

E-COMMERCE GENERAL CONDITIONS OF SALE

VENDOR IDENTIFICATION:

These General Conditions govern the sales contracted between the Client (consumer) and the following Seller:

WWC SRL

Head Office: Rue du Stordoir 15 B à 5081 Saint-Denis-Bovesse

Co. Reg. No.: BE 0722.871.615

Telephone +32(0) 496.048.408

Email: commande@washwashcousin.be

I. SCOPE OF APPLICATION:

- a. These General Conditions of Sale are applicable to all sales contracted through the www.washwashcousin.be Website. They may be printed (printable version) or downloaded (download) by the client.
- b. They are applicable to clients and deliveries in Belgium. For other countries, please send us an email at commande@washwashcousin.be, with the information regarding your order (client's contact details, products and place of delivery) and we will inform you of the exact price (sometimes excluding taxes and always excluding applicable customs duties that may be due by the client) and shipping/transport costs. Once approved, we will agree on a payment method. The onus is on the buyer to obtain the necessary information from the local authorities in his country of residence regarding possible import restrictions.
- c. An order placed by the Client on the www.washwashcousin.be website implies his unconditional acceptance of these General Conditions of Sale, excluding all other General Conditions.
- d. The Seller reserves the right to modify his General Conditions at any time. The conditions applicable to the order are stated on the website at the time the order is placed by the Client.
- e. Any question pertaining to this website or these General Conditions of Sale may be sent to WWC SRL, Rue du Stordoir 15 B à 5081 Saint-Denis-Bovesse. Email: commande@washwashcousin.be Telephone 0496.048.408 (from outside Belgium +32(0) 496.048.408).

II. ORDER:

- a. There is no minimum order amount.
 - b. To place an order, fill in completely, clearly and accurately and following the steps provided, the compulsory fields on the online order form. The contract is filed by the Seller and also accessible by the Client from his account.
 - c. WWC SRL undertakes to honor the orders received through the internet only while stocks last.
- Should a product be temporarily or permanently unavailable, WWC SRL undertakes to inform the Client of the situation within 24 hours and offer either a new delivery date or a replacement product or a cancellation of his order and refund of the funds already paid.

III. PRICE:

- a. The prices of the products offered on the website are indicated in Euro. They are deemed to include all applicable taxes and exclude shipping and processing costs.
- b. The Seller reserved the right to modify the prices at any time but undertakes to apply the current price communicated to the client at the time of order.

IV. DELIVERY

a. Unless otherwise provided, the delivery is carried out to the address indicated at the time of order. The delivery is carried out by GLS Belgium Distribution NV/SA, 233 Boulevard de l'Humanité B-1620 Drogenbos.

Should the recipient be absent, the transport company will return within 2 days with the goods and a notice will be left at the premises. Should the goods not be delivered after this second delivery attempt, they will be returned within 5 days.

The onus is on the Client to arrange a new delivery with the transporter. The additional costs pertaining to such delivery will be borne by the client.

The Client may also collect his parcel from the store (rue Stordoir 15 B à 5081 Saint-Denis Bovesse) by appointment.

b. Merely as an indication, the shipping times are 24-48 hours. Unless stated otherwise at the time of order, the maximum delivery time is of 30 days from the date of receipt of payment (when the product is no longer in stock for example).

c. The delivery costs are borne by the Client. These costs are detailed at the time of order.

d. In the case of occasional promotions of delivery outside of Belgium, the transport costs are calculated on a case-by-case basis.

e. The risks are transferred to the Client immediately after the shipment of the goods. Should the goods be delivered damaged, the Client may refuse the delivery or note reservations followed by a letter (preferably registered) within 48 hours to the transporter.

V. PAYMENT

a. The price is payable immediately at the time of order (activation of the "order with payment obligation" button). The goods will only be shipped or delivered once the price has been received.

b. We accept the following methods of payment:

i. International bank card (Visa, Mastercard, American Express, Bancontact). The secure online payment with bank card is totally secure – it uses the SSL (Secure Socket Layer) protocol. Should you have any concerns in sending us your personal information through the internet, you may also email them to us.

ii. Bank transfer to IBAN BE 81 7320 5278 4724. BIC CREGBEBB.

VI. RETENTION OF TITLE

The transfer of title of the products to the Buyer will only be complete once the total price has been paid by the Buyer, whatever the delivery date of the products may be.

VII. PRODUCT, TECHNICAL DESCRIPTION AND PHOTOGRAPHS

a. The technical descriptions and photographs of the products offered have been drafted with the utmost care by specialists and checked by our officials. They are however not contractual. Also, should errors have been made, WWC SRL will not be responsible under any circumstances. Nevertheless, should the Client wish to return the product following a description error, such return would be done at WWC SRL's expense according to the provisions in the next paragraph.

b. The products offered comply with the European Union and Belgium regulations (Directives) in force.

c. We do not accept any liability should a product delivered not comply with the regulations of the delivery country outside of the EU.

d. We invite our clients to take note of the information attached to the product or indicated on the product or its packaging (instructions for use, precautions, preservation, etc.)

VIII. RIGHT OF RETURN AND WITHDRAWAL:

a. Satisfied or refunded: The Client, a private consumer, enjoys a right of return for any reason. The Client has the right to notify the Seller, using the contact details provided in (I), that he cancels his purchase, without penalties and without indicating any reason, within 14 calendar days from the day following the delivery of the goods.

In this case, the goods must be returned to us within the same timeframe.

Regarding goods that may be shipped via post, the post office stamp will be considered as proof of return date. For larger parcels, the date of your return request will be taken into account. We ask you to please contact our Client Services Department on +32(0) 496.048.408. Our team will be happy to explain the shipping process.

This right implies that the goods are returned in perfect condition, in its original packaging. Any goods not returned in this condition, incomplete, damaged, used, will not be refunded and will be at the Client's disposal who will be responsible for their collection at the head office.

b. The costs will be allocated as follows:

i. Delivery error, goods rejected on delivery, description error, goods damaged upon reception: WWC SRL will refund the price of the product, the shipping costs invoiced as the case may be and will pay for the return of the goods.

ii. Exercise of the right of return and withdrawal: WWC SRL will refund the product price and the shipping costs invoiced. The return costs remain the Client's responsibility.

Exception: pursuant to Article VI.53 of the *Code de droit économique*, the right of withdrawal will not be applicable to:

- i. the supply of goods likely to deteriorate or expire quickly;
- ii. the supply of sealed goods that may not, for health or hygiene reasons, be returned or that have been unsealed by the client after delivery.

The buyer therefore waves his right of withdrawal over the WWC SRL cosmetics range.

c. The refund of non-hygiene and beauty products will be done within 14 days maximum following the receipt of the returned goods to the convenience of WWC SRL, either via bank transfer to a bank account or through credit of the bank card used for the purchase.

WITHDRAWAL FORM TEMPLATE:

(Please fill-in and send this form only if you wish to withdraw from the contract)

- To:

WWC SRL

Head Office: Rue Stordoir 15 B à 5081 Saint-Denis Bovesse Email: commande@washwashcousin.be

- I/We (*) hereby notify (*) you my/our (*) withdrawal from the contract pertaining to the sale of the goods detailed below:

- Ordered on (*)/received on (*)
- Consumer(s) name(s)
- Consumer(s) address(es)
- Signature of the consumer(s) (only if the notification is done using a hard copy of this form)
- Date

(*) Delete as appropriate.

IX. GARANTEES AND AFTER-SALES SERVICE

a. We guarantee that our products comply with all the European health, traceability, conformity etc. regulations.

b. The guarantee does not cover errors in the compulsory information on product labels by our suppliers.

c. The Client must follow the specific warnings and precautions for use on the products.

d. We shall be responsible for the ingredients used, the declared content in compounds used per dose, the nutritional and health claims.

e. Should a defect or non-conformity occur, the Seller may choose to get a free repair or replacement or even a refund on the product should a replacement or a repair be uneconomical or impossible, excluding any compensation.

f. The consumer client may not use the legal guarantee for deadline changes or any fault he was aware of at the time of sale.

g. The products are covered by:

- the legal conformity guarantee,
- the legal guarantee against hidden defects from a material, design or manufacture fault in the delivered products that render them unusable.

The legal guarantee is applicable if the non-conformity is established within the 2 years following the delivery of the product.

X. DATA PROTECTION

a. All the personal data collected during the provision of the services stated in these Terms and Conditions is treated in accordance with the law of 30 JULY 2018 on the protection of physical persons pertaining to the processing of personal data, with the European regulations and the General Data Protection Regulation (Regulation 2016/679 - GDPR).

The processing of data aims at the execution of the agreement with the Client, the Client administration, the promotion of products and services, the drafting of customized information campaign and direct marketing including through email par WWC SRL and the companies involved through the execution of the sales contract.

The Client has a right to access and rectify any data concerning him and may at any time oppose, upon request and free of charge, the processing of his personal data or demand the deletion of the personal data communicated.

Any request regarding the above must be sent to the WWC SRL head office, Rue Stordoir 15 B à 5081 Saint-Denis Bovesse via email at: commande@washwashcousin.be.

b. It is also reminded that minors are not allowed to enter into a contract.

c. Once you are a client of our company, we may send you our commercial offers, newsletters, etc. by any means including email if we believe they might be of interest to you. Should you not wish to receive our offers or news, please let us know via email at commande@washwashcousin.be.

XI. INTELLECTUAL PROPERTY

The entire www.washwashcousin.be website is protected by the laws of Belgium and international laws on copyrights and intellectual property. All reproduction rights are reserved, including regarding downloadable documents and iconographic and photographic representations. Any and all partial or total use of the website or its content requires express written authorization from WWC SRL.

XII. DISPUTES, APPLICABLE LAW AND COMPETENT JURISDICTION

a. We undertake to reply to all claims within a maximum of 10 days from day of receipt and seek amicable resolutions.

b. All our online sales and our relations with our clients are exclusively governed by the laws of Belgium, which are the only laws applicable for any matter regarding the validity, the interpretation and the execution of the present Terms and Conditions.

Any dispute will be referred to the competent court of the Namur (Belgium) judicial district unless the Client acts to non-professional ends, in which case the dispute will be sent to, as chosen by the applicant, the courts designated in Article 624, 1st, 2nd or 4th of the *Code Judiciaire*.

Should one of the provisions in the present Terms and Conditions be declared void and non-applicable, the other provisions remain fully valid and applicable.