

Terms and conditions

The Terms and Conditions hereunder will allow you to know exactly what your legal situation is each time you place an order with us. When surfing on our site www.epegon.eu you accept to be legally bound by, and to respect, the Terms and Conditions hereunder.

Articles available on the www.epegon.eu

All articles available on the EPEGON FOUNDATION site are described in good faith and as accurately as possible. The offers and prices are valid for the day of the site consultation. All prices are inclusive of all taxes (VAT + environmental taxes).

The products that are presented on our site are on sale within the limits of our stock's availability. EPEGON FOUNDATION is doing its best to make sure that the ordered articles are immediately available. It may however occur that an article has run out. You will then be informed within the shortest period and you will be able to cancel your order if you want.

EPEGON FOUNDATION cannot be held liable for any damages stemming from the non-availability of an article.

Contract with EPEGON FOUNDATION

A valid contract is closed between yourself and EPEGON FOUNDATION when EPEGON FOUNDATION receives the confirmation of your order on the EPEGON FOUNDATION website or when EPEGON FOUNDATION receives your order duly completed and signed.

EPEGON FOUNDATION may however decide to subordinate the validity of the contract to other conditions such as, for example, a high quantity order, anticipated payment conditions, order placed by minors, incomplete or incorrect orders or the non-payment of previous orders.

According to the Belgian law related to commercial practices, the seller supports the burden of the risks of damage or of loss of the products. It is necessary that you inform EPEGON FOUNDATION of non-receipt of the goods within an acceptable delay (3 weeks) after receipt of the confirmation of shipment by mail or on your order status overview on our site. EPEGON FOUNDATION may decide to refuse your demand if we don't receive it within this delay. You can send your mail of non-receipt to the following address:
EPEGON Foundation. Avenue de Tervueren, 273. 1050 Brussels

1. Your right to return the ordered product within 7 days following delivery

- a. **How can I return an item?** You have the right to return the ordered articles within 7 open days following receipt of the products. If you want to return an article, please follow this procedure:

- Send us the article by post or Taxipost with the necessary postal fees, with a copy of the bill (if available, the email) and the original wrapping/packaging of the product if possible. In order to refund the amount, please mention your account number. As soon as we have

received the returned items, we will make an internal credit note and the amount will be refunded as soon as possible.

b. Return address for all countries

EPEGON FOUNDATION
Avenue de Tervueren, 273
1150 Brussels
BELGIUM

- You can return goods by certified mail/recorded delivery. However, in case of refund, EPEGON FOUNDATION will only refund the shipping costs of a regular shipment at the current postal rates.
- We inform you that we do reimburse the shipping costs to return the products only if you have received another product than the one you had ordered or if you have received a damaged product. Return shipping costs will only be reimbursed if you use standard mail. EPEGON FOUNDATION has the right to refuse or the right not to reimburse returned articles when the plastic wrapping of the products has been opened or when the products have been damaged by the client.

c. I received a damaged item The products have probably been damaged during transport. You have of course the possibility to order the same product again if you wish to do so. We then ask you to return the damaged article, with the necessary postal fees

- We ask you to return with the damaged article a copy of the bill and/or a letter mentioning the problem and your account number. As soon as we've received the damaged item we will make an internal credit note. The amount of the invoice and your shipping costs will be refunded as soon as possible. Return shipping costs will only be reimbursed if you use standard mail.
- If you do not wish to receive the same product undamaged and if you have already paid the product, we will reimburse you the total amount of the product as soon as possible. We also ask you to mention your account number.

d. I received another item than the one I ordered

If you have received another article than the one you had ordered, you can compare the code of the article that you have received with the code of the article which is mentioned on our site or on your bill. If both codes are identical, you have correctly received the article that you have ordered.

It is however possible that the information posted on our site is not entirely correct. If both codes are different, you have probably received an incorrect order. We then ask you to re-order the item you want, and return the non-desired article as mentioned in the General Terms and Conditions.

e. I want to order another item instead: EPEGON FOUNDATION cannot be committed to exchanging the articles. If you wish to exchange an article with another one you found on our site, you should place a new command for this item and return the nondesired article in the 7 days after reception. If

you have not yet received the undesired article, you must cancel this one and then carry out your new order.

f. **I returned an item but I haven't received a refund yet**

As soon as EPEGON FOUNDATION receives the returned article, the reimbursement will be made as quickly as possible.

The Belgian law related to commercial practices dated July 14, 1991, authorizes the consumer to notify the seller that (s)he renounces his/her purchase within 7 open days following delivery or the conclusion of the contract. The not opened and originally sealed goods have to be returned within an acceptable period after receipt of this notification (example given 3 working days)

If you have changed your mind and no longer wish to buy the product, you can always return the ordered article within 7 days following delivery. We will reimburse you as soon as we receive the article. You will support the shipping costs incurred to send the product back to us.

If the article you have received does not correspond to the article that you have ordered or if you received a damaged product, please return it using standard mail. We will reimburse your order and your shipping costs as soon as we received the product. Return shipping costs will only be reimbursed if you use standard mail.

EPEGON FOUNDATION has the right to refuse or the right not to reimburse returned articles when the plastic wrapping of the products has been opened or when the products have been damaged by the client.

1. Delivery of the article

· Delivery costs

The article will be delivered to the address mentioned in your order.

The estimated delivery time is mentioned on the detail page of the product. EPEGON FOUNDATION is making efforts to ensure that you will receive the article within the timeframe indicated on the site. Be advised however that these delivery times are for your information only and that EPEGON FOUNDATION cannot be held liable for possible delays.

2. Payment

Payment means

You can either pay by credit card or bank transfer;

- Credit card payment

We accept Visa and Master Card. You can enter your credit card data online. We will debit your account after shipment.

Paying with credit card at EPEGON FOUNDATION is safe.

- Bank transfer

You can pay your order online with your credit card or by bank transfer. When paying, please mention the reference you received in your mail confirmation. As soon as we receive your payment the order will be processed and you will receive a complete order confirmation. We will send you an invoice with the ordered items.

We offer the possibility to pay by bank transfer. However, we are forced to demand a payment before we process your command. If, for one reason or another, your command could not be delivered, you will of course be reimbursed.

3. Shipping costs

Shipping costs are mentioned on the detail page of the article, on the page of the shopping basket and on the checkout page.

In case of failure to pay an invoice at the due day and without prior notice of remedy, the consumer expressly accepts that (s)he will be liable to pay a conventional / extra judicial indemnity fixed at 15% of the remaining due balance with a minimum of 25 Euro and of a conventional interest at a rate of 12 % per year.

The CUSTOMERS expressly recognize that EPEGON FOUNDATION charges their payments in priority on the oldest unpaid invoices.

4. Limitation of liability

EPEGON FOUNDATION does not warrant that epegon.eu will not suffer any interruptions or will be free of errors.

To the extent allowed by the applicable law, EPEGON FOUNDATION does not provide any warranty whatsoever, express or implied, including but not limited to, warranties related to the implicit commercial use and adaptability for a specific use. EPEGON FOUNDATION cannot be held liable for any prejudice stemming from the use of its Internet site, including but not limited to, direct and indirect damages.

5. Applicable law and jurisdiction

Only the Belgian law is applied.
Courts of the Brussels judiciary territory only have jurisdiction.

6. Privacy Policy

EPEGON FOUNDATION respects and protects your privacy. All your personal data is treated with the greatest care and confidentiality.

EPEGON FOUNDATION respects the Belgian law of December 8, 1992, related to the protection of privacy when handling personal data. That law states that the agreement of the person must be obtained before being allowed to collect personal data about that

person; that the personal data must be appropriate and correct; and that it must be collected in order to pursue specific, explicit and legitimate means. The person from whom the personal data is collected is entitled to have access to, and modify, the data in question.

Finally, the law requires the automated treatment of personal data to be declared with the Belgian Commission for the protection of privacy.

Your personal data is treated by the General Secretary of the EPEGON FOUNDATION.

When surfing on the EPEGON FOUNDATION site, you accept the EPEGON FOUNDATION privacy policy and agree that EPEGON FOUNDATION collects and uses your data according to the above conditions.