

**THE CATALOGUE**

We are glad to introduce you our new 2019 RINALDIN catalogue. Catalogues are published also in German, French, Italian, Croatian. In order to make it easy to consult, we gave large importance to order and clarity. In fact each article has its own illustration, description and price. You can find also additional technical explanations. Our catalogue will allow you to prepare orders with ease, giving you the chance to compare prices and evaluate right quantities. This catalogue is also published online on our website [www.rinaldin.com](http://www.rinaldin.com). The online catalogue includes all changes which took place during the year and is updated daily.

**PRICES**

Prices are net. Italian VAT by 22% will be added to the prices. Prices printed in this catalogue are indicative. Valid prices are those published on the site [www.rinaldin.com](http://www.rinaldin.com) when ordering.

**QUANTITY DISCOUNTS**

Quantity discounts are available for most items, which are clearly indicated in the catalogue. Discounts will automatically be included in the invoice, even if you do not specify it.

**PAYMENT METHODS**

Payment terms are:  
 • In advance with 4% discount  
 • Credit card or Paypal with 1% discount

For EEC countries:  
 Bank: Banco Popolare di Verona  
 Branch: San Martino B.A.  
 Iban: IT27 V 05034 59791 000000050905  
 Swift: BAPPIT21181



**DELIVERY TERMS**

Orders are normally dispatched within 8 working hours. Timing begins after payment confirmation in case of anticipated payment.

**DELIVERY**

Prices printed in the catalogue are ex-factory, that is delivery charge is not included. You can organize the shipment by yourself supplying us your transporter's name and telephone number. Otherwise we will be glad to offer you a quotation for delivery with our transporters. We have a network of transporters that offer quick and reliable services to any country. A fixed plus a variable amount will be charged, depending on weight and volume.



The red line helps you to find the way ways to our seat from the highway exit Verona Est.



Our expert sales team will be pleased to talk to you at any time and provide you for detailed information:

	contacts:	email	skype
English and French:	Silvia Rinaldin	silvia.rinaldin@rinaldin.it	silviarinaldin
German:	Anna Manduca	anna.manduca@rinaldin.it	annamanduca
Croatian and Serbian:	Diana Kucic	diana.kucic@rinaldin.it	dianakucic
Russian:	Alexandr Ochinciuc	alexandr.ochinciuc@rinaldin.it	alexandr.ochinciuc
North Italy:	Serena Simili	serena.simili@rinaldin.it	serenasimili
Italy: Emilia, Toscana, Umbria, Marche	Alessandra Rinaldin	alessandra.rinaldin@rinaldin.it	alessandrarinaldin
Centre-South Italy:	Anna Manduca	anna.manduca@rinaldin.it	annamanduca

**OPENING HOURS** Monday to Friday 8.30 - 12.30 and 2.00 - 6.00.

**10 good reasons to visit daily our site [www.rinaldin.com](http://www.rinaldin.com)**

- Besides including all products of this catalogue, the site includes also all news occurring during the year. It is daily updated with information regarding prices changes, discontinued products, correction of mistakes.
- Our site can store much more information than the catalogue, therefore each product comes with exhaustive technical information and detailed instructions for use.
- The site shows many tutorial videos on machines and tools.
- For each item you will read stock availability. In case the item is not available, the site shows you the date when it will be in stock.
- Product search is very easy thanks to an efficient search engine.
- You will enjoy making orders with the shopping trolley system.
- You can visualize the orders you have already sent and check in detail the steps of preparation of ongoing orders.
- You can also examine the statistics of the items you ordered in the last 3 years. This way you can easily reorder items without losing time tracking them in old invoices.
- You can examine the site without any password and without signing up. You can make trial orders without sending them, and without any commitment.
- The Framer's Manual, published on the site, include interesting articles.

**HOW TO ORDER**

**Website:** You can make online orders directly through our website [www.rinaldin.com](http://www.rinaldin.com).

**Email:** You can write to us by email to [silvia.rinaldin@rinaldin.it](mailto:silvia.rinaldin@rinaldin.it)

**Fax:** 0039.045.990960

**Telephone:** 0039.045.991622  
 Our helpful sales team are available to answer your queries and take your orders.

**Visit us:** We are located in Verona, at a short driving distance from both Venice and Milan. You can visit our showroom and, at the same time, receive a demonstration of all our machines and equipment.

**PACKAGING**

Your order is packed and shipped carefully. No extra costs are included for handling and packaging. All items in stock are shipped out to you. Any item not in stock is cancelled and the customer should re-order at a later date. Sometimes you will receive recycled boxes. This is why the Rinaldin reuses for ecological reason boxes received by other companies.

**COMPLAINTS**

Goods travel under the responsibility of the carrier, so damages must be refunded by them. We can help you if you carefully check the number of packs received and showed on the invoice and in case of damaged packs, you write on the delivery note the detailed description of the damaged pack condition (it is not necessary to write already the articles involved). Take some pictures if possible. If you contact us immediately,



we can help you claim compensation. We do not advise rejecting the goods unless the damage is significant.