

TERMS AND CONDITIONS WEBSHOP FRANCE

1. Orders

Partnership

Pain d'épices Fortwenger's company handles all of the orders as well as the payment for Chocolats Camille Bloch SA. Only Chocolats Camille Bloch SA's terms & conditions are valid. There is no data transfer between the companies. Only home mailings of promotions can be the subject of a joint shipping management.

Acceptance of these terms and conditions

Any order placed with Chocolats Camille Bloch using the order form on the website implies full and complete acceptance of these terms and conditions, which alone shall be applicable to the contract thus concluded.

Availability

All orders will be honoured within the limits of available stocks and defined delivery times. Our special offers are proposed within the limits of available stocks.

Order procedure

The order is only taken into account after the site order form has been duly completed by the customer. Pains d'Epices Fortwenger will confirm the acceptance of the order to the user by e-mail. In the event of refusal from the bank, Pains d'Epices Fortwenger reserves the right to cancel the order and to inform the customer within 48 working hours following the entry of the order on the Internet.

Contact details of our customers

To process your orders, we ask you to specify your surname, first name, address (specify the door code if necessary), telephone number, date of order, and if you already have one, your customer reference in order to facilitate our intervention. We will not be able to take into account an incomplete request.

In accordance with the French Data Protection Act, we would like to inform you that the collection of information that you must enter in the "Identification" and "Contact" sections is necessary to process your request.



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The information collected is intended solely for the use of Chocolats Camille Bloch. It enables us to process your request, to offer you personalised services and to inform you about our products and services. It is thus used for the purposes of loyalty building, management and statistical analysis.

In accordance with article 34 of the law N° 78-17 of 6 January 1978 relating to information technology, files and liberties, Chocolats Camille Bloch reminds you that you have the right to access, rectify and delete data.

In accordance with the French Data Protection Act, we undertake not to disclose your personal data, which is processed and stored in conditions designed to ensure the security of the information. You also have the right to access, rectify and oppose personal data.

Reimbursement and replacement

Pains d'Epices Fortwenger take the greatest care in preparing orders. However, it is the responsibility of the recipient to check the number and condition of the products at the time of receipt.

In case of non-conforming delivery, a complaint must be made in writing to Pains d'Epices Fortwenger within 24 hours of delivery.

Our customers undertake to strictly comply with the conditions of preservation of the products as well as the use-by date indicated on the packaging.

No reservations can be made by the customer on criteria concerning the taste, freshness or appearance of the products.

If a product is missing, we will replace it with a similar or higher value product in order not to delay delivery (unless otherwise indicated by the customer).

Right of withdrawal: 7 days deadline

The customer has a period of 7 days, from the date of delivery of the package, to exercise his right of withdrawal without having to justify the reason or pay any penalties.

No returns or replacements of specialities will be accepted after the expiry of the use-by date.

All disputes and contestations will fall within the jurisdiction of the Commercial Court of Strasbourg (Bas-Rhin/France).

Customer Service

For any information or in case of complaint, you can contact us :



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Mail : info@fortwenger.fr

Telephone : 03 88 08 14 46 - From abroad : 00 33 3 88 08 14 46

Monday to Friday from 8am to 12pm and 2pm to 5pm (add the cost of the call)

Fax : 03 88 08 55 41 (00 33 3 88 08 55 41)

Mail :

144, route de Strasbourg

67140 Gertwiller

Please mention your customer reference number when contacting our customer service department.

2. Obligations

Chocolats Camille Bloch Obligations

Chocolats Camille Bloch undertake, in the event of acceptance of an order, to sell and send by post the products ordered by the Customer within an average period of 10 working days following receipt of the order.

Obligations of the Customer

The Customer undertakes to fill in the order form accurately.

The Customer undertakes not to resell the products, as his order must be for personal use or for the personal use of the person for whom the shipment is intended.

3 Specific provisions

Terms and conditions of payment

The prices of the articles and the shipping costs are invoiced inclusive of tax. Prices are guaranteed within the limits of available stocks and subject to change of the VAT rate. Any change in this rate could then be immediately passed on to the selling prices. The total price indicated in the order confirmation by Pains d'Epices Fortwenger is the final price. The price is expressed in euros.

Payment is made online using the secure payment system by VISA or MASTERCARD. The debit on the client's bank card will be made on acceptance of the order.



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N.B : A detailed invoice will be attached to the package. The indication of the amount of the VAT gives the possibility to communities, companies and liberal professions to recover it.

Place and delivery times

The order cannot be shipped without full payment.

Delivery will be made by parcel post within approximately 10 days after confirmation of the order. This period is given as an indication. Chocolats Camille Bloch cannot be held liable for any compensation in the event of a possible delay in delivery.

Delivery will be made to the address indicated by the customer on the order form. The customer undertakes to receive the products ordered on the agreed date.

In the event of the absence of the recipient at the time of delivery, Pains d'Epices Fortwenger cannot be held responsible for any damage to the products, or for the non withdrawal by the recipient.

4.4 Shipping price zones

7.50 € - Metropolitan France for less than 25 Euros

Delivery only in France.

