

**GENERAL TERMS AND CONDITIONS OF SALE - SNT2 EZ-store
Consumer and professional clients - Updated on 03/03/2025**

ARTICLE 1 - GENERAL TERMS

These terms are concluded between SNT2 (RCS Rouen no. 495 049 132), hereinafter referred to as "EZ-store", and the persons wishing to make a purchase from this company, hereinafter referred to as the "Client", including via the website <https://www.ez-store.com>, hereinafter referred to as the "Website". They cancel and replace the previously applicable terms.

Any other document issued by EZ-store, including catalogs, prospectuses, brochures, or advertisements, has only informational and indicative value.

These general terms and conditions of sale apply exclusively to consumers. A "consumer" within the meaning of these terms means a natural person acting for private purposes or purposes that are not part of a commercial, industrial, craft, liberal, or agricultural activity.

Professional clients must refer to the general terms and conditions of sale and services reserved for them and described later in this document.

Failure by either party to enforce any of these terms at a given time shall not be interpreted as a waiver of the right to enforce them later. The cancellation of one clause shall not affect the validity of the other terms.

The provisions of these terms cannot be changed by contrary provisions without the express written consent of both parties.

The Client's acceptance of a quotation issued by EZ-store or validation of an order constitutes acceptance of these terms.

The Client declares to have read and accepted these General Terms and Conditions of Sale before placing an order. Validation of the order implies acceptance of these terms.

EZ-store may modify these terms at any time and without notice, and such changes apply to all orders placed after the modification. Clients are advised to reread them before each order. In any case, the applicable terms are those in force on the day of the order.

Unless proven otherwise, data recorded by EZ-store constitutes proof of all transactions between EZ-store and its clients.

ARTICLE 2 - ORDER

The Client may place an order by accepting a quotation (valid for one month from its issue date) or by following the instructions on the Website. The Client agrees to fill out the registration and order form on the Website, ensuring that all necessary information is complete and accurate. The Client is responsible for the information entered. In case of error, EZ-store shall not be held liable for delivery failures or delays.

An order must be made online via the Website or confirmed in writing (by email, post, or fax) if following a quotation or request.

Steps to complete a sale on the Website:

1. The Client selects products by clicking "Add to cart".
2. The Client confirms by clicking "Order".
3. The Client logs in or creates an account under "Create your account".
4. The order summary is displayed for review and correction. The Client confirms by clicking "Order and pay" and accepts the terms.

Payment is made via the secure platform of EZ-store's financial partner (for card or PayPal payments). For bank transfer payments, the Client selects this method on the Website, and EZ-store will ship the order only after receiving the transfer. Bank details are sent with the order confirmation.

Validation of the order by the Client formalizes the sales contract with EZ-store. Once validated, the Client receives a confirmation email with the order summary, these terms, and the withdrawal form. These documents must be kept as proof of the contract.

EZ-store reserves the right to refuse any order for legitimate reasons, such as unclear details, foreseeable delivery issues, or abnormal quantities relative to typical consumer needs. EZ-store may also refuse requests that deviate from standard terms or in case of ongoing disputes or unpaid invoices.

If EZ-store refuses an order, it will notify the Client by email and refund the amounts paid as soon as possible. EZ-store cannot be held liable for such refusals.

ARTICLE 3 - PRODUCTS

EZ-store takes the utmost care in communicating product characteristics through technical descriptions and photos. However, the photos on the Website are not contractual. EZ-store cannot be held liable for minor errors or changes unless they affect essential product features.

The choice and use of products are the Client's responsibility. Given the specificity of certain items, EZ-store highlights on the Website the applicable regulations and conditions of use.

The Client must read and strictly follow the instructions included with the products (sometimes provided digitally by email at the time of shipment). If missing, EZ-store will provide them upon written request.

The Client must maintain products properly, use them according to their intended purpose, and comply with all applicable regulations and manufacturer recommendations. Modifications, unauthorized accessories, or improper use void all warranties.

Unless otherwise specified, products are new and sold while stocks last. Availability is confirmed before order validation.

Some products may be customized upon request. The Client must provide the required materials per the Website's instructions. EZ-store is not liable for issues resulting from delays or missing information. EZ-store may refuse customization that violates public order, morals, or third-party intellectual property rights.

In such cases, EZ-store will notify the Client by email and refund any payments promptly.

ARTICLE 4 - PRICE / PAYMENT

Products are invoiced at the current rate shown on the Website at the time of sale. Prices are in euros, including VAT.

Delivery and additional payment fees (e.g., installment fees) are indicated before order validation and/or on the partner's website.

EZ-store reserves the right to change its prices at any time, but no change will affect orders already placed.

Orders must be paid in euros, in full, and immediately. No deposit payments are accepted.

Payment methods: credit/debit card (Visa, Mastercard, AMEX, etc.), PayPal, or bank transfer. Payment is deemed complete when the amount is credited to EZ-store's account.

For installment payments via ALMA: credit approval is required. If refused, the order may be canceled unless the Client chooses full payment. In case of withdrawal, fees and interest are refunded per regulations. Payments are secured via 3D Secure. ALMA's electronic certificate serves as proof of transaction amount and date.

ARTICLE 5 - PREPARATION / DELIVERY / RECEIPT

Orders with all items "in stock" are prepared the same day if received and paid before 3:30 PM on business days. Orders containing out-of-stock items are shipped once complete, unless the Client requests partial shipment (subject to approval).

Orders requiring assembly, customization, or homologation may take longer.

Delivery is to the address provided, via La Poste or private carrier, after payment. Delivery takes 1–5 business days in mainland France depending on method. Delays are indicative unless EZ-store has committed to specific delivery dates. In case of delay, EZ-store will inform the Client and provide an updated estimate.

If delivery does not occur within 30 days of contract conclusion, the Client may issue a formal notice to perform and, failing that, cancel the sale and obtain a refund within 14 days.

EZ-store cannot be held liable for delays caused by force majeure or Client fault (absence, non-collection, etc.).

The Client must personally receive the products and sign the delivery note. Upon signing, goods are deemed received in good condition unless reservations are made on the delivery note and confirmed by registered mail within two days. If the carrier did not allow inspection, the deadline extends to ten days.

In case of non-receipt, the Client has five days after the expected delivery date to contact customer service. Beyond that, claims are invalid. Proof may be required, such as a signed non-receipt statement.

Returned parcels must be confirmed as received by customer service. Any delay or missing documentation must be reported within five days.

ARTICLE 6 - RIGHT OF WITHDRAWAL FOR DISTANCE SALES

According to Article L. 221-18 of the French Consumer Code, the Client has a 14-day withdrawal period from receipt.

Under Article L. 221-28, withdrawal is not applicable to services performed before the end of the withdrawal period or to personalized goods.

Therefore, the Client has no withdrawal right for personalized products or services.

To exercise withdrawal for other products, the Client must send the completed withdrawal form or an unambiguous statement to the address in Article 11.

Products must be returned within 14 days, in perfect condition and original packaging, with all accessories and gifts, including manuals and invoices. Return shipping and risks are borne by the Client.

Software whose seal has been broken is excluded from withdrawal.

EZ-store will refund the Client within 14 days of notification, but may delay until goods are received or proof of shipment is provided. Refunds are made via the original payment method.

EZ-store is not required to refund extra delivery costs if the Client chose a premium shipping option.

ARTICLE 7 - WARRANTIES / CLAIMS / RETURNS

EZ-store provides the legal warranties of conformity (Articles L. 217-4 et seq.) and hidden defects (Articles 1641 et seq.).

For legal conformity:

- The Client has 2 years from delivery to act.
- The Client may choose repair or replacement, subject to cost limits.
- No proof of defect is required for 24 months (6 months for used goods).

The conformity warranty applies independently of any commercial warranty.

The Client may also invoke the hidden defects warranty, choosing between contract cancellation or price reduction.

Outside legal warranties, the Client must justify any defects and allow EZ-store to inspect. Returns require EZ-store's approval.

Returned products must include all accessories and manuals. Costs and risks of return are borne by the Client unless otherwise agreed.

For clients in mainland France, EZ-store may provide a prepaid shipping label for warranty returns.

ARTICLE 8 - LIABILITY

EZ-store is not liable for contract breaches due to Client errors, including data entry mistakes.

EZ-store declines liability for:

- Product choice by the Client,
- Normal wear and tear,
- Damage due to negligence or misuse,
- Modifications or repairs made by the Client,
- Non-compliance with usage instructions or legal standards,
- Malicious acts by the Client or third parties.

When EZ-store is liable, compensation covers only direct and proven damages. EZ-store is not liable for damage to computer systems, data loss, or website downtime.

ARTICLE 9 - FORCE MAJEURE

If a force majeure event prevents EZ-store from fulfilling obligations, the contract is suspended upon notification until the event ends.

ARTICLE 10 - INTELLECTUAL PROPERTY / PERSONAL DATA

All Website content (illustrations, texts, trademarks, images, videos) belongs to EZ-store or is used with authorization. Any reproduction or hyperlink is prohibited without prior written consent.

EZ-store, as data controller, collects, records, uses, and transmits personal data for order processing, customer service, and business protection. Data may be shared with third parties, such as carriers.

The Client has the right to access, modify, or delete their personal data. Requests must be sent to EZ-store (see Article 13).

Clients may oppose data use. Personal data are retained as long as the Client holds an account.

The Client may also set instructions for the handling of their data after death.

ARTICLE 11 - TELEPHONE SOLICITATION OPT-OUT

Clients are informed that they can register with the Bloctel list to opt out of telephone solicitation. This does not prevent EZ-store from contacting the Client for contract-related purposes.

ARTICLE 12 - GOVERNING LAW / CONSUMER MEDIATION

These terms and their consequences are governed by French law. The contract language is French.

The Client has been informed of the right to use consumer mediation in case of dispute. EZ-store is affiliated with CNPM MÉDIATION CONSOMMATION, 23 rue de Terrenoire, 42100 Saint-Étienne, <https://www.cnpm-mediation-consommation.eu/>.

Before referring to the mediator, the Client must contact EZ-store's customer service.

The Client is also informed of the European Online Dispute Resolution platform for consumers and professionals.

ARTICLE 13 - CONTACT

Seller identification: SNT2 EZ-store – 130 rue Nicole Oresme – 76230 ISNEAUVILLE – FRANCE
Company capital: €100,000
SIRET: 495 049 132 (RCS Rouen)
VAT: FR02495049132

For any questions or complaints about products, services, orders, personal data, withdrawal, or warranties, contact:

Postal address: SNT2 – EZ-store, 130 rue Nicole Oresme – 76230 ISNEAUVILLE – FRANCE
Email: info@ez-store.com (preferably via technical support: <https://support.ez-store.com>)
Phone: Monday to Friday, 10 a.m.–5 p.m.: +33 (0)2 35 00 30 10

ARTICLE 14 - WASTE DISPOSAL

EZ-store will provide any Client who requests it with information about nearby authorized waste collection or treatment facilities. Clients may also deposit waste at any appropriate collection site.

It is strictly forbidden to dispose of batteries or accumulators with household waste or release them into the environment.

In the event of any interpretation issues or conflicts between the EN version and the FR version, only the FR version of the general terms and conditions of sale shall prevail