

Any access and/or use of the www.gantois.com site implies compliance with all the general terms and conditions of use and their acceptance. They therefore represent a contract between Gantois Industries and the user.

1) DEFINITIONS

- **Login:** is understood as a login allowing access to one's private account. Accompanied by a password, the login is a security measure to keep information private.
- **Account:** refers to the space made available to the User registered on the site, allowing him/her to access, after having identified his/her login and password, the validation and details of his/her order.
- **User:** means any person using the www.gantois.com website or any of the services offered by it.
- **Identified user:** means any person using the www.gantois.com site or one of the services offered by it and having an account.

2) PRESENTATION OF THE SITE

The site allows www.gantois.com users to:

- To learn about the products on sale
- To immerse yourself in the different possible uses
- To consult the various photographs and information present on the site
- Register to have access to the various rates and to benefit from specific promotional offers
- To read the "Product Information" sheets
- To read our T&Cs, T&Cs, Code of Ethics and Privacy Policy.
- Get in touch with Gantois Industries.

3) CONDITIONS OF ACCESS AND USE OF THE SITE

The site is accessible free of charge to any User with Internet access.

The User is responsible for his/her computer equipment as well as his/her access to the Internet.

The User will only be able to access his/her account after identification using his/her Login and password and must not communicate them under any circumstances.

Gantois Industries will use all means to ensure 24/7 access to the Site, but cannot be held responsible for any problem or malfunction of the Site that would prevent any access to the Site and/or the various services offered by Gantois. Ghent will do its best to resolve any issues as soon as possible.

4) ACCOUNT CREATION

The User must necessarily fill in a form, containing the following information: login, password, e-mail, billing and delivery address, telephone number.

The business user creates a "business account" and the individual user creates a "private account". As part of the creation of a professional account, the User will have to wait for the validation of his account by Gantois Industries. The operation is formalized by sending the User an email. Thus, they will be able to benefit from preferential rates and conditions.

All fields in the account creation form must be filled in, with the exception of fields that do not have this sign: ******

This information is necessary for the order to be registered and shipped.

By creating an account, the User accepts these General Terms and Conditions of Sale and General Terms and Conditions of Use.

The creation of an account on the Site is reserved for any natural person who is at least 18 years old and has full legal capacity.

5) USER RESPONSIBILITY

The User is responsible for maintaining the confidentiality of his/her account, password, access restrictions to his/her computer and other equipment. The User agrees to be responsible for all activities that have been carried out from his account.

The User must inform Gantois Industries if he has reason to believe that his account is usurped by writing to contact.web@gantois.com

They can change their information themselves by going to the account settings, in the "Manage my account" --> "Modify your information" area. However, for some of the information listed below, the user will have to contact us at the email address mentioned above.

The business user cannot change their billing address, email address, company information, if any, and country.

The individual user cannot change their billing address.

Gantois Industries reserves the right to deny access or close an account if the User is in violation of applicable laws, these Terms of Use or any other terms or conditions. A business account may also be declined if, after verifying the information, it is found to be inaccurate.

6) PERSONAL DATA

Gantois Industries is the data controller, it collects and processes personal data in accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data; and the Data Protection Act of 1978.

Gantois Industries collects and processes this data to respond to requests made on this Website, to improve its services and in the context of the execution of sales contracts concluded between it and Customer Users.

To learn more about the management of your personal data, please refer to the Privacy Policy.

7) THE ORDER

7-1- Checkout

The User selects the items of his/her choice by clicking on the category and the product that interests him/her. To be able to add the product to their cart, they sometimes have to select characteristics of the item and then enter a quantity.

To validate their item, the User must click on "Add".

The price of the items with the chosen characteristics only appears once they are added to the User's shopping cart.

The total price of the order is displayed after selecting the delivery method and address, if applicable.

The User can check the specifics of his order (product, quantity, price, material, dimensions, etc.) in his basket before the final payment

7-2- Customer Identification

To be able to validate their order, the User must create an account or identify themselves using their login or e-mail address and password.

7-3- Delivery address

Before validating the order, the User must check the delivery address or modify it if necessary. This appears at the top right of the order summary. The shipping address may be different from the billing address.

7-4- Inserting a promo code

Before confirming their order, the user can enter a promotional code if they have one in order to benefit from discounts.

7-5- Validation of T&Cs and product information

When validating their order, the customer must tick two boxes: one certifying that they have read the PDFs containing information on the products sold and one indicating that they have read the General Terms and Conditions of Sale. Without this validation, the order cannot be placed.

7-6- Payment

To be able to access the payment, the customer must click on "Confirm my order". They are then redirected to the CIC bank's payment area. The customer selects his payment method.

To be able to access the payment, the customer must choose their payment method:

- For a payment by credit card, the user is redirected to the CIC bank's banking area.
- For payment by bank transfer, the user will receive the bank details to which the payment was made with the order confirmation.

8) ORDER SUMMARY EMAIL

In the days following the validation of the order and its payment, and after verification of the same, the Customer receives an order summary email.

8-1 Payment by credit card

The customer receives an order summary email immediately after payment. This e-mail is proof of confirmation.

8-2 Payment by bank transfer

The customer immediately receives an order summary with payment instructions. Once the payment has been confirmed by a second email, this summary becomes an order confirmation.

9) ORDER TRACKING

At any time, the Customer who has placed an order can obtain information on the follow-up of his Internet order by going to the "Manage my account" --> "My orders" section.

If the Client wishes to obtain additional information, we invite him to contact us by email at contact.web@gantois.com or by phone at 03.29.55.21.43 from Monday to Thursday from 8:30 am to 11:30 am and 2:00 pm to 5:00 pm and Friday from 8:00 am to 12:00 pm.

10) PROMO CODES

Gantois Industries offers promotional offers and discounts for one or more products. Discount codes are either for a specific customer or for all customers. They are communicated to customers by e-mail or can be viewed directly on the home page of the www.gantois.com. They can only be used once and must be given at the time of validation of the order in the field provided for this purpose. It is only after validation that the total price including VAT of the order is updated according to the discount granted by the code.

Promotions are visible on the site by any type of User and are accessible for a defined period of time

11) INTELLECTUAL PROPERTY

The User shall refrain from:

- Reproduce and/or use the trademarks and logos present on the Site,
- Modifying, copying, translating, reproducing, selling, publishing, exploiting and disseminating in a digital or other format, all or part of the information, texts, photos, images, diagrams, videos and data present on the Site, which constitute works within the meaning of the provisions of Article L112-1 of the Intellectual Property Code.

Violation of these provisions subjects the offender to the criminal and civil penalties provided for by law.

12) GENERALITES

12-1- Amendments to the GCU

Gantois Industries reserves the right to adapt or modify these General Terms and Conditions of Use at any time.

12-2 Validity of GCU

In the event that one of the clauses of these GCU is null and void due to a change in legislation, regulations or by a court decision, this shall in no way affect the validity and compliance with the other clauses of the GCU.

12-3 GOVERNING LAW AND DISPUTE RESOLUTION

These GCU are subject to French law.

Except as far as consumers are concerned, any dispute relating to the exercise and application of these GCU shall, in the absence of an amicable agreement, be subject to the exclusive jurisdiction of the Court of Epinal.

THIS DOCUMENT IS THE PROPERTY OF GANTOIS INDUSTRIES
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