NAOGLASS

NAOGLASS GENERAL TERMS AND CONDITIONS OF SALE

Preamble

The general terms and conditions of sale (hereinafter the "GTCs") of the company IMPRIM' ET COM', publisher of the website www.naoglass.com (hereinafter the "Website"), are entered into between IMPRIM' ET COM', as defined in the "Legal Notice" (hereinafter "IMPRIM' ET COM'"), and the Customer as defined in Article 1 of these GTCs. Hereinafter collectively referred to as the "Parties".

When placing an order on the Website, the Customer agrees to read, accept and comply with these GTCs. The Customer gives their consent by ticking the box " I have read the general terms and conditions of sale and I agree to them without reservation ". IMPRIM' ET COM' keeps and archives, under reasonable security conditions, records of such acceptances, which may be produced as evidence; the Customer expressly acknowledges this.

The Legal Notice, the privacy policy and the pricing terms available on the Website also apply to sales contracts concluded via the Website between IMPRIM' ET COM' and the Customer. No other contractual clause arising from documents issued by the Customer shall apply between the Parties unless expressly accepted by IMPRIM' ET COM'.

Article 1 – Definitions

BAT : Refers to the document (print proof) enabling the Customer to check that the Product complies with their manufacturing wishes and, in particular, the layout, content, spelling, contact details, colours, quantity, etc. Where applicable, the BAT may be charged to the Customer. Confirmation of the BAT by the Customer triggers production of the Products under the conditions set out in the BAT (with a tolerance of + or – 1 mm). IMPRIM' ET COM' wishes to alert the Customer to potential differences in colour rendering depending on the chosen printing substrate.

The BAT has contractual value between the Parties. However, IMPRIM' ET COM' wishes to draw the Customer's attention to the fact that the BAT is a colour mock-up on paper or on screen and, as such, it cannot in any circumstances guarantee exact colour fidelity on the final product.

Customer : means any natural or legal person with legal capacity, who has registered on the Website and placed an order to purchase a Product or Service on the Website. The Customer may be a consumer (individual) or a business customer (company, association, administration, works council, etc.). Business customers cannot benefit from the provisions of the Consumer Code that are reserved exclusively for consumer Customers.

Customers not resident in France who wish to place an order via the Website must check whether the law applicable to them permits such transactions. The mere existence of the Website does not constitute canvassing and the contract concluded between the Parties via the Website is deemed to be a distance contract.

Login details : means the email address and password chosen by the Customer when creating their Customer account. IMPRIM' ET COM' reminds the Customer of the importance of choosing a secure password (length/upper- and lower-case letters/numbers and letters). The login details are essential for the Customer to sign in to their Customer account and place orders on the Website.

Product : means the Products selected, distributed and displayed on the Website by IMPRIM' ET COM'. Products may, where applicable, be customised.

Each Product can be identified by its name as well as by its Product page, which sets out its essential characteristics.

Differences between the Product shown on the Website and the Product received by the Customer may arise in particular from technical difficulties in presenting them on the Website (colour quality of photographs, difficulty in showing the look and feel of materials on a screen or, without limitation, technical adaption). Such differences shall not be construed as lack of conformity and shall not lead to cancellation of the sale, except where the differences affect the quality of the Product.

Reseller : means graphics/print professionals holding a Reseller account with IMPRIM' ET COM'. Resellers are described on the Website under the " Resellers " tab. In their capacity as Reseller, such professionals benefit from preferential pricing and the possibility to supply standard-compliant files.

Service : means the Services offered to the Customer by IMPRIM' ET COM'. Where applicable, they are displayed on the Website. The performance of the Services is subject to a quotation being issued by IMPRIM' ET COM' and accepted by the Customer.

Website : means the e-commerce website for the sale of Products and Services, accessible at www.naoglass.com.

Article 2 – Purpose

The purpose of these GTCs is to set out the conditions under which the Customer purchases the Products and/or Services presented on the Website and the conditions under which IMPRIM' ET COM' fulfils the order and delivers the Products.

Accordingly, these GTCs detail the rights and obligations of each of the Parties.

Article 3 – Access to the Website – Creation of the Customer account – Signing in to the Website

3.1. Access to the Website

Access to the Website is free of charge for all internet users and does not require registration.

However, to access the Website's features and, in particular, to order Products and/or subscribe to Services, customise Products or obtain a quotation, it is essential to create a Customer account.

3.2. Creating the Customer account

Creating a Customer account is free of charge.

To create their Customer account, the Customer must complete, on the Website and under their sole responsibility, the registration form by providing their contact details and indicating their status, i.e. " consumer " or " business customer ".

The information requested when creating the Customer account and marked with an asterisk is essential for processing orders (manufacture and delivery). If the mandatory information is not provided by the Customer, IMPRIM' ET COM' will be unable, in practical terms, to fulfil the orders (difficulties in production and/or delivery).

Consequently, it is essential that the Customer keeps their information up to date. This obligation lies exclusively with the Customer. In the event of a breach of this obligation, IMPRIM' ET COM' will not accept any claim (e.g. in the event of an error in identity, address or telephone number leading, in particular, to a delivery error or non-receipt of the order).

3.3. Signing in to the Website – Customer account

The Customer expressly acknowledges that entering their login details constitutes their identification.

Accordingly, any sign-in to the Website using the login details is deemed to have been carried out by the Customer who holds the Customer account.

IMPRIM' ET COM' shall not be held liable for any loss arising from fraudulent use of said login details.

In these circumstances, in the event of loss or theft of the login details, the Customer may change their password in the " my account " section or inform IMPRIM' ET COM' without delay by email at webmaster@imprimetcom.fr so that IMPRIM' ET COM' can deactivate the login details as soon as possible.

Article 4 - Conclusion of an order placed via the Website – double-click

4.1. Formation of the contract of sale

The contract of sale is validly formed when, after entering their login details, the Customer has placed their order (first click), has been able to read and accept the GTCs, has checked the content of their order, corrected any errors, and confirmed it by a second click, in accordance with the provisions of the Civil Code.

The double-click procedure constitutes the Customer's consent and renders payable the sums due in respect of IMPRIM' ET COM' performing the Order.

Furthermore, in accordance with the provisions of the Consumer Code, any order confirmed by the second click gives rise to a payment obligation for the Customer.

4.2 – Confirmation of the contract of sale

In accordance with the Civil Code, IMPRIM' ET COM' sends the Customer an email acknowledging receipt and confirming the conclusion of the contract of sale. By this email, IMPRIM' ET COM' also provides the Customer with the GTCs on a durable medium, the information referred to in Article L221-5 of the Consumer Code (pursuant to Article L221-13 of the Consumer Code) and an order number.

IMPRIM' ET COM' recommends that the Customer keep this acknowledgement email.

A confirmed order can no longer be amended or cancelled by the Customer, unless expressly agreed by IMPRIM' ET COM'. Any such acceptance of an amendment or cancellation may give rise to a price adjustment under Article 5.2 – price changes.

4.3 – Specific provisions for customised Products

For customised Products, save for Resellers, the ordering process is supplemented by the issue of a BAT (print proof).

The order will only be fulfilled by IMPRIM' ET COM' once the BAT has been approved by the Customer. By approving the BAT, the Customer gives their express agreement to the customisation of the Product and instructs IMPRIM' ET COM' to commence manufacture on the basis of said BAT.

Approval of the BAT is given digitally by the Customer. IMPRIM' ET COM' retains and archives, under reasonable security conditions, the records of such approvals, which may be produced as evidence; the Customer expressly acknowledges this.

The Customer understands that approving the BAT engages their responsibility and fully releases IMPRIM' ET COM' from liability.

In addition, in the context of an order for customised Products, the Customer warrants that they hold all rights necessary to use all elements supplied to IMPRIM' ET COM'. The Customer is also responsible for the content of any texts supplied. IMPRIM' ET COM' cannot be held liable, in particular in the event of infringement. If proceedings are brought against IMPRIM' ET COM', the Customer will bear all procedural costs and any sums awarded.

IMPRIM' ET COM' may refuse an order for a customised Product, in particular where it considers that the order is prohibited having regard to public policy and decency, the repression of advocacy of crimes against humanity, incitement to racial hatred, child pornography, or for any other reason, including an obvious breach of image rights.

Finally, the business Customer acknowledges that, for orders of printed Products, due to manufacturing contingencies, IMPRIM' ET COM' may deliver up to 10% more or fewer Products. The invoice amount will correspond to the quantity actually delivered.

4.4 – Specific provisions for Services

For the performance of Services, the contract of sale is validly formed from the Customer's acceptance of the quotation. The quotation sets out the services subscribed to by the Customer and performed by IMPRIM' ET COM'.

The performance of Services may, where applicable, be governed by an additional services agreement.

4.5 – Evidence of the transaction

IMPRIM' ET COM' keeps computerised records of orders and payments under reasonable security conditions. Accordingly, the archiving of quotations, BATs, purchase orders and invoices may be produced as evidence; the Customer expressly acknowledges this.

4.6 – Fulfilment of the Order – Unavailability of Products

IMPRIM' ET COM' undertakes to use its best endeavours to honour orders but can only practically perform this obligation within the limits of the stocks available from its listed suppliers. In the event of a stock-out, IMPRIM' ET COM' undertakes to inform the Customer as soon as possible that the order cannot be fulfilled. In such a case, IMPRIM' ET COM' will refund the order up to the amount actually paid by the Customer unless IMPRIM' ET COM' can supply a substitute product (of equivalent quality and price). Where the Customer exercises the right of withdrawal after receiving a substitute product, the return costs shall be borne by IMPRIM' ET COM' (procedure different from that described in Article 7 below).

4.7 – Pre-contractual information provided to the Customer

The consumer Customer acknowledges having been provided, prior to any signature of a contract and any purchase of a Product or Service, in a clear and comprehensible manner, with these General Terms and Conditions of Sale and all statutory information, in particular information regarding:

- the essential characteristics of the Products or Services,
- the price of the Products or Services and any ancillary charges,
- where performance is not immediate (following receipt of payment and, where applicable, approval of the BAT), the date or period within which IMPRIM' ET COM' undertakes to dispatch the Product or perform the Service,
- information concerning the identity of IMPRIM' ET COM', and its postal, telephone and electronic contact details,
- the corporate name of IMPRIM' ET COM', the geographical address of its establishment and, if different, that of its registered office, its telephone number and email address,
- the terms of payment, delivery and performance of the Products, as well as the arrangements provided by IMPRIM' ET COM' for handling complaints,
- information relating to statutory and contractual warranties and how to invoke them,
- the possibility of using conventional mediation in the event of a dispute, under the conditions provided for by the Consumer Code.

Article 5 - Pricing terms

5.1 – Prices

The prices shown on the Website and/or in the quotation are displayed in euros excluding VAT and in euros including VAT, and are those in force on the date the contract of sale is concluded. The applicable VAT rate is the French rate in force on the day of the transaction.

These prices may be increased by delivery charges that vary depending on the geographical area, volume and weight of the Product concerned and, in addition, by other processing charges or customs duties, which are indicated before the Customer confirms the order, at the basket summary stage (second click).

Business Customers, and in particular resellers holding a business Customer account with IMPRIM' ET COM', may benefit from a customised price list.

In the event of an obvious and gross typographical error in the display of the price, the sale may be cancelled, without the Customer being able to hold IMPRIM' ET COM' liable.

5.2 – Price changes

In the event of a change in the amount of the French VAT rate, the adjustment of VAT-inclusive prices will be immediate and without prior notice.

IMPRIM' ET COM' may change the prices of its Products and Services at any time. However, changes will not apply to orders once the contract of sale has been validly formed.

Any order amendment requested by the Customer after order confirmation and expressly accepted by IMPRIM' ET COM' may give rise to additional charges. The Customer will, of course, be informed in advance of the price difference and their agreement will be sought. In any event, the Customer understands that they remain liable for the amount of the original order.

Any order cancellation requested by the Customer after order confirmation and expressly accepted by IMPRIM' ET COM' will in all cases entail the invoicing of production costs already incurred by IMPRIM' ET COM'. These will vary depending on the point in time (stage of production) at which the Customer requests cancellation. If IMPRIM' ET COM' refuses cancellation of the order, the Customer will remain liable for the full amount of the original order.

Article 6 - Payment – methods of payment – verification procedures and their consequences

6.1 – Payment

Whatever the method of payment and delivery, payment of the total price of the Product order must be made by the Customer at the time of ordering. Acceptance of payment by IMPRIM' ET COM' triggers preparation of the order. However, production may be conditional upon the Customer's approval of the BAT.

By contrast, reserving Services does not entail full online payment. The financial terms (amount, time limits and method of payment) are set out in the quotation.

Specificity for business Customers with a payment term.

Where the business Customer benefits from a 30-day payment term from the invoice date, order confirmation and commencement of production are not necessarily conditional on receipt of funds.

Conversely, in the event of late payment by a business Customer, by express agreement between the Parties, and unless a deferral has been requested in good time and specifically agreed in writing by IMPRIM' ET COM', the total or partial non-payment at the due date of any sum owed under an order will automatically and without prior formal notice result in:

- immediate maturity of all sums remaining due by the Customer, regardless of the originally agreed method of payment;

- the charging of late-payment interest equal to three times the legal interest rate, being the most recently published rate on the invoice date, such interest being due solely by reason of the expiry of the contractual term. Interest is calculated prorata temporis on a monthly basis;

- the application of a fixed recovery charge of €40. These costs may be invoiced at actual cost on presentation of supporting documents (e.g. bailiff's or lawyers' fees).

Any payment made prior to delivery shall be deemed neither a deposit nor earnest money.

6.2 – Methods of payment

Payment for the order by the Customer is made by bank card, bank transfer, administrative order or cheque.

In the case of payment by bank card, the Customer is redirected to IMPRIM' ET COM's bank's secure interface.

In the case of payment by bank transfer, the bank details (RIB) are provided to the Customer when selecting the method of payment.

In the case of payment by administrative order, the Customer issues an official purchase order.

In the case of payment by cheque, it must be sent to IMPRIM' ET COM' together with the order-confirmation email to the following address:

SAS IMPRIM' ET COM'

Service commande

17 rue Léon Gaumont

44700 Orvault

In this respect, the Customer is informed that where payment is made by cheque, the Products ordered and in stock are reserved for a period of fifteen (15) working days. After this period, the availability of the Products is no longer guaranteed.

In the absence of receipt of payment within fifteen (15) working days from the date of order confirmation, the order will be cancelled and an email will be sent to the Customer to this effect.

6.3 – Verification procedures and their consequences

The Customer warrants to IMPRIM' ET COM' that they have the necessary authorisations to use the chosen method of payment. IMPRIM' ET COM' reserves the right to suspend any order processing and/or delivery in the event of refusal of payment authorisation, non-payment by the Customer, or a dispute relating to a previous order.

In any event, IMPRIM' ET COM' may implement a payment-verification procedure to ensure that no person uses another person's bank details without their knowledge. As part of this verification, the Customer may be asked to send IMPRIM' ET COM' by email to contact@imprimetcom.fr a double-sided copy of an identity document and/or a copy of the bank card used for payment (double-sided copy showing only the first 4 and last 2 digits of the number on the front, with the security code and full card number—sometimes embossed on the back—obscured) together with proof of address. Such documents are destroyed immediately after completion of the verification.

6.4 – Retention-of-title clause

IMPRIM' ET COM' retains title to the Products sold until effective payment of the full price, principal and ancillary charges. Non-payment, even partial, may result in a claim for recovery of the Products.

Article 7 - Delivery of Products

7.1 - Delivery method

The list of countries delivered is available on the Website.

The various delivery methods for the Products are detailed on the Website and may, where applicable, be chosen by the Customer at the time of ordering.

In the event of an incomplete address, an incorrect address, refusal of the parcel by the recipient, or any other lack of information regarding the place of delivery (e.g. incomplete or missing contact details of the natural person recipient for a workplace delivery), IMPRIM' ET COM' shall not be liable for any delay in delivery, non-delivery, or even the final quality of the Products concerned by said delivery.

Likewise, if the recipient or a third party designated by them is absent, IMPRIM' ET COM' shall not be liable for any delay in delivery, non-delivery, or the final quality of the Products concerned by said delivery.

7.2 – Dispatch times for Products

Except for the specific case of business Customers holding a business account and benefiting from payment terms, dispatch times (leaving IMPRIM' ET COM') begin only from the date of full payment of the order. They are expressed in working days and are, in principle, specified at the time of ordering. Generally, dispatch within the stated times can only occur if the Customer has fulfilled all of their contractual obligations towards IMPRIM' ET COM'.

In accordance with Articles L216-1 et seq. of the French Consumer Code, the performance period for the Products is in principle specified when ordering. Where it is not specified, the performance period for the order, for consumer Customers, is a maximum of 30 days from the date the contract of sale is fully concluded (where applicable from approval of the BAT).

If the period is not met, the consumer Customer may require IMPRIM' ET COM' to perform within a new period. Such formal notice must be sent by registered letter with acknowledgement of receipt to the following address: IMPRIM' ET COM', 17 rue Léon Gaumont – 44700 ORVAULT. If performance is not effected within this new period, the contract may be terminated by sending a

written notice under the same conditions. In the event of termination of the contract of sale under the above conditions, IMPRIM' ET COM' undertakes to reimburse the consumer Customer all amounts paid, within 14 days of termination of the contract of sale.

For business Customers, IMPRIM' ET COM' will communicate the dispatch date of the Products once the order has been confirmed.

The stated delivery times run from the dispatch date and are indicative periods provided by the carriers. IMPRIM' ET COM' cannot be held liable for any delay attributable to La Poste or the various carriers engaged.

7.3 - Receipt of the Product

When placing the order, the Customer may designate, in the " comment for the driver " field, a third party responsible for receiving the Product.

For home delivery, the Customer or the designated third party undertakes to be present to receive the driver, who may not, for safety reasons, simply leave the parcel at the premises. If the driver decides, at the Customer's request, to leave the parcel, IMPRIM' ET COM' shall not be liable for the disappearance of said parcel and will not accept any Customer complaint in this respect.

If delivery is impossible due to a failing on the Customer's part (absence, incorrect telephone number or address, etc.), the price paid remains acquired by IMPRIM' ET COM'.

Conversely, if delivery is impossible due to a failing on the part of IMPRIM' ET COM', the Customer may choose a new delivery and/or collection date (from those proposed by the carrier) or cancellation of the order. In the latter case, IMPRIM' ET COM' undertakes to reimburse the consumer Customer the full amounts paid, no later than fourteen days from the date on which the Customer opted to cancel the order via their Customer Account.

Delivery is carried out by La Poste or by a carrier who will contact the Customer directly to arrange a delivery date. The carrier must be able to access and manoeuvre easily in front of the delivery location. Consequently, the Customer must ensure the site is genuinely accessible. In all cases, the driver will unload the order outside the home or office, and the Customer will be responsible for bringing the goods inside. No delivery to upper floors is planned.

7.4 – Conformity of the Product

By signing the delivery note without any particular remark, the Customer acknowledges that the delivered Products conform to their order and are in perfect presentation condition.

7.5 – Checking parcels

Before signing the carrier/driver's delivery note, the Customer must:

- check the apparent condition of the parcel(s);

- check the condition of the Products inside the parcel(s);

- check the conformity of the Products with the delivery note (in particular the quantity delivered) on the one hand, and with the Products ordered on the other.

If the driver does not allow the Customer time to inspect the condition of the goods, the Customer must expressly note this on the delivery note by entering an appropriate reservation.

Any anomaly relating to the delivery (damage, missing product compared with the delivery note, damaged parcel, broken products, etc.) must be specified on the delivery note in handwritten form, accompanied by the Customer's signature.

The Customer must make reservations as precisely as possible: "box damaged on left side", "scratch", "impact mark", "product broken", etc. Furthermore, the carrier requires the quantity of defective products to be indicated in the field reserved for reservations on the carrier's delivery note.

The note "subject to unpacking / proper working / good condition of the Product" will not be recognised in the event of a dispute.

For such reservations to be taken into account, the Customer must confirm the anomaly by sending the carrier, within three (3) working days of the delivery date, a registered letter with acknowledgement of receipt setting out said claims. A copy of this letter must be sent to IMPRIM' ET COM', by email to sav@imprimetcom.fr or by ordinary post to: IMPRIM' ET COM', SAV - 17 rue Léon Gaumont – 44700 ORVAULT.

The absence of reservations does not deprive the Customer of the right of withdrawal, provided the Customer is entitled to it (Article 9).

7.6. Transfer of risk

For consumer Customers, IMPRIM' ET COM' is responsible for proper performance of the order. In this sense, the transfer of the risk of loss and deterioration will take place upon delivery of the Products to the Customer.

For business Customers, by contrast, the transfer of risk will take place upon dispatch of the Products by IMPRIM' ET COM'.

Article 8 - Performance of the Services

Once the detailed quotation has been approved by the Customer, IMPRIM' ET COM' begins, under an obligation of reasonable endeavours, to perform the Services. Performance is carried out in stages. Each stage requires the Customer's approval to proceed to the next step in order to complete the Service.

The timeframes announced by IMPRIM' ET COM' are indicative and will in any event be extended if the Customer fails to comply with their duty to cooperate.

Performance of a Service may entail the signing of a supplementary contract specifically governing performance of the Service between the Parties.

Article 9 - Right of withdrawal and conditions for its exercise

9.1 – Right of withdrawal

Only the consumer Customer may benefit from the right of withdrawal. Since the contract is not concluded off-premises, the business Customer cannot benefit from a right of withdrawal.

However, in accordance with Article L221-28 of the Consumer Code, the consumer Customer understands that there are cases in which the right of withdrawal is excluded, in particular under point 3, which provides that the Customer may not exercise the right of withdrawal in the case of the supply of goods made to the Customer's specifications or clearly personalised.

9.2 - Conditions of exercise

Order for a Product – time limit

Where the consumer Customer may benefit from the right of withdrawal, they have a period of 14 calendar days from the date of receipt of the Product by themselves or by a third party they have designated, or from the date of receipt of the last Product if the order contained several Products not delivered simultaneously, to exercise their right of withdrawal, in accordance with the provisions of the Consumer Code.

The Product must be returned within a maximum period of 14 days from the exercise of the right of withdrawal by the Customer. The Product must be returned to the address provided to the Customer by IMPRIM' ET COM' in the acknowledgement email of the withdrawal request.

Only non-customised Products, returned in their entirety (including accessories) and in perfect resalable condition will be accepted. The Product must be returned with its original packaging where this is essential for resale. As the Customer is liable for abnormal wear exceeding what is necessary for the mere examination or testing of the Product, any Product that has been damaged or soiled or is no longer suitable for resale will not be refunded.

Order for a Service – time limit

The consumer Customer has a period of 14 calendar days from the conclusion of the Contract to exercise the right of withdrawal, in accordance with Article L221-18 of the Consumer Code.

However, in accordance with Article L221-28 of the Consumer Code, " the right of withdrawal may not be exercised for contracts for the provision of services which have been fully performed before the end of the withdrawal period and whose performance has begun after the consumer's prior express agreement and express waiver of the right of withdrawal ".

Practical arrangements – request and refund

To exercise the right of withdrawal for an order for Products or Services, the consumer Customer may, at their choice:

- complete and send to IMPRIM' ET COM', by email (sav@imprimetcom.fr) or by post, the model withdrawal form available on the Website at the end of these GTCs;

- send an email to IMPRIM' ET COM' (sav@imprimetcom.fr) clearly expressing their intention to withdraw;

For Products, this right of withdrawal is exercised without penalty, except for the return costs, which are borne exclusively by the consumer Customer. Products may be returned by post (in particular by Colissimo. IMPRIM' ET COM' recommends using a tracked service). Consequently, IMPRIM' ET COM' is not obliged to communicate the estimated cost of return shipping.

Where the conditions for exercising the right of withdrawal are met, IMPRIM' ET COM' undertakes to refund using the same means of payment as used for the initial transaction, unless the Customer expressly specifies a different instruction. In this respect, IMPRIM' ET COM' reminds the Customer to provide instructions where payment was made with a virtual bank card.

For Products, the refund is initiated upon receipt by IMPRIM' ET COM' of the Product in perfect resalable condition as described above. The refund may, however, be brought forward upon presentation of proof of dispatch of the Product.

For Services, IMPRIM' ET COM' refunds the consumer Customer within a maximum of fourteen (14) days from the date on which IMPRIM' ET COM' is informed of the consumer Customer's decision to withdraw.

Article 10 - After-Sales Service – Exchange – Warranty

10.1 – After-Sales Service

IMPRIM' ET COM' provides the following email address: sav@imprimetcom.fr and an after-sales service number: 09.72.22.70.12 [standard rate]

10.2 – Exchange request

Non-customised Products purchased from IMPRIM' ET COM' may be exchanged. The Customer must make the request by email to: sav@imprimetcom.fr. The procedure to follow will then be provided.

10.3 – Warranty

10.3.1. Statutory conformity warranty

The consumer Customer has two years from delivery of the Product to invoke the statutory conformity warranty governed by Articles L217-4 to L217-14 of the French Consumer Code.

If the statutory conformity warranty is upheld, IMPRIM' ET COM' will repair or replace (exchange) the Product. If repair or replacement is impossible, the Customer may choose to return the goods and be refunded the price, or to keep the goods and be refunded part of the price.

The Customer is advised that ink fastness on customised Products cannot be relied upon under this warranty.

10.3.2. Statutory warranty for hidden defects

The Customer has two years from discovery of the defect to invoke the statutory warranty for hidden defects governed by Articles 1641 to 1649 of the French Civil Code.

The Customer understands that to invoke this statutory warranty, they must prove the existence of the hidden defect. A hidden defect is a non-apparent fault at the time of purchase that makes the goods unfit for their intended use or severely diminishes that use, and which existed at the time of purchase.

If the statutory warranty for hidden defects is upheld, the Customer returns the Product and IMPRIM' ET COM' refunds the price paid, or the Customer keeps the Product and is refunded part of the price.

The Customer is advised that ink fastness on customised Products cannot be relied upon under this warranty.

Article 11 – Warranty claim

The warranty applies upon presentation of the purchase invoice.

For any warranty claim, the Customer must send an email to IMPRIM' ET COM' (sav@imprimetcom.fr) or, where applicable, submit the request from their Customer account, clearly expressing their intention to invoke the warranty and the specific reasons for the claim.

The Customer must explain the precise reasons for the warranty claim.

IMPRIM' ET COM' will acknowledge receipt of the request by email. Where the warranty return is accepted, a return-authorisation form will be attached to said email and the address to which the Product must be shipped will be indicated in the email.

For any accepted warranty return, the parcel must necessarily include a copy of the invoice and the return-authorisation email.

The warranty does not apply where the damage is linked to an external cause unrelated to the Product.

Article 12 - Return costs

Exclusively in the case of the statutory warranty, insofar as the warranty is invoked and accepted, the return costs incurred by the Customer for the warranty claim, as well as the reshipping costs, are borne by IMPRIM' ET COM' for customers residing in mainland France.

Conversely, in cases where the warranty is not upheld or where the Customer exercises the right of withdrawal, the Product is returned at the Customer's expense.

Article 13 - Liability

IMPRIM' ET COM' is strictly liable towards the consumer Customer for proper performance of the obligations arising from the order of Products and/or Services.

Nevertheless, IMPRIM' ET COM' may be wholly or partly released from liability by proving that non-performance or improper performance of the contract is attributable either to the Customer, or to the unforeseeable and insurmountable act of a third party to the contract, or to force majeure.

IMPRIM' ET COM' shall not be liable where the Customer is dissatisfied with a customised Product that conforms to the approved BAT.

Limitation of liability

With respect to a business Customer, IMPRIM' ET COM's liability may only be incurred in the event of fault exclusively attributable to IMPRIM' ET COM'. Furthermore, where IMPRIM' ET COM's liability is incurred, it shall be limited to direct losses suffered by the business Customer (excluding indirect losses such as loss of turnover, loss of clients, or damage to image) and capped at the amount actually paid by said business Customer for the order at issue.

Article 14 - Personal data

The arrangements for collecting and processing personal data are set out in IMPRIM' ET COM's Privacy Policy.

Article 15 - Intellectual property

The Website is the exclusive property of IMPRIM' ET COM'.

Accordingly, pursuant to Article L111-1 of the French Intellectual Property Code, IMPRIM' ET COM' holds the copyright in the entire Website (texts, photographs, graphic charter, etc.).

In these circumstances, any full or partial reproduction or representation of the Website constitutes an act of infringement which, under the Intellectual Property Code, engages the civil and/or criminal liability of its author.

IMPRIM' ET COM' and NAOGLASS are duly registered trade marks.

Article 16 - Miscellaneous provisions

As a general rule, the Customer and IMPRIM' ET COM' expressly agree that they may exchange information by email. IMPRIM' ET COM's correspondence address will be contact@imprimetcom.fr.

The GTCs may be amended by IMPRIM' ET COM' at any time to incorporate, on the one hand, any legislative or case-law changes applicable in particular to e-commerce and, on the other, any technical or technological developments improving the Website.

NAOGLASS

If any provision of these GTCs is void, it shall be deemed unwritten, without resulting in the nullity of the remaining contractual provisions.

Any tolerance or waiver by either Party in the application of all or part of the commitments undertaken under these GTCs, regardless of its frequency and duration, shall not be construed as an amendment to the GTCs, nor give rise to any right.

If the GTCs are translated, only the French version shall prevail.

Article 17 - Dispute resolution

These GTCs are governed by French law.

In the event of a dispute, the consumer Customer may refer the matter to a consumer mediator before bringing the case before the competent court.

The contact details of IMPRIM' ET COM's consumer mediator are:

Address: CM2C – 49 Rue de Ponthieu, 75008 Paris. Tel.: 01 89 47 00 14; email: cm2c@cm2c.net

In addition, the European Commission has set up an online dispute resolution platform to collect any consumer complaints following an online purchase. These complaints are then forwarded to the competent national mediators. This platform is accessible via: https://webgate.ec.europa.eu/odr/main/?event=main.home.show

Any dispute not resolved amicably shall be submitted to the court with jurisdiction at the defendant's domicile or, at the defendant's choice, the place of delivery of the Product. However, if the Customer is a business, exclusive jurisdiction shall lie with the Commercial Court of Nantes.

Withdrawal form

(Please complete and return this withdrawal form only if you wish to withdraw from the contract.)

To: IMPRIM' ET COM' – Withdrawal Service – 17, rue Léon Gaumont – 44700 Orvault or sav@imprimetcom.fr

I hereby notify you of my withdrawal from the contract for the sale of the following goods (*)/for the provision of the following services (*):

Ordered on (*) : /received on (*):

Name of consumer Customer:

Address of consumer Customer:

Signature of consumer Customer (only if this form is notified on paper)

Date:

(*) Delete as appropriate.