

General terms of sale Naturaweb-shop

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Preamble

This website is published by the company Naturaweb-shop E.I.

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This website is accessible 7 days a week

These conditions apply only to natural persons who are not traders within the meaning of the Consumer Code and acting for their personal needs. Minors do not have legal capacity. Therefore they are only able to order on this site with the express permission of their legal representatives. These are the latter who will be committed towards Naturaweb-shop.

The user is advised to save and / or print these terms and conditions without however modifying them.

1. Object

The purpose of these terms of sale is, firstly, to inform any potential customer of the terms and conditions under which Naturaweb-shop sells and delivers the products ordered and, secondly, to define the rights and obligations of the parties in connection with the sale of the products to the customer. They apply, without restriction or reservation, to all sales, by the company Naturaweb-shop, of the products offered on its website www.naturaweb-shop.com

Naturaweb-shop reserves the right to modify these terms of sale at any time. It is therefore the responsibility of the customer to periodically consult this page to review the general conditions in force, because they are binding on him. The applicable conditions are those in force on the date of the order of the customer.

2. Offer, acceptance

Any order entails the acceptance by the customer of these terms and conditions of sale which constitute the only law of the parties for the execution of the order, once it has been accepted, and this to the exclusion of any other document.

Naturaweb-shop reserves the right to refuse to execute any order of an abnormally high amount, or deliverable outside the delivery area defined in paragraph 9, or for which the metropolitan France delivery would have been selected in the payment basket for a delivery outside metropolitan France.

3. Choice of products

The customer having taken knowledge of the characteristics and composition of the products marketed by Naturaweb-shop, has under his sole responsibility and according to his needs, as he has previously determined them before any order, made his choice on the product (s) making the object of his order. In addition, the customer himself knowing the products that he owns and uses, is the only judge of the compatibility of the products ordered with those already used by him. It belongs exclusively to the customer, if he does not feel sufficiently competent, to be assisted by a council.

Regarding links to other websites that Naturaweb-shop has inserted in its pages, Naturaweb-shop is not responsible for the editorial content of these other sites, nor their access conditions.

4. Products - content and specifications

As Naturaweb-shop reserves the possibility of changing its sources of supply in the best interests of its customers, the characteristics, contents, specifications and prices of products are subject to change without notice and without being able to be reflected on the product sheet of the website during the stock changeover phase.

5. Prices

The applicable prices, in Euros, are those mentioned on www.naturaweb-shop.com and applicable on the day of the order. Product prices are subject to change over time, both up and down.

6. Delivery charges

For each order, a contribution to the delivery costs is included, which includes packaging, order processing and shipping costs. The amount of the delivery costs is indicated in the order basket under the heading "delivery", the buyer has to select the appropriate delivery zone (Metropolitan France or other countries of the European Union).

7. Payment

The website Naturaweb-shop.com allows the customer to place an order online and offers two methods of payment:

Bank card : the payment is made online by an encrypted secure transaction https, 3D Secure security protocol.

Naturaweb-shop thus brings to its client:

- Confidentiality of payment data transmitted by direct connection between the customer and OVH's secure servers.
- Maximum protection of payment data, exchanged in encrypted mode using the SSL (Secure Socket Layer) protocol, the most widely used global standard. SSL Let's Encrypt DV certificate.

PayPal: encrypted transaction secured by PayPal.

8. Billing

Naturaweb-shop.com directly sells to the end customer in short circuit. We do not market through a reseller network and our billing does not show VAT.

VAT not applicable, article 239B of the French tax code

9. Packaging

Unless otherwise requested by the customer, the packaging of the products is standard and depends on their nature and the usual mode of transport.

10. Delivery of the order

Naturaweb-shop only delivers the following countries:

- Metropolitan France
- Other countries of the European Union

In case of out of stock on a product, orders can be delivered in several times. Delivery times are only indicative because dependent on the transport provider, and their non-observation can lead neither the cancellation of the sale, nor damages.

The products travel at the risk and peril of the customer to whom it is to check the condition of the parcel on arrival, regardless of the place of delivery, to report any reservations and to make claims to the last carrier by letter recommended with acknowledgment of receipt within 3 working days of delivery, even if the shipment has been made carriage paid.

The receipt of the products by the buyer extinguishes any claim against Naturaweb-shop.

11. Right of withdrawal

As a consumer, the customer has a right of withdrawal allowing him to return his package to be refunded. He does not need to provide any reason to exercise his right of withdrawal and will not be subject to any penalty.

Terms of exercise of the right of withdrawal: the customer has a legal period of 14 days to exercise his right of withdrawal from the receipt of products. If the 14 day period expires on a Saturday, Sunday or a holiday or holiday, it is extended until the next business day. In order to exercise his right of withdrawal, the customer must make his retraction request by email to the following address: naturawebcontact@gmail.com

He will then receive within 5 days a return agreement and the address to return his package. The return costs are exclusively the responsibility of the customer. Returned products must be in resale condition, packaging intact. The refund of the order of the customer will be made after the reception of his parcel and at the latest 14 days as from the date with which he exercised this right. Upon receipt and processing of the returned package, we will inform the customer by email that the return has been recorded by our Returns Department and we will make the refund by directly crediting the customer's bank account.

12. Return caused by an error on our part

We take the greatest care in the preparation of our orders. If however one of the products of the delivery was not in conformity with the order, the customer will be able to announce it by email to the following address: naturawebcontact@gmail.com

He will then receive within 5 days a return agreement and the address to return his product, the return costs being at our expense. The returned product must be in resale condition, packaging intact. Upon receipt and validation of the error, we will make a new shipment.

13. Return under NPAI reason

It is a package returned by the delivery service provider under the mention: does not live at the indicated address. Processing of an NPAI return: After receipt and acceptance of the parcel by our services, a credit note, costs of postage deducted, will be credited to the customer's bank account within 48 hours of receipt of the parcel by Naturaweb-shop. The customer will then have to re-order from new.

14. Warranty and Liability - Force Majeure

Naturaweb-shop, in the process of selling online, is held only by an obligation of means. It cannot be held responsible for damage resulting from the use of the Internet such as data loss, intrusion, virus, service interruption, or other unintended problems.

Naturaweb-shop cannot be held responsible for non-performance of the contract in case of out of stock, or unavailability of the product due to force majeure, disruption or total or partial strike, including postal services and means of transport and / or communications.

15. Partial non-validity

If one or more stipulations of the present general conditions of sale are held for invalid or declared as such under a law, a regulation or following a final decision of a competent jurisdiction, the other stipulations will keep all their strength and reach.

16. Governing Law and Jurisdiction

Sales of Naturaweb-shop products are subject to French law. Any dispute relating to the interpretation, execution or breach of the contract concluded between Naturaweb-shop and his client, even in case of plurality of defendants, will, failing amicable agreement, the jurisdiction of the court of Orleans.

17. Intellectual property

All elements of the site www.naturaweb-shop.com are and remain the intellectual and exclusive property of Naturaweb-shop. Nobody is authorized to reproduce, exploit, rebroadcast, or use for any purpose whatsoever, even partially, elements of the site whether they are software, text or visual.

18. Personal data - cookies

We inform you that during visits to our site, a cookie may be automatically installed on your computer. A cookie is a small file stored on your computer, used both to facilitate your navigation on the site as well as for statistical purposes. This statistical data is mainly the number of pages viewed, visitors, visits as well as the activity of the visitors on our site and their frequency of return. These data are therefore not collected to allow us to identify the identity of people browsing the site. You can disable cookies. You will find on the site of the Information's Commissioner Office (ICO) all the information on the procedures of deactivation of cookies, according to your software.

As Naturaweb-shop does not carry out any marketing, the personal information relating to our customers, collected during the order, are kept only as part of our accounting and our own statistical analysis. We undertake not to disclose them to third parties in any form whatsoever. In accordance with the law relating to data, files and freedoms, the customer has a right to delete collected information and Naturaweb-shop will proceed within 5 days on request sent by email to naturawebcontact@gmail.com