

General terms and conditions on line site www.mamemo.com

Article 1: Preamble These conditions of sale are concluded, on the one hand, by MAMEMO asbl, whose registered office is located at 1331 Rosières, 7 rue des templiers, registered with the Banque Carrefour des Entreprises under the number 0423 538 919 Hereinafter referred to as "the seller" and, on the other hand, by any natural or legal person wishing to make a purchase via the website of the seller, hereinafter referred to as "the buyer".

Article 2: Purpose The present conditions of sale aim to define the contractual relations between the seller and the buyer as well as the conditions applicable to any purchase made through the site of the seller, whether the buyer is professional or consumer. The acquisition of a property through this site implies an unreserved acceptance by the buyer of these conditions of sale. These conditions of sale will prevail over any other general or particular conditions not expressly approved by the seller. The seller reserves the right to modify his conditions of sale at any time. In this case, the conditions applicable will be those in effect on the date of the order by the buyer.

Article 3: Characteristics of the proposed properties: The products offered are those which appear in the catalog published on the site of the seller. Each product is accompanied by a description drawn up by the supplier. The photographs in the catalog are as faithful as possible but can not ensure a perfect similarity with the product offered, especially with regard to the colors. These products are offered within the limit of available stocks. If, in spite of his efforts, all or part of the articles are unavailable, the seller informs the buyer by email as soon as possible and offers him the possibility to choose between waiting or canceling without charge the order of the unavailable items. Available items will be delivered as normal.

Article 4: Prices The prices of the products displayed on the site are indicated in euros all taxes included (VAT and other applicable taxes). The seller reserves the right to change prices at any time. Nevertheless, the prices applicable to the order are those in force at the time of the confirmation of the order. The prices quoted do not include the costs of processing orders, transport and delivery provided they take place in the geographical areas provided for hereinafter.

Article 5: Geographical areas The on-line sale of the products presented on the seller's site is reserved for purchasers who reside in Belgium, France, the Grand Duchy of Luxembourg or the Netherlands and for deliveries required in these geographical areas.

Article 6: Orders The purchaser who wishes to buy a product must: - complete the identification form on which he will indicate all the contact details requested or give his customer number if he has one; - fill in the on-line order form giving all the references of the products or services chosen; - validate its order after having verified it; - make payment under the conditions provided; - Confirm its order and payment. Confirmation of the order entails acceptance of these conditions of sale, acknowledgment of full knowledge and waiver of its own terms of purchase or other conditions. All the data provided and the recorded confirmation will be proof of the transaction. Confirmation will be worth signing and acceptance of transactions. The seller will communicate by email confirmation of the registered order.

Article 7: Right of renunciation In accordance with the law, the consumer has the right to notify the seller that he renounces his purchase, without penalty and without reason, within 14 working days from the day after the day of delivery of the product. This right of renunciation does not belong to the professional buyer. Within this period, the consumer must notify his intention to cancel by e-mail and return, at his own expense and risk, the product delivered to the administrative office of MAMEMO ASBL. The products must be imperatively returned in their original packaging, undamaged, accompanied by all their accessories, the user manual and the original invoice / delivery note. Products so returned must not have been unpacked, unsealed, used in any way. Goods that are incomplete, damaged or soiled by the customer will not be taken back. Within 30 days, after acceptance of the resumption of the goods, the seller agrees to reimburse the possible payment, with the exception of shipping costs.

Article 8: Methods of payment Payment is made by credit card, Visa or Mastercard. The articles ordered remain our exclusive property until payment of the entire order by the buyer.

Article 9: Deliveries Deliveries are made to the address indicated on the order form which can only be in the agreed geographical area. The goods are transported at the risk of the seller until delivery of the goods to the address of the delivery specified by the buyer. From that moment, the buyer assumes the risks alone. Delivery times are given for information purposes only; If they exceed thirty days from the order, the contract of sale may be terminated and the buyer reimbursed.

Article 10: Guarantee With regard to consumers, the seller guarantees the products he sells and the services he provides in accordance with the law of 1 September 2004 on the protection of consumers in the event of sale of consumer goods (Articles 1649 bis to 1649 of the Civil Code). In case of non-conformity of a sold product found within 2 months of the delivery of the goods, the consumer must notify the seller as soon as possible by registered letter or e-mail. This warranty only covers defects in conformity existing at the time of delivery of the goods. Defects or damage due to misuse, such as water damage, oxidation, fall or shock, neglect and wear, are not covered by the warranty. In the same way, repairs carried out by technicians not approved by the supplier will give rise to the cancellation of the guarantee. The invoice or delivery note serves as a guarantee and must be kept by the consumer and produced in the original. If the product is used for non-private purposes, the manufacturer / supplier's limited warranty conditions are in effect.

Article 11: Liability The seller, in the process of online sale, is bound only by an obligation of means; Its liability can not be incurred for damage resulting from the use of the Internet network such as loss of data, intrusion, virus, rupture of the service, or other unintentional problems. The data on the site are also provided in good faith. The links proposed to the sites of the manufacturers and / or the partners are given for information. The seller can not be held responsible for the information coming from these sites.

Article 12: Intellectual property All elements of the seller's website are and remain the intellectual and exclusive property of the seller. No one is allowed to reproduce, exploit, re-broadcast, or use for any reason whatsoever, even partially, software, visual or sound elements of the site. Any simple or hypertext link is strictly forbidden without the express prior written agreement of the seller.

Article 13: Personal data All personal data necessary for the processing of an order are retained by the seller or his collaborators and may be transmitted to the companies with which the seller - or his suppliers - cooperates, Communication is required to process the order. The user also authorizes the seller to use this data to establish statistics in order to improve his site, the goods and the service he offers. This information may also be used to enable the dissemination by any means of communication of information relating to the commercial activities of the seller to his customers. The seller keeps personal data to facilitate subsequent orders. In addition, the seller undertakes not to divulge the information available to another company or other company. The data kept by the seller can be requested and corrected at any time upon request.

Article 14: Evidence In the context of their relations, the parties accept electronic means of proof (for example: email, computer backups, etc.).

Article 15: Settlement of disputes These online conditions of sale are subject to the Belgian law. In case of dispute, the courts of the head office of the seller are competent, except for binding public provisions. MAMEMO ASBL Email Website 7 Rue des templiers 1331 Rosières. Celine@mamemo.com +32 495 25 55 65