



ERA S.r.l. Via F. Santi 15 – 15/A, 10024 Moncalieri (TO) Italia

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www.emotive.group

FAQ – FREQUENTLY ASKED QUESTIONS

Index

- [Registration, login, password](#)
- [Newsletter](#)
- [News and catalogues](#)
- [How to order](#)
- [Modify an order](#)
- [How to pay](#)
- [Shipping costs and methods](#)
- [Request documents](#)
- [Withdrawal and warranties](#)
- [Data updates](#)
- [IT security measures](#)

Registration, login, password

What are login and password used for?

Login and password allow you to access the reserved e-commerce area. Without credentials you can still browse the products and their features.

What should I do if I forget my password?

Click on *“Reset password/Recover credentials?”* and you will automatically receive a new password by e-mail.

How can I update my personal data?

Click on *“Contact us”* (top right) and select the type of request. ERA will update your data accordingly.

Newsletter

How can I subscribe to the ERA Newsletter?

By clicking on *“SUBSCRIBE NOW”* in the NEWSLETTER box on the homepage of eraspares.it.

How can I unsubscribe from the ERA Newsletter?

You can click the link at the bottom of the Newsletter you receive, or use the same *“SUBSCRIBE NOW”* button on the website to send your cancellation request.

News and catalogues

How can I download ERA news and catalogues?

They are available in PDF format in the DOWNLOAD area of the website: <https://www.eraspares.it/area-download/>.

How to order

How can I place an order?

From eraspares.it by logging in with your username and password.

Are there discounts or promotions?

- **Quantity discounts:** the system automatically notifies you when a quantity-based price list applies.
- **Promotions:** when active, they are visible in the *Promotions* section.

How can I check if my order was correctly entered?

You will receive a confirmation email with the order summary.

How can I know if ERA has received my order?

The system shows confirmation at the end of the process, and you can check the status in the *ORDER ARCHIVE*.

Can I cancel an order that has not yet been confirmed?

Yes, only by contacting ERA by phone (at the company's discretion).

How long is the shopping cart valid?

Until midnight of the same day, after which it will be automatically emptied.

Modify an order

Can I add items to an order in progress?

Yes, by creating a new order and indicating in the notes "*attach to previous order*".

Can I postpone the shipping date?

Yes, by specifying it in the notes field of the order.

Can I modify an already submitted order online?

No, only by phone through ERA's sales representative.



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How to pay

Can I pay in cash or by credit card?

No, this is not possible. The payment methods are specified in the summary of each order.

Shipping costs and methods

What are the delivery conditions?

They are specified in the order summary.

Can I choose the delivery address?

Yes, among those available in the drop-down menu in the CONFIRM section of the basket, or by entering a new one in the notes field.

How can I check the status of my order?

In the *ORDER ARCHIVE* section or by contacting your ERA sales representative, who will provide you with order tracking details. Once shipped, you can check the status directly on the courier's website using the waybill number.

Request documents

How can I obtain documents related to my orders?

You will receive them by e-mail, but you can also download DDT (delivery notes) and INVOICES from the *ARCHIVE* section.

Withdrawal and warranties

When can I exercise the right of withdrawal?

It is governed by the Online General Terms and Conditions of Sale.

How can I submit an RMA?

Fill in the form in the *RETURNS* section. You can download the return authorization and check the status of the request.



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Data updates

How often are data updated?

- Technical data of the electronic catalogue: updated daily
- Commercial data of the e-commerce: updated every 2 hours (08:30–17:30)

IT security measures

What IT security measures does ERA adopt?

- Personal data protection with electronic tools regularly updated
- Regular software updates against vulnerabilities and defects
- Organisational and technical procedures for daily data backup