



General Terms and Conditions (GTC)

Casa Bruno S.L. (*Version 2025*)

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General Terms and Conditions (GTC)

Casa Bruno S.L. (Version 2025)

1. Scope of Application

1. These General Terms and Conditions apply to all purchase agreements for products offered by Casa Bruno S.L. (hereinafter "Casa Bruno", "we" or "the Seller") concluded with consumers or business customers.
 2. Deviating or supplementary terms and conditions of the customer do not apply unless expressly confirmed in writing by Casa Bruno.
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2. Company Information

Casa Bruno S.L.

Tax ID: B57229483

Carrer de les Illes Balears 62, 07180 Santa Ponsa, Spain

Email: dsgvo@casabruno.com

Telephone: +34 971.699273

3. Conclusion of Contract

1. Product descriptions on the website or in catalogues are non-binding and not considered a legal offer.



2. The customer submits a binding purchase offer by completing the online order process.
 3. The contract becomes legally binding when Casa Bruno confirms the order in writing or ships the goods.
 4. If a product is unavailable, Casa Bruno may withdraw from the contract and will refund any payments already made.
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4. Prices and Payment Terms

1. All prices include the applicable statutory VAT.
 2. For cross-border EU deliveries to consumers, VAT is applied according to the destination country (OSS regulation).
 3. Accepted payment methods are displayed during the checkout process.
 4. For advance bank transfer, shipment takes place only after receipt of payment.
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5. Delivery and Availability

1. Delivery times provided during the order process are indicative unless a fixed deadline has been expressly agreed.
2. Dispatch usually occurs within 1–2 working days after order confirmation or after receipt of payment for advance transfers.
3. Carrier delays are outside Casa Bruno's responsibility.



4. Shipping restrictions do not apply unless explicitly stated in the shop.
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6. Shipping Costs

1. Deliveries to Spain (mainland), Portugal and Germany are free of charge from EUR 200.
 2. Below EUR 200, a flat-rate shipping fee of EUR 20 applies.
 3. For other EU countries, the shipping cost calculator in the checkout applies.
 4. For deliveries outside the EU or to the Canary Islands, customs or import fees are borne by the customer.
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7. Retention of Title

Goods remain the property of Casa Bruno until full payment has been received.

The resale or transfer of ownership before full payment is not permitted.

8. Right of Withdrawal

1. Consumers have a legal right of withdrawal under **Articles 102–108 of Spanish Royal Legislative Decree (RDL) 1/2007**.



2. Full details, conditions, obligations, and possible deductions under Article 108 RDL 1/2007 are provided in the separate document:

“Casa Bruno – Consumer Withdrawal Policy”.

3. This document forms an integral part of the contract and must be accepted during checkout.

9. Condition of Goods upon Return / Value Reduction

1. Customers may test goods only in the way necessary to determine their nature, characteristics and functioning.
2. Any handling beyond this may result in deductions for loss of value as permitted under Article 108 RDL 1/2007.
3. Deductions may include:
 - replacement of missing or damaged parts,
 - refurbishment or cleaning,
 - new packaging,
 - up to 100% of the product value if resale as new is impossible.
4. Detailed criteria are set out in the separate document:
“Casa Bruno – Return Conditions & Technical Inspection Guidelines”.



10. Installation Requirements and Customer Obligations

1. Before opening the packaging or attempting installation, the customer must ensure that:
 - the ceiling structure can support **at least 20 kg**,
 - an electrical supply compliant with regulations is available,
 - the product is suitable for the intended location (indoor / covered outdoor).
 2. Installation must be carried out **exclusively by a qualified and authorised electrician**.
 3. Damage caused by improper, amateur or unlicensed installation is excluded from any warranty, replacement or refund rights.
 4. Full installation requirements are contained in the separate document:
"Casa Bruno – Installation and Safety Instructions".
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11. Warranty (Legal Guarantee)

1. Legal guarantee rights apply as per RDL 1/2007.
2. Warranty does not cover damage resulting from:
 - incorrect installation,
 - improper handling or storage,
 - humidity or unsuitable environments,



- modifications,
- electrical faults in the household installation.

12. Liability

1. Casa Bruno is liable for intentional or grossly negligent damages.
2. In cases of slight negligence, liability is limited to breaches of essential contractual obligations.
3. Liability for damages resulting from incorrect installation or improper use is excluded.
4. Nothing herein limits liability for injury to life, body or health.

13. Data Protection

Personal data is processed exclusively in accordance with the Privacy Policy available on our website.

Data is transmitted to carriers only to the extent necessary for delivering orders.

14. Return Logistics

1. Return shipments should be sent in their original packaging whenever possible.



2. The customer is responsible for adequate packaging to avoid transport damage.
3. Returns must be sent to:

Casa Bruno S.L.

Carrer de les Illes Balears 62
Polígono Son Bugadelles
07180 Santa Ponsa
Spain

4. Customers bear the cost of return shipping in case of withdrawal.

15. Place of Jurisdiction and Applicable Law

1. Spanish law applies exclusively, excluding the UN Convention on Contracts for the International Sale of Goods (CISG).
2. For business customers, the jurisdiction is **Palma de Mallorca**.
3. For consumers, the statutory jurisdictions of their place of residence apply.

16. Severability Clause

Should individual provisions of these GTC be or become invalid, the remaining provisions shall continue to apply unchanged.