**.

VAT No.: 07068610489 – **Tax Code:** CTRNCL97B16D612Z

E-mail: ladinumoil@gmail.com

Fast contact channels: contact form on the site and WhatsApp Business (button on the site).

2) Purpose and scope

These Terms govern the distance sale of food products (extra virgin olive oil “Ladinum”) and the provision of **related digital services** (access to the Ladinum app, symbolic olive tree adoption, badges, informational content, symbolic CO₂ certificate with no official validity).

Purchases are reserved for consumers and professionals residing in the EU. In case of conflict, mandatory consumer protection rules prevail.

3) Pre-contractual information (Arts. 49–51 Consumer Code)

- **Contract language:** english (non-binding informational translations).
- **Technical steps of the order:** product selection → cart summary → entry of shipping and billing data → selection of payment method → acceptance of T&Cs/Privacy → confirmation and payment → **confirmation email**.

- **Error correction:** before payment you can edit quantities, address, and data; after submission, contact us immediately.
- **Contract archiving:** we generate an order receipt; upon request we will provide you with a copy.
- **Contact methods:** e-mail/WhatsApp/form; typical response time: within 2 business days.
- **Geographical restrictions:** we ship to all EU countries; non-EU upon request/quotation.
- **Essential characteristics of the goods:** 100% EVO oil from olive trees in Tuscany; details on the product page and label (quantity, origin, storage, TMC).
- **Total price:** expressed in Euro **VAT included**; on product pages and at checkout you will see any discounts/freebies.

4) Products, availability, and pre-orders

The main product is a **box** with 4 bottles of “Ladinum” EVO oil. Purchases sometimes take place as a **pre-order** (oil from the current olive harvest season). If a product is unavailable, we will notify you and immediately refund the price paid.

5) Prices and payments

Prices are in Euro and **include VAT**; shipping is included within EU countries unless otherwise indicated at checkout. Payment is processed via **Stripe**. The charge occurs upon order confirmation. Anti-fraud checks may apply.

6) Shipping, delivery, and risk

We ship with appointed couriers within the EU.

- **Seasonal pre-orders:** delivery takes place **after the annual pressing** and, as a rule, **by 15 December** of the current year.
- **Delays not attributable (couriers/force majeure):** do not give rise to liability; we will inform you and propose a new date or a refund.

- The risk of loss or damage passes to the consumer only at the time of delivery.

7) Digital services and symbolic adoption

Olive tree adoption is **purely digital and symbolic** (no real right over the tree, nor guarantee that the oil comes from the adopted tree; it comes from the entire field). Access to app features lasts **365 days** from purchase. In exceptional events (disease/natural disaster) we may replace the symbolic tree with another from the same field.

8) Right of withdrawal (consumers)

You can **withdraw within 14 days** of delivery without having to provide reasons.

How to exercise it: send an explicit declaration (e-mail or form) indicating order number, products, and your contact details. You may use the **Model form** below.

Effects: we will refund all payments received, **excluding return shipping costs** (at your expense), within 14 days from receipt of your communication; we may withhold the refund until we have received the goods or proof of shipment.

Return: send the goods back intact, complete with packaging/accessories, within 14 days of the communication.

Hygiene/health exceptions: withdrawal is **excluded** for **opened** or unsealed bottles. **Closed and intact** bottles can be returned.

Return address: Via Borromeo 116, 50026 San Casciano in Val di Pesa (FI) – Italy (or the one indicated in our instructions).

9) Legal guarantee of conformity

Valid for **2 years** from delivery (consumers) and applies to non-conformities present at delivery and manifested within that term. In the **first 12 months** there is a presumption in favor of the consumer. Remedies are: repair/replacement, price reduction, or termination, according to the law. For food goods, non-conformity includes alterations **before the TMC** if the product has been properly stored. Keep proof of purchase and the label.

10) Liability limitations

We are not liable for delays/impossibility of delivery due to force majeure, natural events, strikes, technical failures, or courier conduct. The oil is intended exclusively for **food use**; cosmetic/industrial use is prohibited.

11) Complaints and support

Write to ladinumoil@gmail.com or via the indicated fast channels. We typically respond within 2 business days.

12) Out-of-court dispute resolution (ADR)

Consumers may apply to an **ADR Body** listed in the national register pursuant to Arts. 141-bis et seq. of the Consumer Code. At present we do not adhere to a specific body; you may propose one and we will assess adherence. (The previous EU ODR Platform has been discontinued.)

13) Governing law and jurisdiction

Italian law. For disputes with EU consumers, the **court of the consumer's place of residence/domicile** has jurisdiction. For non-consumers, ordinary rules apply.

14) Changes

We may update these Terms: the version in force is the one published on the site on the date of the order.

Model withdrawal form

(Complete and send only if you wish to withdraw from the contract)

— Addressee: Trendly di Catarzi Niccolò, Via Borromeo 116, 50026 San Casciano in Val di Pesa (FI), e-mail: ladinumoil@gmail.com

— I/We () *hereby give notice that I/We () withdraw from my/our () contract for the sale of the following goods ()*

— Ordered on ()/received on ()

— Name of consumer(s)

- Address of consumer(s)
- Signature of consumer(s) (only if this form is notified on paper)
- Date
- (*) Delete as appropriate.