

## Privacy Policy:

In PRO-STORE.IT we are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with art.7 of the Decree-law no. 196 of the Italian Republic dated 30/6/2003). Our main purpose to collect your information is to process your order. We will not email you in the future unless you have given us your consent. We will give you the chance to refuse any marketing email from us in the future.

Contact information:

SCICON S.N.C di Fantin Massimo

Via F.lli Andolfatto 3-9

36030 Romano d'Ezzelino (VI) – ITALY

Tel. +39 0424 518 878

Fax +39 0424 518 877

Email: [customers@sciconbags.com](mailto:customers@sciconbags.com)

CCIAA di Vicenza 152308 – M/VI003629

C.F e P.IVA IT01226950242

Type of data we collect:

The type of information we will collect about you when you place an order or register on Pro-Store.it includes:

- Company Name (If the case)
- Name and Last Name
- Billing & Delivery Address
- Phone Number
- Email Address
- Marketing permissions

When you place an order we need to know your name, email address, delivery address and payment information, depending on the payment method that you choose to use. This allows us to process and fulfill your order and to notify you of the status of your request. We will also ask for your telephone number which enables us to contact you urgently if there is a problem with your order/delivery.

The information you provided will be stored on our internal systems and our website simply verifies you as a customer of PRO-STORE.IT. We will never collect sensitive information about you without your explicit consent. The information we hold will be accurate and up to date. You can check the information that we hold about you by visiting your account or emailing us. If you find any inaccuracies we will delete or correct it promptly. The personal information that we hold will be held securely in accordance with our internal security policy and the law. We will not transfer or sell your information. We may use technology to track the patterns of behavior of visitors to our store. If you have any questions/comments about privacy, you should email us at [customers@pro-store.it](mailto:customers@pro-store.it)

#### Marketing permissions:

When you agree, your e-mail address will be used for our own marketing purposes until you unsubscribe. It is possible to unsubscribe at any time. If you do not wish to receive information about our products or services, please check mark the unsubscribe button on the newsletter.

#### Your Consent:

If we decide to change our privacy policy, we will post those changes on this page so that you are aware of what information we collect, how we use it and under what circumstances we disclose it.

#### Data Security:

We have designed our store to protect the information we collect online from unauthorized access. We safeguard your private information by implementing the appropriate physical, electronic and managerial procedure necessary to protect your privacy. To further protect your security, we also take the reasonable steps to verify your identity before granting access to your personal profile or making data changes. We are committed to protecting your privacy and have security measures in place to prevent unauthorized access to and disclosure of your personal information.

#### Disclosures:

We will not pass your information to any third parties. You can also email us to stop receiving any information about us and our services by emailing us at [customers@pro-store.it](mailto:customers@pro-store.it)

## Terms & Conditions

By visiting the PRO-STORE.IT you accept, and agree to, the content of these Terms and Conditions. We reserve the right to change the Terms and Conditions at any time and it is your responsibility to check regularly before ordering.

### Terms of Service:

You are responsible for ensuring the accuracy of information in your order and your billing and delivery details. You warrant that all details provided in the order for the purpose of purchasing the goods are correct, that you are authorized to use the credit or debit card you are using and that there are sufficient funds and/or sufficient unused limit available to cover the cost of the goods.

We provide the specifications for products listed on our store and you are responsible for ensuring that the products you order meet your requirements and adhere to any local regulations for import or use in your country.

When we receive the payment confirmation of your order made via our website PRO-STORE.IT we will treat that action as an offer to buy. Once the order is confirmed you will receive that confirmation in the form of an email and at this time we enter into a contract with you.

We store the contract's content and will send you the details of your order via e-mail. You can find the terms here at all times. The details about your recent orders can be found in your "My Account" page.

The emails confirming receipt of your order and confirming dispatch will be sent to the email address given in your order and will detail products ordered, payment method, cost (including delivery and handling charges). You should check all the details in these emails are correct and contact us as soon as possible if any details are incorrect. If your order has not been accepted, you will receive an email from us notifying you.

### Prices:

All prices are quoted in Euros (€) and include Value Added Tax (VAT) at IT rates. The value of any Promotional Discounts claimed and validated in your order will be deducted from the price payable on your order and will be shown in the checkout.

### Payment:

Payment over the Internet can be made via our secure check out pages using Visa, Mastercard, Maestro or Solo cards, Diner's Club, Discover, American Express, JCB, and PayPal. Card charges will appear on your statement as "SCICON s.n.c".

Alternatively you can pay by using a bank transfer option. Please note that if you choose to pay by bank transfer, your order will not be dispatched until the payment has been verified.

Due to the nature of the clearing system your credit card payment will be taken at the point of processing. If a problem in supply should occur, your payment method will be refunded as swiftly as possible. The refund may take a couple of days to show as cleared funds on your account, depending on payment provider.

If your delivery address is outside of the IT, you may be required to pay import duties and taxes when your pro-store.it order reaches your country. These and any additional charges for customs clearance are your responsibility.

**Liability:**

We shall not be liable for incidental or consequential damages or expenses. This includes, but is not limited to, damage to property, lost income, profits, economic or commercial losses and third parties claims.

We will do our best to get all orders dispatched as quickly as possible. We have no liability to you for any delay in the delivery of products ordered. You have the right to cancel delayed orders at any time and get a refund prior to the item being dispatched.

### **Promotional Terms & Conditions**

- Discount cannot be applied retrospectively.
  - Cannot be used in conjunction with any other offers.
  - Some items may be excluded from promotional code offers.
  - Discount code is 1 use per customer.
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### **How To Use a Pro-Store.it Promotional Code**

Select the items you wish to buy, and proceed to your Shopping Cart (Cart link situated in the top right of any page). Look for the Promotional Code text box in the bottom left of the shopping cart page. Copy & paste, or type in the promotional code then click the update button. The discount is then applied to your shopping basket.

## Returns & Exchanges

- How Do I Cancel An Order?
- How Do I Return An Item?
- What If I Received a Damaged, Defective Or Incorrect Item?
- Who Pays For Postage Of Returned Items?
- Can I Reclaim Duty On Returned Items?

We want you to be delighted every time you shop with us. Occasionally though, we know you may want to cancel an order or return/exchange items and therefore we have a straight-forward 14 day returns policy, which is detailed below. Our [Cancellation and Returns Policy](#) does not affect your statutory rights.

If we change our Cancellation and Returns Policy, we will post those changes on this page.

If you have any queries relating to our Cancellation and Returns Policy, please take a look at our FAQs and if this does not answer your query, please [contact us](#)

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### How Do I Cancel An Order?

If you have placed an order, but then wish to change or cancel it, please contact us as soon as you can as orders move rapidly through to our warehouse. We will try our best to make any changes but we cannot guarantee that we will be able to do so as the order may already have been processed. In such cases, you may have to wait until you receive the order and then follow the procedures for returns. Unfortunately goods that have been dispatched cannot be changed or redirected to an alternative address.

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### How Do I Return An Item?

You can return any item within 14 days of receipt for a refund of that item or to exchange it for the same item in a different size or colour, as long as you meet the following conditions.

You have the right to cancel your purchasing contract without stating a reason within fourteen (14) days in written form (e. g. letter, e-mail) or – if you have received the goods before expiry of the term – by returning the goods back to us. The stated period of time starts on receipt of this information in written form, however not before receipt of the goods by the consignee (for recurring consignments of similar items not before receipt of the first part-delivery), and also not before performance of our obligation To comply with the stated period of time it is sufficient to send the cancellation notice or the goods in time.

The cancellation has to be send to:

Pro-store.it | Scicon,

Via F.lli Andolfatto 3/9

36060 Romano d'Ezzelino (VI), Italy

Email: [customers@pro-store.it](mailto:customers@pro-store.it)

### **Agreement on the costs for the return of goods**

Should you choose to exercise your right of withdrawal, you have to bear the ordinary costs of return if the goods received are in conformity with those ordered.

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### **What If I Received A Damaged, Defective Or Incorrect Item?**

Very occasionally mistakes can be made in picking and packing your order or sometimes defective items slip through. In such circumstances we want to make it as easy as possible for you to receive replacement goods or a refund.

You should inspect all deliveries from us as soon as possible after receipt to ensure that the items delivered have been received in the correct quantities in your order and are not damaged or defective. You must notify us of any issues with your order within 14 days of receipt.

Within 14 days of receipt you can return for exchange or refund:

- Items damaged in transit
- Defective items
- Items that you did not order, which have been shipped incorrectly

Please note all items will be inspected on their return.

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### **Who Pays For Postage Of Returned Items?**

You are responsible for the shipment of returns back to us. If an item returned is not defective or sent in error by us, you have to bear the ordinary costs of return if the goods received are in conformity with those ordered..

Please ensure you package your return to prevent any damage to the items or boxes. We recommend you use a postal service that insures you for the value of the goods you are returning in the event of loss on the way back to us.

Delivery of replacement items

If items are returned to us because they were received damaged, defective or in error, then you will not be charged further delivery costs on shipment of an equivalent replacement item. We will ship replacement items to you under the same delivery option as you selected with your original order.

If we have a replacement in stock, we will ship your replacement when we have received and inspected your returned item. If the item is not in stock, we will provide an estimate of when it will be available or provide a suitable alternative

#### Delivery of exchange items

If items are returned for an exchange due to change of size/colour a further postage and package charge may be made.

If we have the item in stock you wish to exchange for, we will ship your exchange item when we have received and inspected your returned item. If the item is not in stock, we will provide an estimate of when it will be available.

#### Refunds

Once we have inspected your returned items then if you need a refund, this will be made in the same way as the original payment method.

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#### Can I Reclaim Duty On Returned Items?

If you are returning items to us that have been subject to import duty you should be able to claim a refund for any duties you have paid by contacting your local customs authority and providing them with proof of the original duty paid and proof of the export back to us, such as a certificate of posting. Please contact your local customs authority for further advice.

## Shipping & Delivery

- Does the Pro-store deliver to my country?
- How much does delivery to my country cost?
- How soon can I receive my goods?
- Do I have to pay customs duties?

### DOES THE PRO-STORE.IT DELIVER TO MY COUNTRY?

The Pro-Store.it delivers products worldwide. Pro-Store.it works with world class logistic operators that make sure that we can reach remote destination around the world. If work address, home address or temporary residency, we make sure, that the products will reach you where you are. In order to take delivery of your order at the soonest if you are not available, we suggest to nominate an address and person of your trust, that is in attendance during business working hours to receive your parcel. You can specify a delivery address of your choice in the checkout process.

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### HOW SOON CAN I EXPECT MY GOODS?

The Pro-Store.it staff will try, that orders placed for stock items are processed on the same working day the order has been received (Pre-orders excluded), provided that the payment of your order has been confirmed. During peak seasons, delays can be expected and we will inform you of such delays via email.

Orders for shipment to Italy will be shipped with our partner GLS parcel service.

International orders will be shipped with our logistic partner MailBoxes- a subsidiary owned and operated by United Parcel Services. The majority of shipments are being delivered by UPS. Mailboxes reserves the right to ship your order with other premium parcel carrier service companies as such as FEDEX or TNT for shipments to certain countries.

Shipments that exceed box sizes and can be packed on a pallet, may be shipped with our premium cargo logistics partner. You will be informed via email if the size of your order applies to cargo shipments.

Estimated delivery times:

REGION PARCEL CARRIER STANDARD CARRIER

Italy 1-3 working days

Europe 2-3 working days

Rest of the world 5-10 working days

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## HOW MUCH DOES SHIPPING TO MY COUNTRY COST?

We try to make our shipping costs nice and easy for you to enjoy the shopping experience and to forget about hidden shipping charges. However, there is one item in our portfolio, the AeroTech Evolution TSA bike case, that requires the application of special shipping conditions, being a volume item with extraordinary shipping costs. We don't ask you to carry the bucket, but to contribute to make our offer possible!

ITALY 10€ / ORDERS ABOVE 79.00€ FREE SHIPPING

EUROPE 10€ / ORDERS ABOVE 79.00€ FREE SHIPPING

REST OF THE WORLD 10€ (EXCEPT AEROTECH EVOLUTION TSA, ATLAS, TRAVEL PLUS TANDEM 100.00€)

If you happen to resist to our special shipping rates, we may offer you to collect the goods at our warehouse. Please contact us, if this is a viable option for you! [CONTACT US](#)

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## DO I HAVE TO PAY CUSTOM DUTIES?

If your delivery address is outside the European Economic Union, custom duties and import taxes may apply to your order. Your shipment may only be released from customs offices upon payment of applicable duties and import taxes and in some cases additional charges for customs clearance may apply. All products purchased in the Pro-Store.it do not include customs duties, import taxes or customs clearance charges and we suggest you to contact your local customs offices to determine the applicable charges. Shipments that require customs clearance may be subject to inspection by customs authorities. Please contact us directly if you require harmonization codes to determine the applicable duties with your local customs office.

## F.A.Q.

- Do I have to be registered (have an account) to be able to buy?

No, you can buy as a guest.

- How do I register?

Click the link on the right top corner called "Register". Once you're inside that form, fill in all the required info. Please remember the password that you will provide for future logins.

- How can I purchase a product?

All you have to do is select the product you want and add it to the cart. Access your cart, fill out all the required information and click "Proceed to Checkout" at the bottom of the page.

- Where can I check the status of my purchase?

In the email you will receive as confirmation of your order there is a button called "view your order online", in there you can check the status of your purchase. You will need your username and password to be able to see the status.

- How long does it take to process my order?

Your order will not be processed until we have received notification of your payment. You can pay via PayPal, Bank Transfer or Credit Card.

- What delivery method does Pro-Store.it use?

For Italian orders we use GLS Executive. This means that your goods will usually arrive in 24/48 hours for most of the Italian mainland.

For International Delivery we use UPS/FEDEX/TNT to dispatch your order.

Please note: that we don't ship to certain Countries. If like to know for certain if we ship the goods to your country, please contact us: [customers@pro-store.it](mailto:customers@pro-store.it)

- When Do I get a free shipment?

If you are purchasing and delivering in EUROPE, the shipment is free, if the total value of your order is above 79.00EUR.

You must always pay for shipment for all International Deliveries.

- What happens if an item in my order is delayed?

We will wait to send all the items we have in stock together. You will be informed by email that the delivery has a delay.

- What delivering address should I write?

Please supply us with a delivery address where there will be someone in to sign for your parcel. If there is nobody in when the couriers call, they will leave a card. You can then phone them to arrange delivery for another day or collect your goods from your local depot.

- In what currency will I pay for my order?

You will pay for your order in EUROS.

- What do I do if I have a COUPON?

Once on the check-out of your cart, there is a field where you can put the promotional coupon. Insert the digits and press "Apply", you will automatically get the discount.

- Can I substitute my combination locks of my AeroTech Evolution with the new TSA Locks?

Yes, you may substitute them. But you must keep in mind that they are different sizes and that you will have to drill the holes to the case yourself. SCICON will not be held responsible for any damage you may cause to the case while substituting the locks.

- If I have an AeroTech Evolution with 2 fixed wheels on the back and 2 rotating wheels in the front; Can I substitute the fixed wheels with rotating wheels?

Yes, you may substitute the fixed ones for rotating. Please note that you must let us know you have the old wheels, so we can provide you with some special rubber washers that will go in between the wheels and the case to help the wheels rotate properly.

- Can I use the TSA Lock-pad for any of the SCICON Bags?

Yes, you can use the TSA Lock-pad with any of our bike bags (except AeroTech that already has TSA Locks).

- Can you fit an 29" MTB bike in the AeroComfort 2.0 TSA?

It can depend if the frame and seat post of the bike are big or not. In any case, we suggest the new version made especially for MTB bikes (AEROCOMFORT MTB).

- What should I do if the airline breaks my bag/case?

If you find damages on your bag/case, you must denounce them immediately, specifying on the claim-form that they broke your wheel and/or locks and/or cracked your case. Once you have the damage claim-form, we can proceed in helping you out.

## **ABOUT US**

Pro-Store.it was established in 2011 and conceived as an idea to become the reference site for online sales for the brands of the ASG International ([www.asgint.com](http://www.asgint.com)), among which we trade Scicon ([www.sciconbags.com](http://www.sciconbags.com)), Ftech ([www.ftech.it](http://www.ftech.it)), and Solargenome ([www.solargenome.com](http://www.solargenome.com)).

The headquarters and logistic operations are located in northeastern Italy (Romano d'Ezzelino, Veneto) in the heart of the so-called "Silicon Valley" of the sporting goods industry.

The combination of over 30 years of history in engineering and manufacturing premium consumer goods and a young team of professionals that apply cutting edge marketing techniques and modern strategies, will provide you with an unrivalled service.

The word "team" is not just a simple expression for us. Each member of the team has a range of experience and skill sets that complement each other very well. The fundamental elements that form the team are the passion of each and every one for what they do, their commitment to the company and the thrive to excel as a team to meet a goal in mutual understanding.

Every voice is heard, every opinion is counted and as part of our culture, every member is encouraged to place critics to enhance the view on projects. Diversity is a further element of our success. Our team has been sourced globally, bringing different cultures and backgrounds together, to form a modern, diverse and vibrant team. Our team of experts, with passion and application of their core skills, will ensure that your project is innovative, highly distinguishable and made for success.

Our daily mission is to search for advanced solutions in technology to improve our customerservice to you.

Our team will currently be able to communicate with you in English, Italian, Spanish, German or French language.

Making things happen is our mission!