

WEBSITE TERMS AND CONDITIONS OF USE

muranoarteluce.com

Effective date: 17.04.2026

Please read these Terms and Conditions carefully before using the Website or submitting any enquiry. These Terms and Conditions govern the use of the Website solely as an informational platform. The commercial terms applicable to the purchase of Products will be communicated individually, prior to the confirmation of any order.

1. DEFINITIONS

In these Terms and Conditions, the following terms have the meanings set out below:

"Company" means Murano Arte Luce is the trading name of Yuma Capital SRL, a legal entity registered and operating under the laws of Romania, with its headquarters at 16 Colentina Blvd. Ap. no. B44, 2nd District, Bucharest, registered with the company register under no. J2023016438407, VAT no. 48729005.

"Website" means the online platform accessible at <https://muranoarteluce.com/>, including all associated subdomains and pages.

"User" means any natural or legal person who accesses or uses the Website, regardless of the purpose of access.

"Customer" means a User who submits a purchase enquiry or enters into communication with the Company with a view to purchasing a Product.

"Consumer Customer" means a Customer who is a natural person acting outside the scope of their trade, business, craft or profession, within the meaning of applicable consumer protection legislation.

"Business Customer" means a Customer who is a legal entity or a self-employed individual acting within the scope of their trade, business, craft or profession.

"Products" means lighting fixtures, chandeliers and other items made of Murano glass presented on the Website.

"Content" means all materials available on the Website, including texts, images, photographs, graphic elements, logos, design and any other materials.

2. COMPANY INFORMATION AND NATURE OF THE WEBSITE

The Website is owned and operated by the Company.

The Website is exclusively informational and presentational in nature. Through the Website, the Company provides information about its Products and makes available its contact details. The Website does not constitute an online shop and does not allow for the electronic placement or confirmation of orders.

Any purchases are made exclusively through direct communication with the Company by e-mail indicated on the Website, following which the Company will communicate the applicable commercial terms to the Customer individually, prior to the confirmation of any order.

3. ACCEPTANCE OF TERMS AND CONDITIONS

Use of the Website constitutes acceptance of these Terms and Conditions. If you do not agree with these Terms and Conditions, please do not use the Website.

These Terms and Conditions govern the use of the Website as an informational platform only. The commercial terms applicable to the purchase of Products, including prices, delivery terms, payment methods, right of withdrawal and any other contractual rights and obligations, will be communicated to the Customer individually, prior to the confirmation of any order.

4. PRODUCTS AND PRICES

The Products presented on the Website are for informational purposes only and do not constitute a binding contractual offer. Availability, technical specifications and the final commercial terms applicable to the Products will be confirmed by the Company individually, in the course of direct communication with the Customer.

Prices displayed on the Website, where applicable, are indicative only and may be modified without prior notice. The final price will be communicated to the Customer prior to the confirmation of any order.

Owing to the artisanal nature of Murano glass Products, minor variations in shade, dimensions or execution details compared to the images presented on the Website may occur. Such variations are inherent to the artisanal production process and represent an intrinsic characteristic and added value of the Products.

The Company reserves the right to modify the characteristics of the Products presented on the Website at any time without prior notice.

5. USE OF THE WEBSITE

Users may access and use the Website freely, including for professional or commercial purposes, subject to compliance with these Terms and Conditions.

The following are prohibited:

- (i) the reproduction, distribution, publication, modification or commercial use of the Website Content without the prior written consent of the Company;
- (ii) any use of the Website or its Content that could cause harm to the Company or to third parties;
- (iii) any attempt at unauthorised access, interference with the operation of the Website, or abusive exploitation of its technical resources.

Information transmitted by Users through contact forms or other means available on the Website must be accurate, correct and must not infringe the rights of third parties.

Any unauthorised or abusive use of the Website or its Content entitles the Company to take all necessary legal measures.

6. INTELLECTUAL PROPERTY

All Content on the Website, including texts, images, photographs, graphic elements, logos, design and any other materials, is the exclusive property of the Company and is protected in accordance with applicable legislation on copyright and related rights.

Users are granted a limited, non-exclusive and non-transferable right to access and view the Content, solely for informational purposes. Any use of the Content beyond this right, in particular reproduction, distribution or commercial exploitation – is prohibited without the prior written consent of the Company.

The Murano Arte Luce trade name and any other distinctive signs used on the Website are protected in accordance with applicable intellectual property legislation. Their use in any form without the prior written consent of the Company is prohibited.

The use of any elements from the Website to create derivative works, or in any manner that could mislead as to the existence of a relationship or affiliation with the Company, is prohibited.

7. LIMITATION OF LIABILITY

The Company makes reasonable efforts to ensure the accuracy and currency of the information presented on the Website, but does not warrant that such information is complete, correct or up to date at all times. No information presented on the Website constitutes a guarantee or contractual obligation on the part of the Company.

The Website is provided "as is", without warranties as to uninterrupted operation, absence of technical errors or compatibility with all devices or browsers.

In relation to Business Customers: the Company shall not be liable for any direct or indirect damages arising from the use of, or inability to use, the Website, or from errors or omissions in the information presented thereon, except in cases of gross negligence or wilful misconduct.

In relation to Consumer Customers: this limitation of liability does not affect the rights conferred by applicable consumer protection legislation, which apply regardless of any contrary contractual provision.

The Company is not responsible for the content of third-party websites to which the Website may contain links. Access to such websites is at the User's own risk.

8. CONSUMER RIGHTS

This section applies exclusively to Consumer Customers. Nothing in these Terms and Conditions limits or excludes any rights conferred on Consumer Customers by applicable mandatory consumer protection legislation, which apply regardless of any contrary contractual provision.

8.1 Applicable legal framework

Purchases made by Consumer Customers through distance communication means are governed by applicable Romanian and EU consumer protection legislation, as well as the general consumer protection framework in force in Romania.

8.2 Pre-contractual information

Prior to the confirmation of any order, the Company will communicate to the Consumer Customer, in a clear and comprehensible manner, all mandatory pre-contractual information required under applicable legislation, including: (i) the main characteristics of the Product, (ii) the total price inclusive of all applicable taxes and charges, (iii) delivery costs and timeframes, (iv) the conditions, time limit and procedure for exercising the right of withdrawal, where applicable, and (v) the existence of the legal guarantee of conformity.

The Consumer Customer's order will be confirmed only after the Consumer Customer has had the opportunity to review and acknowledge the applicable commercial terms.

8.3 Right of withdrawal

Consumer Customers have the right to withdraw from a distance contract without giving any reason within **14 calendar days** from the day on which the Consumer Customer, or a third party designated by the Consumer Customer (other than the carrier), takes physical possession of the Product.

To exercise the right of withdrawal, the Consumer Customer must inform the Company of their decision to withdraw by means of an email containing the unequivocal statement of withdrawal to the contact details set out in these Terms and Conditions, prior to the expiry of the withdrawal period.

The withdrawal period is deemed to have been observed if the communication concerning the exercise of the right of withdrawal is sent before the withdrawal period has expired.

Upon valid exercise of the right of withdrawal, the Company will reimburse all payments received from the Consumer Customer, including, where applicable, standard delivery costs (but not any supplementary costs arising from the Consumer Customer's choice of a type of delivery other than the least expensive standard delivery offered by the Company), without undue delay and in any event no later than **14 calendar days** from the date on which the Company is informed of the Consumer Customer's decision to withdraw. The reimbursement will be made using the same means of payment used for the initial transaction, unless the Consumer Customer has expressly agreed otherwise. The Company may withhold reimbursement until it has received the Product back or until the Consumer Customer has provided evidence of having sent back the Product, whichever is earlier.

The Consumer Customer must return or hand over the Product to the Company without undue delay and in any event no later than **14 calendar days** from the day on which the Consumer Customer communicated the withdrawal decision to the Company. The direct cost of returning the Product shall be borne by the Consumer Customer, unless the Company agrees otherwise. The Consumer Customer is liable for any diminished value of the Product resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the Product.

8.4 Exceptions to the right of withdrawal

The right of withdrawal does not apply to the following categories of Products, which will be clearly identified as such prior to the confirmation of any order:

- Products manufactured to the Consumer Customer's specific instructions or clearly personalised (including bespoke commissions and Products produced to custom dimensions, colour combinations or design specifications requested by the Consumer Customer);
- Products which, by their nature, cannot be returned or are liable to deteriorate or expire rapidly.

Where a Product falls within one of the above exceptions, the Consumer Customer will be expressly informed thereof prior to placing the order and will be required to acknowledge this prior to order confirmation.

8.5 Legal guarantee of conformity

All Products sold by the Company to Consumer Customers are covered by the **legal guarantee of conformity** in accordance with applicable legislation. The Company is liable for any lack of conformity existing at the time of delivery of the Product and which becomes apparent within **two years** of delivery.

A Product is presumed to be non-conforming if it does not meet the subjective and objective conformity requirements under applicable law, including compliance with the description and characteristics communicated by the Company and fitness for the purposes for which goods of the same type would ordinarily be used.

In the event of a lack of conformity, the Consumer Customer is entitled, in the first instance, to have the Product repaired or replaced, free of charge, within a reasonable time and without significant inconvenience. If repair or replacement is impossible, disproportionate or has not been carried out within a reasonable time, the Consumer Customer is entitled to a proportionate reduction in price or to rescind the contract, subject to the conditions and limitations provided by applicable legislation.

Minor variations inherent to the artisanal production process of Murano glass (such as slight differences in shade, dimension tolerances within industry standards, or natural inclusions in the glass) do not constitute a lack of conformity, provided that the Consumer Customer has been informed of such characteristics prior to purchase. The Company will ensure that Consumer Customers are appropriately informed of the artisanal nature of the Products and the expected range of natural variation before the confirmation of any order.

8.6 Complaints

Consumer Customers who have complaints regarding Products or the Company's services are invited to contact the Company in the first instance at the details set out in these Terms and Conditions. The Company undertakes to acknowledge complaints within **3 (three) business days** and to respond substantively within **20 (twenty) business days**, and to make every reasonable effort to resolve complaints amicably and promptly.

8.7 Out-of-court redress and alternative dispute resolution

Consumer Customers may also have recourse to the following out-of-court redress mechanisms:

Autoritatea Națională pentru Protecția Consumatorilor (ANPC) The national consumer protection authority competent to receive complaints from consumers and to carry out investigations and enforcement actions.

- Website: www.anpc.gov.ro
- Telephone: 021 9551
- Address: Bulevardul Aviatorilor nr. 72, Sector 1, Bucharest, Romania

Alternative Dispute Resolution (ADR) Consumer Customers may have recourse to alternative dispute resolution procedures in accordance with applicable legislation. Information on accredited ADR entities operating in Romania is available on the ANPC website.

EU Online Dispute Resolution (ODR) Platform Consumer Customers resident in an EU Member State may also submit a complaint through the European Commission's Online Dispute Resolution platform, accessible at: <https://ec.europa.eu/consumers/odr/>

9. PERSONAL DATA PROTECTION

The Company processes the personal data of Users in accordance with applicable data protection legislation. Detailed information regarding data processing, Users' rights and the methods for exercising such rights are available in the Privacy Policy accessible on the Website.

10. AMENDMENTS TO THESE TERMS AND CONDITIONS

The Company reserves the right to amend these Terms and Conditions. The updated version will be available on the Website, indicating the date of the last update. For material changes, the Company will make reasonable efforts to inform Users through appropriate means. Continued use of the Website following the publication of the updated version constitutes acceptance of the amendments.

11. GOVERNING LAW AND JURISDICTION

These Terms and Conditions are governed by Romanian law.

In relation to Business Customers: any dispute arising out of or in connection with the use of the Website shall be resolved by the competent courts at the registered seat of the Company, to the exclusion of any other jurisdiction.

In relation to Consumer Customers: this clause does not affect the right of the Consumer Customer to bring proceedings before the courts of their habitual residence or to invoke mandatory provisions of the law of their country of residence, to the extent that such provisions afford greater protection than Romanian law.

12. MISCELLANEOUS

These Terms and Conditions set out the framework applicable to the use of the Website and do not affect the commercial terms communicated individually in connection with each purchase.

If any provision of these Terms and Conditions is held to be invalid or unenforceable by a competent court, this shall not affect the validity of the remaining provisions, which shall continue in full force and effect.

Failure by the Company to exercise any right provided for under these Terms and Conditions shall not constitute a waiver of such right.

13. CONTACT

For any questions or requests regarding these Terms and Conditions or the Products, the Company may be contacted at:

E-mail: info@muranoarteluce.com

Telephone: 0040 730 406 971