

A

WEBSITE TERMS OF USE

1. The website www.liffo.com (the **Website**) is a service provided by **Robomagister S.r.l.**, with registered offices at Via Manfredo Fanti 2, 42124 Reggio Emilia (RE), Italy, Tax Code and VAT No. 02973970359 (**Robomagister**).
2. The following Terms of Use govern the conditions under which occasional visitors and registered users (the **Users**) may use the Website. Use of the Website includes accessing, browsing, and registering by creating an account.
3. We kindly ask you to read these Terms of Use carefully before using the Website. You may print or download a copy for future reference [here](#). Use of the Website implies full and unconditional acceptance of these Terms of Use by the User, as well as a commitment to comply with them.
4. These Terms of Use were issued on March 20, 2025. Robomagister reserves the right to update, supplement, and/or modify the Terms of Use at any time, providing notice to Users by publishing updates on the Website. Any such updates, modifications, or supplements shall apply only to activities carried out on the Website after their publication.
5. Robomagister reserves the right to make any changes it deems necessary to the Website content at any time. However, Users acknowledge that Robomagister is under no obligation to keep the Website up to date and that its content may not reflect the latest information. Robomagister does not guarantee uninterrupted availability of the Website and reserves the right to suspend access to the Website, in whole or in part, at any time and without prior notice. Robomagister does not guarantee that the Website is secure or free from bugs or viruses.
6. The Website is made available to Users free of charge. Use of the Website requires a suitable internet connection, which the User must obtain at their own cost and responsibility. Additionally, the User must use an appropriate computer system, with cookies enabled and up-to-date antivirus protection.
7. To register on the Website, Users must be of legal age. Users agree to provide Robomagister with accurate and complete information. Users must keep their login credentials secure and confidential, choosing a password that meets the Website's required security standards. By creating an account, Users assume full responsibility for any activity carried out using their login credentials. Users must promptly notify Robomagister if they believe their login credentials or personal information have been compromised, unlawfully shared, or stolen, by sending an email to support@liffo.com. Likewise, Users must promptly notify Robomagister of any changes to the data provided at registration. Robomagister reserves the right to temporarily suspend or permanently deactivate an account where it reasonably determines that the account holder has breached these Terms of Use or applicable law. The suspension or deactivation of an account does not entitle the User to any compensation, refund, or indemnity.
8. Robomagister retains and reserves all intellectual property rights to the Website and its contents. Users are permitted to download, copy, and/or share content from the Website solely for personal and non-commercial use, provided that proper attribution is given to the Website and/or Robomagister. All limitations and exclusions provided under applicable copyright law remain in effect.

9. Although every effort is made to present the Website content as accurately as technically possible, any representation (including, where applicable, images, graphics, colors, sounds) is for illustrative purposes only and does not constitute a guarantee of the actual characteristics of the product being marketed.
10. If any provision of these Terms of Use is or becomes invalid or unenforceable under applicable law, such invalidity or unenforceability shall not affect the validity and enforceability of the remaining provisions, which shall remain in full force and effect.

B

GENERAL TERMS AND CONDITIONS OF SALE

1. General Terms and Conditions of Sale. The following General Terms and Conditions of Sale govern, in accordance with Articles 45 et seq. of Legislative Decree No. 206 of 6 September 2005 - Codice del Consumo (Italian Consumer Code), the sale and pre-ordering of products and services (the **Products**) offered by Robomagister S.r.l., with registered office at Via Manfredo Fanti 2, 42124 Reggio Emilia (RE), Italy, Tax Code and VAT No. 02973970359 (**Robomagister**), through the website www.liffo.com (the **Website**), or via authorized agents during promotional and/or demonstration events held locally.

All Customers are invited to carefully read these General Terms and Conditions of Sale before making any purchase and to print or save a copy for future reference. Each Customer will be asked to accept these Terms before placing an order, regardless of the method used. Failure to accept these terms will prevent the Customer from completing the purchase.

These General Terms and Conditions of Sale were issued on 20 March 2025. Robomagister reserves the right to update, supplement, and/or amend the General Terms and Conditions of Sale at any time, by publishing the updated version on the Website. All updates, amendments, or additions shall be effective only in respect of orders submitted after the date of such publication.

2. Promotional Materials. The technical specifications and information concerning the Products are available on the Website and in promotional or illustrative materials provided at demonstration events. All images of the Products and their packaging, whether displayed on the Website or through other media, are for illustrative purposes only and may not reflect the actual appearance of the Product.
3. Personal Data. To place an order, the Customer must be of legal age. Since completing a purchase and processing payment requires the communication of certain personal data, the Customer must first review Robomagister's Privacy Policy and provide consent to the processing of their data in accordance with applicable data protection laws.
4. Conclusion of the Contract. Submission of a purchase order via the Website or through an authorized representative constitutes an irrevocable offer by the Customer. The sales contract is deemed concluded when Robomagister, following receipt of payment, sends the Customer an order confirmation by email, which will include a summary of the terms of purchase and a link to these General Terms and Conditions of Sale.
5. Product Pre-Orders. During the initial sales campaign, the Customer may pre-order Products to secure one of the first production slots. At the time of ordering, the Customer must pay a deposit (including VAT) as a confirmatory deposit (*caparra confirmatoria*). Robomagister will promptly confirm receipt of the pre-order. Robomagister will notify the Customer once the Products are available for delivery. The Customer must then pay the remaining balance within thirty (30) days from the date of the availability notice and confirm the delivery method and address. Until the deadline for final payment,

the Customer remains free to cancel the pre-order, and upon receiving a cancellation notice, Robomagister will refund the deposit using the original payment method. Conversely, if the Customer fails to pay the outstanding balance within thirty (30) days of receiving the Product availability confirmation, Robomagister will retain the deposit as a confirmatory deposit pursuant to Article 1385 of the Codice Civile (Italian Civil Code).

6. Prices. All prices are in Euro and include VAT (if applicable by law), as well as any other taxes or regulatory charges related to the transaction. Specifically, VAT is due even for deliveries to Livigno or other duty-free zones; therefore, the Customer shall not be entitled to claim a refund from Robomagister.

If the Customer meets the requirements set forth in Law No. 104/1992 – Legge 104/1992 (Framework Law on the Rights and Assistance of Persons with Disabilities) to qualify for the reduced VAT rate, they must contact Robomagister by writing to support@liffco.com.

Robomagister may occasionally offer discounts or promotional codes for specific Product purchases. Additionally, specific purchase conditions may be communicated and applied to certain categories of Customers. Any discount applied will be clearly shown in the order summary before the order is placed, either online or via an authorized agent. The terms of such promotional offers will be published on the dedicated pages of the Website.

7. Shipping. Products are shipped exclusively within European countries.

Unless otherwise stated, Product prices do not include shipping and delivery costs, which are borne by the Customer. Before placing the order, the Customer will receive a summary of the total amount due, including shipping charges. This summary will also be included in the order confirmation email.

8. Delivery Methods. Products will be delivered to the address provided by the Customer at the time of ordering, via a courier appointed by Robomagister. Once the goods are handed over to the courier, Robomagister will confirm shipment by email and provide tracking information. If the recipient is absent at the time of delivery, the courier will leave a notice with instructions on how to arrange a new delivery. If the Customer fails to contact the courier within fourteen (14) days of the first delivery attempt, the package will be returned to Robomagister, which will consider the sales contract terminated due to the Customer's actions and responsibility. Upon receipt of the returned package, Robomagister will refund the amount paid by the Customer, using the original payment method, minus any storage and return fees charged by the courier. No further compensation or damages will be due.

Upon delivery, the Customer (or their delegate) is required to check the condition of the Product. If the packaging appears tampered with or damaged, the Customer (or their delegate) must either refuse the delivery or, if accepted, ensure the courier notes the issue on the delivery document. Additionally, the Customer must then promptly notify Robomagister by sending an email to support@liffco.com in order to avoid forfeiture of rights under Article 1698 of the Codice Civile (Italian Civil Code).

9. Payment. Payment must be made using one of the methods indicated on the Website or provided by the sales consultant. No additional charges will apply based on the chosen payment method. Once payment is successfully processed, Robomagister will issue an invoice to the Customer in accordance with applicable laws. The invoice will be sent in electronic format as required by law, and a courtesy copy will also be sent via email to assist the Customer in claiming warranty services as described in Article 11 below.
10. Right of Withdrawal. If the Customer qualifies as a consumer under the Codice del Consumo (Italian Consumer Code), they have thirty (30) days to withdraw from the contract without providing any reason. This period begins on the day the Customer, or a third party designated by the Customer other than the courier, takes physical possession of the goods, or, in the case of multiple items delivered separately, from the date of delivery of the final item. To exercise the right of withdrawal, the Customer must send Robomagister a written notice using the withdrawal form available [here](#) or by email to support@liffio.com. The Customer must then return the Products, at their own expense, including any accessories and promotional gifts, in their original packaging, within fourteen (14) days from the date of the withdrawal notice. Upon receiving the returned goods, Robomagister will promptly refund the full amount paid, using the same payment method used for the original transaction, unless the Customer provides other instructions. No fees or penalties will be charged. Robomagister may refuse the return if the Products are clearly damaged. The Customer will be held liable for any decrease in value caused by handling the goods in a way that exceeds what is necessary to determine their nature, characteristics, and functioning, or by using the goods in a manner inconsistent with the instructions provided in the user manual.

If the right of withdrawal is exercised, the Customer must refrain from using the digital content or services required for the operation of the Products and must not make them available to third parties.

11. Warranty and Support. If the Customer qualifies as a consumer under the Codice del Consumo (Italian Consumer Code), they are entitled to the warranty provided for under Articles 128 et seq. of the same Codice del Consumo (Italian Consumer Code). Specifically, Robomagister is liable for any non-conformity or defect existing at the time of delivery, provided such defect becomes apparent within two (2) years. The Customer must notify Robomagister in writing of the defect within twenty-six (26) months of delivery, enclosing a copy of the original invoice. Once eligibility has been confirmed, Robomagister will provide the Customer with instructions for the proper handling of the warranty claim. If a return is required, the Product will undergo all necessary assessments to verify the existence of the defect and determine whether it qualifies as a lack of conformity under applicable law. If the warranty applies, the Customer is entitled to repair or replacement of the Product. Where neither is possible, and upon timely notice from Robomagister, the Customer shall be entitled to a corresponding price reduction or contract termination pursuant to Articles 135-bis et seq. of the Codice del Consumo (Italian Consumer Code). The warranty does not cover normal wear and tear to components such as gaskets, lids, pots, or jars, or damage to mechanical parts, like motors. Additionally, the Customer loses the right to warranty in cases of tampering, unauthorized repair or maintenance, use of non-original parts or accessories - if Robomagister can prove a causal link between such use or intervention and the defect - or if the Product is used with incorrect voltage or contrary to the specifications and

instructions in the user manual. Improper assembly of parts or accessories also voids the warranty, unless the Customer can prove that the malfunction was due to a pre-existing defect at the time of delivery.

The same warranty conditions apply to the digital content and services necessary for the Product's functionality, provided the Customer has installed all relevant updates as communicated by Robomagister upon each release.

In any case of Product malfunction, including after the warranty period has expired, the Customer may contact the support service using the following email address: support@liffco.com.

12. Limitation of Liability. If the Products are used in the context of the Customer's commercial or business activity, Robomagister shall not be held liable for any loss of profit, business opportunities, or interruptions of business operations.
13. RAEE (WEEE). Legislative Decree No. 49/2014 on Waste Electrical and Electronic Equipment (RAEE – Rifiuti di Apparecchiature Elettriche ed Elettroniche) establishes that household appliances must not be disposed of through regular municipal solid waste collection. Discarded devices must be collected separately to optimize material recovery and recycling, conserve energy, and prevent potential harm to human health and the environment. The crossed-out wheeled bin symbol is affixed to all products to indicate the obligation of separate collection. Customers may dispose of used appliances via public collection services, at municipal collection points, or by returning them to retailers. All major household appliance manufacturers are involved in the development and management of collection and disposal systems for discarded equipment. In compliance with Article 11, paragraph 1 of Legislative Decree No. 49/2014, upon delivery of a new electrical or electronic device (AEE – Apparecchiatura Elettrica ed Elettronica) intended for domestic use, Robomagister guarantees free collection of the old electrical or electronic equipment (RAEE – Rifiuto di Apparecchiatura Elettrica ed Elettronica) having the same functionality. In particular, the free collection of RAEE is subject to the condition that the device was used in a domestic setting, is of equivalent type, and performed the same functions as the newly purchased equipment.

Since the courier responsible for delivering the purchased Products is not authorized to transport RAEE, any such collection will be arranged by Robomagister through a subsequent pickup by a different courier, at no cost to the Customer. To allow timely coordination of the RAEE collection, the Customer must communicate this need no later than 24 hours before the scheduled delivery date of the purchased Products, failing which the related right shall be forfeited, by email to support@liffco.com or by contacting Robomagister's call center at the following number:.....

Free collection is not available for purchases of items that do not fall under the AEE category, as detailed in Annexes I and II of Legislative Decree No. 49/2014.

The collection of RAEE posing contamination or safety risks to transport personnel is not permitted.

14. Force Majeure. In the event of extraordinary and unforeseeable circumstances constituting force majeure or fortuitous events, Robomagister shall not be held liable for delays or failures in the delivery of Products and shall be entitled to suspend or terminate the contract in accordance with applicable law.
15. Intellectual Property. All intellectual and industrial property rights, including but not limited to copyrights, trademarks, patents, and design rights related to the Products, are the exclusive property of Robomagister or its licensors and are protected under applicable national and international laws and treaties.

All trademarks - whether word marks or figurative marks - and all other distinctive signs, trade names, service marks, illustrations, images, or logos associated in any way with the Products are and shall remain the exclusive property of Robomagister or its licensors, and are protected under applicable laws and international treaties on intellectual property.

16. Governing Law and Jurisdiction. These General Terms and Conditions of Sale and all contracts entered into between Robomagister and Customers shall be governed by Italian law. If the Customer has their habitual residence in another European Union country, the law in force in that country shall apply. Any dispute arising in connection with the interpretation, application, or performance of these General Terms and Conditions of Sale, or of any contracts entered into between the parties as a result thereof, shall fall under the exclusive territorial jurisdiction of the court of the Consumer's habitual residence, in accordance with Article 66-bis of the Codice del Consumo (Italian Consumer Code).
17. Contact Information. For any queries, the Customer may contact Robomagister S.r.l. using the following channels:
- by post: Via Manfredo Fanti 2, 42124 Reggio Emilia (RE), Italy
 - by email: support@liffio.com

If Robomagister needs to contact the Customer in writing, it will send an email to the address provided by the Customer.