Please read the General Conditions of Sale, before completing the Form. Article 10 in particular:

10. Terms and conditions of the guarantee for lack of conformity

§1. The CFN is liable to the Customer for any defects in conformity of the article existing at the time of delivery, provided that they are not attributable to misuse, negligence or tampering by the Customer.

§2. The defect must be reported to CFN within 8 (eight) days from the date of delivery by sending the returns/warranty reporting form available on the Site, to the email address orders.cfn@scv.va. In order to comply with the deadlines, the date of dispatch of the communication shall be considered. The Customer who wishes to report the lack of conformity of an article is invited to indicate in the subject line of the e-mail the words **"GUARANTEE - [no. order]"** in order to facilitate the identification and handling of the request.

§3 The item must be returned to the address.: **CFN – Direzione dell'Economia, Palazzo del Governatorato, 00120 Stato della Città del Vaticano**, without undue delay and, in any case, within 14 (fourteen) days from the terms referred to in paragraph 2, in the original packaging, complete in all its parts (including any accessories, documentation and internal packaging). To avoid damage to the original packaging, it is recommended to protect the integrity of the item during transport. Labels or adhesive tapes shall not be applied directly to the original packaging, otherwise the guarantee shall lapse.

§4. The CFN will provide, at no cost to the Customer, to restore the conformity of the product by replacement with an identical specimen, where possible, subject to availability of the product itself, only in the presence of a timely complaint and return of the defective item in compliance with the requirements set out above §4. In the event of a defect of conformity, the CFN will also reimburse to the Customer the shipping costs incurred for returning the item, upon presentation of appropriate supporting documentation.

§5. If, for any reason, the CFN is unable to replace the warranty item with an identical article., the CFN may alternatively:

a) reimburse in full the amount paid by the Customer or

b) replace the article with another article available, of similar characteristics and of equal value, subject to agreement with the Customer.

§6. If, as a result of the verifications carried out by CFN, the defect complained is not attributable to a defect of conformity, the guarantee will not be recognized. In this case, the shipping costs incurred by the CFN for returning the item to the Customer will be at the latter's expense.

§7. The CFN will not accept the return of items damaged due to packaging. In such cases, the costs for returning the goods will be charged to the Customer, if supported by the CFN.

§8. The Customer fully assumes the risk of transport related to the return of the item. The CFN will not be held responsible, in any way, for damage, theft or loss of items occurred during the return shipment carried out by the Customer.

§9. The Customer may assert his rights at its sole discretion and at its own expense, insure the package containing the returned item in order to protect themselves against any risks associated with transport.

CLAIM FORM

To be sent by email to: ***orders.cfn@scv.va***

Subject: Warranty - order no. _____

I, the undersigned _____

Customer number _____

Resident in (*City - District, State*) _____

In (*address and number*) _____

Tax Code _____

pursuant to Article 10 of the General Conditions of Sale, I defects of conformity for the following items (*enter the product codes as indicated in the order, which can be found in the order list in your account):*

1) _____ ordered on _____ delivered on _____
Description of the defect:

2) _____ ordered on _____ delivered on _____
Description of the defect:

I enclose photographic material to support the report.

I return to the CFN, without undue delay and in any case within 14 (fourteen) days, from the time indicated in article 10, paragraph 2 of the General Conditions of Sale, the article (or articles) subject to this report. The purchased goods will be returned intact and in their original packaging, complete in all their parts or otherwise - where this is not possible - in a packaging suitable to preserve the integrity of the article/articles, to the following address:

CFN – Direzione dell'Economia
Palazzo del Governatorato
00120 Stato della Città del Vaticano

The shipping costs incurred for the return of the article or articles covered by this report are borne by the CFN, except in cases expressly provided for in article 10 of the General Conditions of Sale.

Place and date _____

Firma _____