

WEBSITE TERMS & CONDITIONS

Property Care by Brillante - www.brillante-propertycare.com

Brillante Srl | P. IVA 02826940039 | Via Per Lesa 40, 28040 Massino Visconti (NO), Italy

Effective date: 31 August 2026

These Website Terms & Conditions ("Website Terms") govern access to and use of the Property Care by Brillante website and, where applicable, the online customer area and booking/service-request functions.

1. Website operator

The website www.brillante-propertycare.com is operated by Brillante Srl, P. IVA 02826940039, registered office at Via Per Lesa 40, 28040 Massino Visconti (NO), Italy.

Customer care email: info@brillante-it.com

Telephone: +39 371 7886338

2. Acceptance and relationship with the Service Agreement

By using the Website, you agree to these Website Terms. If you purchase or subscribe to Property Care services, the specific Client Service Agreement, selected Service Plan, quotation/order confirmation and Privacy Notice also apply. If there is a conflict concerning the actual Property Care service, the signed or expressly accepted Client Service Agreement/order confirmation prevails, subject to mandatory law.

3. Website information

The Website provides information about Brillante's Property Care services, plans, pricing, service areas and related services. Brillante aims to keep information accurate and current but may update descriptions, availability, service areas and prices. Website content is general information and does not constitute a technical, legal, insurance, engineering or security assessment of any property.

4. Service plans and prices

Indicative plans may include Basic Care, Standard Care, Premium Care and Premium Property Concierge. The scope, visit frequency, price and any additional charges applicable to a particular Client are confirmed during ordering or in the Client Service Agreement.

Unless expressly stated otherwise, cleaning, repairs, gardening, specialist technicians, materials, shopping, external suppliers and substantial additional coordination are not included in a monthly Property Care subscription.

5. Online orders, subscriptions and contract formation

A website submission, booking request or plan selection may constitute an invitation to request services rather than automatic acceptance, unless the checkout or confirmation expressly states that the contract is concluded at that point. Brillante may need to confirm the Property address, service area, access conditions, selected plan, commencement date and any special requirements before accepting the service.

A binding service contract is formed when Brillante issues an order confirmation or service acceptance, or when the parties otherwise execute/accept the Client Service Agreement, depending on the ordering flow shown to the user.

6. Consumer information and right of withdrawal

If you are a consumer and conclude a service contract online or otherwise at a distance, mandatory Italian consumer law applies. In general, you have 14 days from conclusion of a service contract to withdraw without giving a reason.

If you expressly ask Brillante to start the service during the withdrawal period, you may be required to pay an amount proportionate to the services supplied up to the time you communicate withdrawal. Where the service has been fully performed during the withdrawal period following the legally required express request/acknowledgement, statutory exceptions may apply.

To exercise a withdrawal right, send an unequivocal statement to: [INSERT CUSTOMER CARE / PEC OR EMAIL], identifying your name, property/service, contract/order date and your decision to withdraw. Brillante will provide any legally required confirmation and refund in accordance with applicable law.

Model withdrawal statement

To Brillante Srl, Via Per Lesa 40, 28040 Massino Visconti (NO), Italy, email: [INSERT EMAIL]. I hereby give notice that I withdraw from my contract for the following Property Care service: [service]. Ordered/concluded on: [date]. Consumer name: [name]. Consumer address: [address]. Date: [date]. Signature (only if sent on paper): [signature].

7. User accounts and customer area

Where the Website links to or includes a customer application/account area, users must provide accurate information, keep login credentials confidential and promptly notify Brillante of suspected unauthorised access. Users are responsible for activity carried out through their account to the extent permitted by law.

Brillante may suspend access where reasonably necessary for security, maintenance, suspected misuse, non-payment affecting service access, or compliance with law.

8. Property information and emergency data

Clients may be asked to provide property access details, emergency contacts, utility information, preferred contractors, alarm instructions and other operational information. Such information must be accurate and should be limited to what is reasonably necessary. Sensitive security codes should be supplied only through the secure method designated by Brillante.

9. Service requests, issue approvals and electronic communications

The customer area may allow users to report issues, upload media, request services, receive quotations and approve or reject proposed work. An electronic approval of a quotation or service request through the account, email or another agreed written channel may constitute authorisation to proceed on the displayed scope and price.

Users agree that routine contractual and service communications may be delivered electronically, including through the customer area, email and, where agreed, WhatsApp/SMS. This does not limit any requirement under law for information to be supplied on a durable medium.

10. Payments

Where online payment is offered, the available payment methods and timing are shown during checkout or in the Client Service Agreement. Payment processing may be provided by third-party payment providers. Brillante does not require users to provide payment-card details directly to Brillante where the payment provider collects them.

Monthly subscriptions are generally payable in advance. Additional services, approved quotations and third-party costs may be charged separately as disclosed before approval or in the applicable Service Agreement.

11. Cancellations, suspension and termination of Property Care services

Cancellation and termination of an active Property Care subscription are governed primarily by the Client Service Agreement and mandatory consumer law. Unless a different minimum term is expressly agreed, the standard service arrangement is month-to-month with 30 days' written notice, subject to any applicable statutory withdrawal right.

12. Website availability

Brillante does not guarantee uninterrupted or error-free Website availability. Access may be temporarily unavailable due to maintenance, updates, hosting/provider failures, cybersecurity measures or events beyond Brillante's reasonable control. Emergency property matters should not be reported solely through the Website where immediate telephone or emergency-service contact is reasonably required.

13. Acceptable use

You must not misuse the Website. In particular, you must not:

- attempt unauthorised access to accounts, systems, databases or security features;
- introduce malware or use the Website to attack, disrupt or overload systems;
- scrape or harvest personal data unlawfully;
- impersonate another person or provide deliberately false information;
- upload unlawful, infringing, malicious or unnecessary sensitive content;
- use the Website in a way that violates applicable law or the rights of others.

14. User-uploaded content

Where users upload photographs, videos, documents or descriptions, they confirm that they are entitled to provide that content for the relevant property/service purpose and that doing so does not unlawfully infringe third-party rights. Users grant Brillante a limited right to store, reproduce and share such content only as reasonably necessary to provide, administer, document or defend the requested services, or as required by law.

15. Intellectual property

Unless otherwise stated, the Website, branding, text, graphics, layouts, service descriptions and other original Website content are owned by or licensed to Brillante. Users may view and print reasonable extracts for personal or internal use but may not reproduce, republish, sell, systematically copy or commercially exploit Website content without permission, except as permitted by law.

16. Third-party links and services

The Website may link to third-party services, including payment processors, maps, messaging tools, booking/customer applications or contractor websites. Third parties operate under their own terms and privacy practices. Brillante is not responsible for third-party websites or services merely because the Website links to them.

17. Privacy and data protection

Brillante processes personal data in accordance with the GDPR, applicable Italian data-protection law and its Privacy Notice. Depending on use of the Website and services, data may include identity/contact information, property information, access and emergency information, account/service history, uploaded media, communications and billing/payment-related information.

The Website should provide a separate, accessible Privacy Notice identifying the data controller, purposes, legal bases, recipients, retention criteria, international transfers where applicable, data-subject rights and how to contact Brillante about privacy.

18. Cookies and tracking technologies

The Website may use technical cookies or similar technologies necessary for operation. If analytics, advertising, profiling or other non-technical tracking technologies requiring consent are used, Brillante will request consent through an appropriate cookie-management mechanism before such technologies are activated, except where law permits otherwise.

Users must be able to continue with the default technical-cookie settings where consent is not given and to change or withdraw consent as required by applicable law. A separate Cookie Policy should identify the categories, purposes, providers and retention periods of cookies/trackers actually deployed on the live Website.

19. Disclaimer and limitation relating to the Website

To the extent permitted by law, Brillante is not liable for indirect or consequential loss arising solely from ordinary use or temporary unavailability of the Website, third-party links/services, or information that is general in nature. Nothing in these Website Terms excludes or limits liability that cannot lawfully be excluded, including mandatory consumer rights.

20. Security

Brillante uses reasonable technical and organisational measures appropriate to the nature of the Website and services. No internet transmission or storage system can be guaranteed completely secure. Users should use strong credentials, protect access devices and promptly report suspected account or security incidents.

21. Complaints and alternative dispute resolution

Please send service or Website complaints to [INSERT CUSTOMER CARE EMAIL]. Brillante will seek to resolve complaints directly where possible. Consumers may also have access to competent consumer Alternative Dispute Resolution (ADR) bodies under applicable law.

The European Commission's former Online Dispute Resolution (ODR) platform was discontinued on 20 July 2025, so these Website Terms do not direct users to that platform.

22. Changes to these Website Terms

Brillante may update these Website Terms for legal, regulatory, security, technical or business reasons. The current version and effective date will be published on the Website. Changes do not remove accrued rights or override mandatory consumer law. Material changes affecting an existing paid service will be handled consistently with the applicable Client Service Agreement and law.

23. Governing law and jurisdiction

These Website Terms are governed by Italian law. If you are a consumer, mandatory consumer-protection and jurisdiction rules apply. If you use the Website for business or professional purposes, any separate exclusive forum clause should be specifically reviewed and approved before publication/use.

24. Severability and contact

If a provision is held invalid or unenforceable, the remaining provisions remain effective to the extent permitted by law.

Website operator: Brillante Srl, P. IVA 02826940039, Via Per Lesa 40, 28040 Massino Visconti (NO), Italy.

Email: [INSERT EMAIL ADDRESS] | Telephone: [INSERT TELEPHONE NUMBER]

Website implementation checklist (not part of the public Terms)

- Add Brillante's active customer-care email and telephone number before publication.
- Publish a separate Website Privacy Notice tailored to the actual website/app data flows.
- Publish a Cookie Policy based on the cookies/trackers actually installed; configure the consent banner accordingly.
- At online checkout, display required pre-contract consumer information before the user becomes bound.
- If service may start within the 14-day withdrawal period, obtain an explicit request for early performance and the legally required acknowledgement.
- Ensure the final order button clearly indicates an obligation to pay where the online flow creates a paid contract.
- Keep electronic contract/order confirmation available on a durable medium (for example, email/PDF).
- Do not add an EU ODR-platform link: the platform was discontinued on 20 July 2025.