

**GENERAL TERMS AND CONDITIONS OF SALE FOR ONLINE PURCHASES MADE AT
SHOP.CAMILLEBLOCH.CH**

All deliveries made and services provided on the basis of the Internet offer by Chocolats Camille Bloch at shop.camillebloch.ch shall be governed by these general terms and conditions of sale. By placing an order, the customer acknowledges the fact that he has read, understood and unreservedly accepted these terms and conditions. Chocolats Camille Bloch SA reserves the right to amend these general terms and conditions of sale relating to the online sale of chocolate or other Camille Bloch products at any time by publishing a new version on this site.

The presentation of the products in the online shop is not a contractual obligation, but only an invitation to place an order.

The customer must make sure that the data supplied when placing the order are accurate and complete. The customer undertakes to update the personal details of his customer account at the earliest opportunity in the event of a change of address or any other change.

The customer undertakes to treat the password chosen upon registration in strict confidence and to refrain from disclosing it to any third parties. He accepts full responsibility for the use of his password and for all the orders placed using this password, even if that is done without his knowledge.

Chocolats Camille Bloch SA reserves the right to decline any order of our personalised Ragusa in the case of which the text to be engraved may be in breach of a statutory provision or liable to offend moral standards, in particular because of a content that is offensive to human beings, animals or deemed to be inappropriate. The names of other chocolate industry brands shall not be engraved.

1. Offer and conclusion of the contract

Once the customer has placed the goods in the “shopping basket” he can check the whole order and make any corrections that may be necessary. The order does not become final until the customer clicks the “place the order” button. The contract is closed when payment is made. After the order has been taken, the customer is sent an automatic email in which Chocolats Camille Bloch SA confirms receipt of the order. As soon as confirmation of his ordered purchase has been received by email the customer can no longer change or cancel the order.

Should the delivered product not correspond to the order placed by the customer (if a mistake has been made by Chocolats Camille Bloch SA), he must inform the commercial service in writing at shop@cbsa.ch within five days of the delivery. The customer must attach photos of the goods in their original packaging, together with a copy of the delivery note, to his complaint. If our commercial service establishes an error attributable to Chocolats Camille Bloch SA, concerning either the text (which has been engraved) or the ordered quantity, Chocolats Camille Bloch SA undertakes to replace/send the incorrect/missing goods back to the customer within ten working days.



About our personalised Ragusa; if the order is for more than 100 pieces, the message to be engraved must be identical.

For any request exceeding 50 pieces, please send your order to shop@cbsa.ch in order to define the delivery arrangements.

Chocolats Camille Bloch SA reserves the right to introduce a minimum order quantity at any time.

2. Prices and payment terms

The prices shown on the shop.camillebloch.ch website are quoted inclusive of VAT.

Chocolats Camille Bloch S.A. reserves the right to alter its prices and delivery costs at any time.

Payment is made before delivery of the goods by credit card (Visa, Mastercard, Postcard) or TWINT. The credit card is debited immediately when the purchase is made. The credit card details are encrypted to protect the customer's security.

Payment by invoice is available for all orders exceeding CHF 500.–, exclusively for companies and associations. The request must be sent by email to shop@cbsa.ch and must include the full details of the order. The sales contract is deemed to be concluded only upon written confirmation from Chocolats Camille Bloch SA and issuance of the invoice.

2.1 Promotion codes

Promo codes are not cumulative.

3. Dispatch costs

The ordered articles are dispatched at the customer's expense (inclusive of VAT). The dispatch costs comprise postage and packaging.

4. Dispatch conditions

The goods are delivered to the stated address within 5 days of receipt of payment. They are dispatched by "Priority" Swiss Post with Track and Trace to enable the parcel to be tracked and its receipt organised.

The order is delivered to the delivery address stated by the customer. No delivery can be made outside Switzerland. Use of the Track & Trace system enables the customer to make sure that he is present to take delivery of the goods.

Chocolats Camille Bloch SA declines all liability if the parcel is left in a letter box, at the post office or at any other place of storage where the temperature may exceed 20°.

WARNING: In case that the customer indicates a P.O. Box address, it is his or her responsibility to recover the goods as soon as possible in order to avoid any damage of the ordered products.

If the addressee (or any other person able to accept the parcel) is absent, the Post Office will leave an advice notice at the delivery address stated by the customer inviting him to collect the products from



the Post Office named on the notice within seven days. Once that time limit has expired, the goods will be returned to Chocolats Camille Bloch SA. No refund, redispach or exchange will be made by Chocolats Camille Bloch SA if delivery has not been possible (the goods have not been collected, the delivery address is incorrect etc.).

Under no circumstances shall Chocolats Camille Bloch SA be held liable for any deterioration of the products because of their late collection from the carrier.

Orders taken on a Saturday, Sunday or public holiday will be processed on the second working day after the holiday. We advise customers to place their orders five to ten working days before the desired delivery date. A longer delivery lead-time must be allowed before a public holiday. Delivery lead-times are not guaranteed in peak periods (Christmas, Valentine's Day, Easter, Mother's Day).

Delivery of the ordered articles is subject to availability of the goods. If the latter cannot be delivered at the time when the order is placed, the purchaser will receive a notice stating the scheduled delivery date. As soon as the articles become available again, Chocolats Camille Bloch SA will ask the customer to confirm in writing whether he wishes to maintain or cancel the order.

In cases where higher outdoor temperatures are liable to impair the quality of our products during dispatch (this may happen if the temperature exceeds 20 degrees Celsius), the customer will be informed of potential delivery delays and/or of a temporary suspension of deliveries when his order is placed. When placing an order, the customer declares his agreement to the fact that the goods will not be dispatched to him until the outdoor temperature so permits. During the summer season or periods for which delivery is suspended, customers may opt to come and collect the goods themselves from the shop at Courtelary.

Chocolats Camille Bloch SA cannot be held liable for any late delivery of the products in the following cases: strikes, works, events of force majeure as defined by the courts and natural disasters.

5. Right of withdrawal

The right of return does not apply if the customer makes a mistake (desired quantity, message to be engraved, delivery address). The customer must check his order carefully before finalizing it.

6. Warranty

If damage is not reported within a time limit of five days, the customer loses his statutory and contractual warranty rights.

7. Applicable law

Courtelary is the sole place of jurisdiction.

