

GENERAL TERMS AND CONDITIONS OF SALE - CONSUMERS - ONLINE (PRODUCTS)

ARTICLE 1 - Identification of the Seller

SAS JOLEN
12 avenue de la mer
29950
Bénodet
Quimper B 851 524 751
+33 6 66200812
welcome@jolandesign.fr
www.jolandesign.fr

ARTICLE 2 - Scope of the General Terms and Conditions of Sale

These General Terms and Conditions of Sale apply, without restriction or reservation, to all sales concluded by SAS JOLEN (“the Seller”) with consumers and non-professional buyers (“the Clients” or “the Client”) (also referred to individually as “a Party” and collectively as “the Parties”) wishing to purchase the products offered for sale by the Seller (“the Products”) on the website www.jolandesign.fr.

They specifically define the terms of ordering, payment, delivery, and handling of any returns of Products ordered by the Clients.

These General Terms and Conditions of Sale may be supplemented by special conditions outlined on the website prior to any transaction with the Client.

These General Terms and Conditions of Sale apply to the exclusion of all other conditions, particularly those applicable to in-store sales or sales through other distribution and marketing channels.

These General Terms and Conditions of Sale are systematically communicated to every Client before placing an order and shall prevail, where applicable, over any other version or conflicting document.

They are accessible at any time on the website www.jolandesign.fr.

The Client declares having read and accepted these General Terms and Conditions of Sale prior to placing their order. The validation of the order by the Client constitutes acceptance without restriction or reservation of these General Terms and Conditions of Sale.

These General Terms and Conditions of Sale are subject to modifications. The version applicable to the Client’s purchase is the one in effect on the website at the date the order is placed.

Changes to these General Terms and Conditions of Sale are binding on users of the website www.jolandesign.fr as soon as they are published online and cannot be applied to transactions concluded beforehand.

ARTICLE 3 - Products Offered for Sale

The Products offered for sale on the website www.jolandesign.fr are as follows:

- Rare jewelry
- Exceptional decorative objects
- Custom-made items
- Works of art

The main characteristics of the Products, including all essential information required by applicable regulations—such as specifications, illustrations, and details of dimensions or capacity—are presented on the website www.jolandesign.fr in the product sheets and the Seller's catalog.

The Client is required to review this information before placing any order.

The selection and purchase of a Product are the sole responsibility of the Client.

The photographs and graphics presented on the website www.jolandesign.fr are non-contractual and do not engage the Seller's liability.

The Client must refer to the description of each Product to understand its properties, essential characteristics, and delivery times, as well as, in the case of continuous or periodic supply, the minimum duration of the proposed contract.

Contractual information is presented in French and is confirmed at the latest upon the Client's order validation.

The Products presented on the website www.jolandesign.fr are offered for sale in the following territories: Metropolitan France, European Union countries, North America, and the Middle East.

For any orders placed outside Metropolitan France, the Client is considered the importer of the Product(s) concerned.

For all Products shipped outside the European Union and French overseas territories, the price will automatically be calculated exclusive of taxes on the invoice.

Customs duties or other local taxes, import duties, or state taxes may apply and are the sole responsibility of the Client.

Unless proven otherwise, the data recorded in the Seller's computer system constitutes proof of all transactions conducted with the Client.

In accordance with the French Data Protection Act of January 6, 1978, as amended and supplemented by the GDPR (General Data Protection Regulation) effective May 25, 2018, the Client has the right to access, rectify, oppose, delete, and transfer their personal data at any time by writing to the Seller's address provided above, with proof of identity.

The Client confirms having the legal capacity to enter into a contract and purchase the Products offered on the website www.jolandesign.fr.

ARTICLE 4 - Orders

4-1. Placing an Order

The Client is responsible for selecting the Products they wish to order on the website www.jolandesign.fr, following these steps:

- The Client selects one or more Products/items on the Site: by clicking on the “Add to Cart” button, the selected Product/item is added to the shopping cart.
- A confirmation window allows the Client to either continue shopping or finalize their order. The Client can view their shopping cart, accept these General Terms and Conditions of Sale by checking the box labeled “I have read and accept the General Terms and Conditions of Sale,” and validate their cart containing the chosen products along with the total price of the said products.
- By clicking on the “Confirm Order” button, the Client proceeds to the step of entering their contact details to be identified as a Client on the Site.
- The Client is provided with a summary of their order and the above-mentioned details. They may make any necessary corrections by clicking on the “Back” button, in compliance with Law No. 2004-575 of June 21, 2004, before finalizing their order.
- Once the order is definitively validated, JOLAN will send a confirmation email summarizing all relevant details of the order.

The Client has the opportunity to review the details of their order, its total price, and correct any errors before confirming acceptance. It is the Client’s responsibility to verify the accuracy of the order and immediately report or correct any errors.

The recording of an order on the website www.jolandesign.fr is completed when the Client accepts these General Terms and Conditions of Sale by checking the box provided for this purpose and validates their order. This validation implies acceptance of all the provisions of these General Terms and Conditions of Sale as well as the General Terms and Conditions of Use of the website www.jolandesign.fr.

The sale is considered final only after the Seller sends the Client an email confirming the acceptance of the order without delay and after the Seller receives full payment of the required deposit.

Any order placed, validated by the Client, and confirmed by the Seller, as described above, on the website www.jolandesign.fr constitutes the formation of a remote contract between the Client and the Seller.

The Seller reserves the right to cancel or refuse any order from a Client with whom there is an ongoing dispute regarding the payment of a prior order.

The Client can track the progress of their order on the website www.jolandesign.fr.

4-2. Order Modification

Once the order has been confirmed and accepted by the Seller under the conditions described above, it cannot be modified.

4-3. Order Cancellation

Orders may be canceled by the Client, outside the exercise of the right of withdrawal or cases of force majeure, at least 14 days before the scheduled delivery date of the ordered Products, without incurring any fees.

If the Client cancels the order after it has been accepted by the Seller, less than 15 days before the scheduled delivery date of the ordered Products, for any reason other than the exercise of the right of withdrawal or force majeure:

- The deposit paid at the time of the order, as defined in the "Payment Terms" section of these General Terms and Conditions of Sale, will be retained by the Seller and will not be refunded.
- Additionally, a sum equivalent to 15% of the total purchase amount will be retained by the Seller and charged to the Client as liquidated damages to compensate for the resulting loss.

ARTICLE 5 - Pricing

The Products are supplied at the prices in effect as listed on the website www.jolandesign.fr at the time the order is recorded by the Seller. Prices are expressed in Euros, both excluding tax (HT) and including tax (TTC).

The prices take into account any discounts that may be granted by the Seller on the website www.jolandesign.fr.

These prices are fixed and non-revisable during their validity period, as indicated on the website www.jolandesign.fr. Outside this validity period, the Seller reserves the right to modify the prices at any time. Prices do not include processing, shipping, transport, and delivery fees, which are charged in addition under the conditions specified on the website www.jolandesign.fr and calculated before the order is placed.

If the Client requests a faster or more expensive shipping method than the standard delivery, the additional costs for processing, shipping, transport, and delivery, as calculated prior to the Client's validation of the order, are entirely the Client's responsibility.

The amount payable by the Client corresponds to the total purchase price, including these additional fees.

An invoice is issued by the Seller and provided to the Client upon delivery of the ordered Products.

Specific Orders

Custom orders requested by the Client may be considered. In such cases, they will be subject to a quote that the Client must accept in advance. Quotes issued by the Seller are valid for one month from their date of issuance.

Custom orders based on a quote are only considered accepted after the payment of a 40% deposit of the order amount.

An invoice is issued by the Seller and provided to the Client upon delivery of the ordered Products.

Any announcement of a price reduction must include the price previously charged by the Seller before the reduction was applied. This prior price is defined as the lowest price charged by the Seller to all Clients during the 30 days preceding the application of the reduction.

ARTICLE 6 - Payment Terms

The Products offered by the Seller are provided to the Client in exchange for payment of a price.

Any advance payment on the price, whether a deposit or down payment, accrues interest at the legal rate after a three-month period from the date of payment until the delivery date (Article L 214-2 of the French Consumer Code).

The price is payable in full at the time of:

- Placing the order by the Client,
- Shipment of the order by the Seller,
- Delivery of the ordered Products,

and must be made using a secure payment method, as follows:

- By SEPA direct debit,
- By bank cards: Credit Card, Visa, MasterCard, American Express, or other bank cards,
- By bank check,
- By bank transfer,
- Via PayPal.

Payment Specifics

- Payment by bank card is irrevocable, except in the case of fraudulent use of the card. In such cases, the Client may request the cancellation of the payment and reimbursement of the corresponding amounts.
- For payments by bank check, the check must be issued by a bank located in Metropolitan France or Monaco.
- The check will be cashed upon receipt.

ARTICLE 7 - Delivery of Ordered Products

The delivery of the Products refers to the transfer of physical possession or control of the ordered Products to the Client.

In accordance with the provisions of Article L 216-4 of the French Consumer Code, the delivery of the Products includes the provision of the user manual, installation instructions, and a written document mentioning the possibility of making reservations, as well as the commercial warranty.

The Products ordered by the Client will be delivered in Metropolitan France (and in the following countries: EU member countries, North America, and the Middle East) within 15 days from the shipment of the order, as indicated on the product page, plus the processing and shipping time—to the address provided by the Client during the order on the website www.jolandesign.fr.

Unless there is a special case or unavailability of one or more Products, the ordered Products will be delivered in one shipment.

The Seller undertakes to make every effort to deliver the ordered Products within the timelines stated above. However, these deadlines are provided as an indication.

If the ordered Products have not been delivered within 15 days after the indicative delivery date, for any reason other than force majeure or the Client's actions, the Client may notify the Seller, under the conditions specified in Article L 216-6 of the French Consumer Code:

- Either suspend payment of the full or part of the price until the Seller performs the delivery, as provided in Articles 1219 and 1220 of the Civil Code (non-performance exception),
- Or cancel the sale after notifying the Seller to perform within a reasonable additional period, which the Seller fails to meet.

The resolution can be immediate if the Seller refuses to perform or if it is clear that the Seller will not be able to deliver the Products or if the missed delivery deadline constitutes an essential condition of the sale for the Client.

In case of cancellation of the sale, the sums paid by the Client will be refunded no later than fourteen days after the date of the contract termination, excluding any compensation or deductions.

The Seller assumes the risks of transportation and is obligated to reimburse the Client in case of damages caused during transport.

Deliveries are made by an independent carrier, to the address provided by the Client at the time of the order, and to an address that is easily accessible to the carrier.

The Client acknowledges that it is the responsibility of the carrier to make the delivery and that the Client has no recourse to the Seller in case of delivery failure by the carrier.

When the Client arranges for a carrier of their own choice, delivery is deemed completed once the Seller hands over the ordered Products to the carrier, who accepts them without reservation. The Client acknowledges that it is the responsibility of the carrier to make the delivery and that the Client has no recourse against the Seller in case of delivery failure by the carrier.

In case of a special request from the Client regarding the packaging or transport conditions of the ordered Products, duly accepted in writing by the Seller, the related costs will be subject to additional specific charges, with prior acceptance from the Client.

The Client is required to inspect the condition of the delivered products. They have a period of 14 days from the delivery date to submit any reservations or complaints regarding non-compliance, defect, or apparent damage of the delivered Products (e.g., damaged package, already opened), as well as failure to provide the user manual or installation instructions, along with any supporting evidence (photos, for example). After this period, and if these formalities are not followed, the Products will be deemed to be compliant and free of any apparent defects.

It is reminded that the absence of reservations by the Client at the time of delivery does not exempt the Seller from the warranty of conformity, as described below.

ARTICLE 8 - Transfer of Ownership - Transfer of Risk

The transfer of ownership of the Products from the Seller to the Client will only take place after full payment of the price by the Client, regardless of the date of delivery of the Products.

Regardless of the date of the transfer of ownership of the Products, the transfer of the risks of loss and deterioration related to them will only occur when the Client physically takes possession of the Products. Therefore, the Products travel at the Seller's risk, unless the Client chooses a carrier independent of the Seller. In such cases, the transfer of risk takes place at the moment the Seller hands over the ordered Products to the carrier selected by the Client.

ARTICLE 10 - Seller's Liability - Warranty

The products sold on the website www.jolandesign.fr comply with current regulations in France and are suitable for non-professional use.

The Products provided by the Seller benefit, by law and at no additional cost, independently of the right of withdrawal, from:

- The legal warranty of conformity for products that are apparently defective, damaged, or do not match the order.
- The legal warranty against hidden defects resulting from a defect in material, design, or manufacturing, which affect the products delivered and make them unfit for use.

In addition to the legal warranties, the Client may also benefit from a commercial warranty, if they so wish.

The professional responsible for the legal and commercial warranties, with whom the Client can request the implementation of the warranties, is:

SAS JOLEN
12 avenue de la mer
29950 Bénodet
+33 666200812
welcome@jolandesign.fr

10-1. Legal Warranty of Conformity

The Seller commits to delivering a product that conforms to the contractual description and the criteria outlined in Article L217-5 of the Consumer Code.

The Seller is responsible for any defects of conformity that exist at the time of delivery of the Products and that appear within two years from that date. This warranty period applies without prejudice to Articles 2224 and following of the Civil Code, with the limitation period starting from the day the Client becomes aware of the defect of conformity.

Defects of conformity that appear within twenty-four months (or twelve months for second-hand goods) from the delivery of the Products are, unless proven otherwise, presumed to have existed at the time of delivery.

In the event of a defect of conformity, the Client may request the Products be brought into conformity by repair or replacement, or, if this is not possible, request a price reduction or resolution of the sale, in accordance with legal conditions.

The Client may also suspend the payment of all or part of the price or the delivery of any contractual benefit until the Seller has fulfilled its obligations under the legal warranty of conformity, in accordance with Articles 1219 and 1220 of the Civil Code.

The Client must request the Seller to bring the Products into conformity, choosing between repair or replacement. The conformity of the product must be carried out within a maximum of thirty days following the Client's request.

The repair or replacement of the non-conforming Product includes, if necessary, the collection and return of the defective product as well as the installation of the repaired or replaced Product.

Any Product brought into conformity under the legal warranty of conformity benefits from an extension of this warranty for six months.

In the case of replacement of the non-conforming Product, when, despite the Client's choice, the Seller has not carried out the conformity, the replacement triggers a new legal warranty period starting from the delivery of the replaced Product.

If the requested conformity is impossible or results in disproportionate costs under the conditions provided in Article L 217-12 of the Consumer Code, the Seller may refuse it. If the conditions in Article L 217-12 are not met, the Client may, after a formal notice, seek forced performance of the initial solution requested, in accordance with Articles 1221 and following of the Civil Code.

The Client may also demand a price reduction or the resolution of the sale (except in the case of a minor defect) in the cases provided for in Article L 217-14 of the Consumer Code.

When the defect of conformity is so serious that it justifies an immediate reduction in price or resolution of the sale, the Client is not required to first request repair or replacement of the non-conforming Product.

The price reduction is proportional to the difference between the value of the delivered Product and its value without the defect of conformity.

In the event of resolution of the sale, the Client will be refunded the price paid upon return of the non-conforming Products to the Seller, at the Seller's expense.

The refund will be made as soon as the non-conforming Product is received or proof of its return is provided by the Client, and no later than fourteen days afterward, using the same payment method as the Client used for the initial payment, unless otherwise agreed by the Client and in any case, without additional charges.

The above provisions are without prejudice to any potential compensation for damages suffered by the Client due to the defect of conformity.

10-2. Legal Warranty Against Hidden Defects

The Seller is responsible for hidden defects under the legal warranty against hidden defects arising from a defect in materials, design, or manufacturing that affects the delivered products and renders them unfit for use.

The Client may decide to invoke the warranty for hidden defects of the Products in accordance with Article 1641 of the Civil Code. In this case, the Client may choose between the resolution of the sale or a reduction in the sale price, in accordance with Article 1644 of the Civil Code.

10-3. Exclusion of Guarantees

The Seller's liability shall not be engaged in the following cases:

- Failure to comply with the legislation of the country where the Products are delivered, which the Client is responsible for verifying before placing the order.
- In the event of misuse, use for professional purposes, negligence, or lack of maintenance on the part of the Client, such as normal wear and tear of the Product, accidents, or force majeure.

This section is inserted into the General Terms and Conditions in accordance with the provisions of Article D 211-2 of the Consumer Code concerning the legal warranties of conformity and hidden defects.

The consumer has a period of two years from the delivery of the product to invoke the legal guarantee of conformity in case of a defect. During this period, the consumer only needs to prove the existence of the defect, without having to demonstrate when it appeared.

If the sale contract includes the continuous supply of digital content or services for more than two years, the legal guarantee of conformity applies to this content or service throughout the specified supply period. The consumer is not required to prove the date of the defect affecting the digital content or service.

The legal guarantee of conformity also obliges the seller, where applicable, to provide any necessary updates to maintain the conformity of the product. In the case of a defect, the consumer is entitled to repair or replacement of the product within 30 days from the request, at no cost and without major inconvenience to the consumer.

If the product is repaired under the legal guarantee, the consumer benefits from a six-month extension of the initial warranty. If the consumer requests repair but the seller imposes a replacement, the legal guarantee of conformity is renewed for a two-year period from the date of replacement.

The consumer can obtain a price reduction while keeping the product or terminate the contract by requesting a full refund against the return of the product in the following cases:

1. The seller refuses to repair or replace the product.
2. Repair or replacement occurs after 30 days.
3. Repair or replacement causes significant inconvenience to the consumer (for example, if the consumer bears the costs of returning, removing, or installing the repaired or replaced product).
4. The defect persists despite the seller's unsuccessful attempt to remedy it.

If the defect is severe enough, the consumer may obtain an immediate price reduction or the termination of the contract, without the need to request repair or replacement in advance. However, if the defect is minor, termination of the sale is not possible.

Any period during which the product is immobilized for repair or replacement suspends the remaining warranty until the repaired or replaced product is delivered.

The rights mentioned above stem from Articles L. 217-1 to L. 217-32 of the Consumer Code. The seller who obstructs in bad faith the implementation of the legal guarantee of conformity may face a civil fine of up to 300,000 euros, or up to 10% of its annual turnover (Article L. 241-5 of the Consumer Code).

The consumer also benefits from the legal warranty against hidden defects under Articles 1641 to 1649 of the Civil Code, for a period of two years from the discovery of the defect. This warranty entitles the consumer to a price reduction if they keep the product or a full refund against the return of the product.

10-4. Commercial Warranty

Products purchased on the website www.jolandesign.fr may benefit, in addition to the legal guarantees of conformity and hidden defects, from a paid commercial warranty as specified in the description of each applicable product, according to the terms, conditions, and prices listed in the annex to these General Terms and Conditions of Sale (Commercial Warranty Contract).

The contractual warranties cover:

- Refund of your purchase
- Repair or replacement of your purchase

Any period during which the product is immobilized suspends the remaining warranty period from the request for intervention by the customer or the availability of the product for replacement or repair, if this starting point is more favorable to the customer. The delay will also be suspended in case of negotiations between the guarantor and the customer for an amicable settlement of the dispute.

It is reminded that if the guarantor provides the customer with a commercial warranty extending beyond two years, they are directly obligated to repair or replace the products during this period, under conditions at least as favorable as the legal warranty.

The commercial warranty is transferred to the sub-buyer of the product, whether they have acquired it for a fee or free of charge.

If applicable, the product may also benefit from a manufacturer's commercial warranty (please refer to the conditions of the manufacturer's warranty, which may be provided in the product's packaging).

ARTICLE 11 - After-Sales Service

The products are subject to an after-sales service that is neither covered by the legal warranties nor the commercial warranty, which the customer may subscribe to under the conditions set out in the annex to these General Terms and Conditions of Sale.

ARTICLE 12 - Protection of Personal Data

In accordance with Law 78-17 of January 6, 1978, as amended by Law No. 2018-493 of June 20, 2018, it is reminded that the personal data requested from the Customer is necessary for the processing of their order and the issuance of invoices, in particular.

This data may be communicated to the Seller's potential partners responsible for executing, processing, managing, and paying for orders.

The processing of the information provided via the website www.jolandesign.fr complies with the legal requirements regarding the protection of personal data, with the information system used ensuring optimal protection of this data.

In accordance with the applicable national and European regulations, the Customer has the right to access, modify, rectify, object to, port, and limit the processing of the information concerning them.

This right can be exercised under the conditions and procedures defined on the website www.jolandesign.fr.

If the Customer observes that a violation of the General Data Protection Regulation (GDPR) has occurred, they can appoint an association or organization mentioned in IV of Article 43 ter of the 1978 Data Protection Act to seek remedy against the data controller or processor, before a civil or administrative court or before the National Commission for Information Technology and Liberties (CNIL).

ARTICLE 13 - Intellectual Property

The content of the website www.jolandesign.fr is the property of the Seller and its partners and is protected by French and international intellectual property laws.

Any total or partial reproduction of this content is strictly prohibited and may constitute an infringement offense.

ARTICLE 14 - Impossibility of Performance

In the event of an unforeseeable change in circumstances at the time of the contract's conclusion, in accordance with the provisions of Article 1195 of the Civil Code, the party that has not agreed to assume an excessively burdensome performance risk may request a renegotiation of the contract with their co-contractor.

ARTICLE 15 - Force Majeure

The parties cannot be held liable if the non-performance or delay in the performance of any of their obligations, as described herein, results from a case of force majeure, as defined in Article 1218 of the Civil Code.

ARTICLE 16 - Termination Procedures

It is reminded that, in accordance with legal provisions, the termination of the contract by electronic means is possible when the contract was concluded electronically or, at the time of termination, when the Seller offers Customers the option to conclude contracts electronically.

To this end, a free feature is made available to the Customer, allowing them to perform, electronically, the notification and all necessary steps for contract termination. The Seller must acknowledge receipt and inform the Customer, on a durable medium and within a reasonable time, of the date on which the contract ends and the effects of the termination.

ARTICLE 17 - Applicable Law - Language

These General Terms and Conditions of Sale and the transactions resulting therefrom are governed by French law.

They are written in French. In the event that they are translated into one or more languages, only the French text shall prevail in the event of a dispute.

ARTICLE 18 - Disputes

Any disputes arising from the purchase and sale transactions concluded under these General Terms and Conditions of Sale, concerning their validity, interpretation, execution, termination, consequences, and follow-up, which could not be resolved between the Seller and the Customer, shall be submitted to the competent courts under common law procedures.

The Customer is informed that they may, in any case, resort to conventional mediation, particularly with the Consumer Mediation Commission (C. consom. art. L 612-1) or any existing sector-specific mediation bodies, whose contact details can be found on the website www.jolandesign.fr, or to any alternative dispute resolution method (such as conciliation) in case of a dispute.

The contact details and procedure for contacting the mediator are as follows:

Judicial Court of Quimper

48 A quai de l'Odet
CS 66031
29327 Quimper Cedex
tj-quimper@justice.fr
+33 2 98 82 88 00

If the dispute must be taken to court, it is reminded that under Article L 141-5 of the Consumer Code: the consumer may choose, in addition to one of the courts territorially competent under the Civil Procedure Code, the court of the place where they resided at the time of the conclusion of the contract or the occurrence of the harmful event.

It is also reminded that, in accordance with Article 14 of Regulation (EU) No. 524/2013, the European Commission has set up an Online Dispute Resolution (ODR) platform, facilitating the independent

out-of-court resolution of online disputes between consumers and businesses within the European Union.

ARTICLE 19 - Pre-contractual Information - Client's Acceptance

The Client acknowledges having been informed by the Seller in a clear and understandable manner, through the provision of these General Terms and Conditions of Sale, prior to their immediate purchase or the placement of the order and in accordance with the provisions of Article L 221-5 of the Consumer Code:

- **On the essential characteristics of the Products**, including specifications, illustrations, and indications of dimensions or capacity, enabling them to purchase the Products with full knowledge of the facts, particularly regarding their conditions of use. The photographs and graphics presented are not contractual and cannot hold the Seller liable. The Client is required to refer to the description of each Product to understand its properties and essential features.
- **On the price of the Products** and the application of a personalized price based on automated decision-making, as well as additional costs or, if no price is paid, on all benefits provided in place or in addition to it, and the nature of such benefits.
- **On the payment, delivery, and execution methods** of the sales contract.
- If immediate execution of the sale is not possible, **on the delivery times** of the ordered Products.
- **On the identity of the Seller** and all their contact details.
- **On the existence and implementation methods** of guarantees (the legal warranty of conformity, warranty for hidden defects, any commercial warranties), and where applicable, on after-sales service.
- **On the possibility to resort to a consumer mediator**, whose contact details are provided in these General Terms and Conditions of Sale, under the conditions set out in the Consumer Code.
- **On the right of withdrawal** (existence, conditions, deadline, methods for exercising this right, and the standard withdrawal form), contract termination methods, complaint handling, and other important contractual terms, and where applicable, on the costs of using remote communication technology, the existence of codes of conduct, and financial bonds and guarantees.
- **On the accepted payment methods.**

By ordering on the website www.jolandesign.fr, the Client fully accepts these General Terms and Conditions of Sale and agrees to pay for the ordered Products, which is expressly acknowledged by the Client, who waives, in particular, the right to invoke any contradictory document, which would be unenforceable against the Seller.

ANNEX 1 - WITHDRAWAL FORM

This form must be completed and returned only if the Customer wishes to withdraw from the order placed on www.jolandesign.fr, except for exclusions or limitations to the exercise of the right of withdrawal according to the applicable General Terms and Conditions of Sale.

To the attention of:

SAS JOLEN

12 avenue de la mer

29950 Bénodet

welcome@jolandesign.fr

I hereby notify the withdrawal from the contract for the order of products listed below:

Ordered on: / Received on:

Order number:

Customer's name:

Customer's address:

Customer's signature (only if submitting this form on paper):

Date: