S.T.A.R.

General terms of online sale to consumers

Terms for selling goods or digital content online to consumers, with the rights the Consumer Code does not allow to be reduced.

Identifier	STAR-TPL-B2C--digital-y_subscription-n-EN
Version	1.0
Date	2026-10-21
Governing law	Italian
Language	English (courtesy translation)

Choices in this template	
Digital content	yes
Subscription	no

A template to adapt, prepared without a lawyer's review. It is not legal advice and binds no one until the parties sign it. Check the choices with a professional before use. Only the Italian text is binding; the English version is a courtesy translation.

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Article 1 — Seller and scope

1.1 These terms govern distance sales concluded through the website of [Party A: name, registered office, tax code/VAT number] (the "Seller") with consumers, under the Consumer Code (Legislative Decree 206/2005).

1.2 Before the order the Seller provides the information required by Article 49 of the Consumer Code: identity and contact details, main characteristics, total price including taxes, payment and delivery, right of withdrawal, legal guarantee.

1.3 No clause of these terms limits the rights the Consumer Code grants the consumer; any clause doing so would be void (Article 36 of the Consumer Code).

Article 2 — How the contract is made

2.1 The contract is made when the consumer confirms the order with the button stating the obligation to pay; the Seller sends confirmation on a durable medium.

Article 3 — Prices and payment

3.1 Prices are in euro and include VAT; delivery charges are shown before the order is confirmed.

Article 4 — Supply of the digital content

4.1 The digital content is made available without undue delay after the contract is made, unless otherwise agreed.

Article 5 — Right of withdrawal

5.1 The consumer may withdraw without giving reasons within 14 days of the contract (Article 52 of the Consumer Code).

5.2 If supply of the digital content starts before that period ends, withdrawal is excluded only if the consumer gave express consent to the start of supply and acknowledged losing the right of withdrawal (Article 59 of the Consumer Code); otherwise the right remains.

5.3 A clear statement is enough to withdraw, including with the model form; the Seller refunds all payments, including standard delivery costs, within 14 days.

Article 6 — Legal guarantee of conformity

6.1 The Seller is liable for lack of conformity of the digital content under Articles 135-octies and following of the Consumer Code.

Article 7 — Personal data

7.1 Personal data is processed according to the Seller's privacy notice, under Regulation (EU) 2016/679 (GDPR).

Article 8 — Complaints and disputes

8.1 Complaints are sent to the contact details on the website; the Seller answers within 15 days.

8.2 The EU ODR platform is no longer available since 20 July 2025 (Regulation (EU) 2024/3228); the consumer may use the alternative dispute resolution bodies provided by the Consumer Code.

8.3 Disputes belong to the court of the consumer's place of residence or domicile (Article 66-bis of the Consumer Code); Italian law applies, without depriving the consumer of the protection of the mandatory rules of their country of residence.

Signatures

Place and date: [place], [date]

For [Party A: name, registered office, tax code/VAT number]

_____

For [Party B: name, registered office, tax code/VAT number]

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Annex — Legal acts cited

Act	Official title (as verified)	Verified
Regulation (EU) 2016/679 (GDPR)	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance)	2026-10-21
Regulation (EU) 2024/3228 (end of the ODR platform)	Regulation (EU) 2024/3228 of the European Parliament and of the Council of 19 December 2024 repealing Regulation (EU) No 524/2013, and amending Regulations (EU) 2017/2394 and (EU) 2018/1724 with regard to the discontinuation of the European Online Dispute Resolution Platform (Text with EEA relevance)	2026-10-21
Consumer Code (Legislative Decree 206/2005)	DECRETO LEGISLATIVO 6 settembre 2005, n. 206	2026-10-21

Integrity of this document

SHA-256 of the text of this document (UTF-8, articles and clauses as printed):

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