

General Terms & Conditions

IDENTITY OF LEDUCI

Location of the headquarters: Gentstraat 26/3, 9800 Deinze, Belgium

E-mail address: info@leduci.com Telephone number: +32 473 52 48 20

Enterprise number: 0847. 404.371

Bank account number: BE23 7340 6215 6191

APPLICABILITY & CONDITIONS

1. Our general terms and conditions apply to all agreements with you as a customer. Certain conditions only apply to customers (any natural person who, solely for non-professional purposes, acquires or uses products or services placed on the market). This will be clearly stated.

2. We only deliver to Belgium, The Netherlands, France, Germany, Italy and Spain as standard locations. If you want to place your order for delivery to another country, please first contact our customer service at info@leduci.com.

3. You must be at least 18 years old to place an order. If you are not 18, a parent or legal guardian must place your order. If we become aware that a minor has placed an order, we may still refuse that order.

4. You can always find our general terms and conditions here on our website. Placing an order on the website is regarded as explicit acceptance of our general terms and conditions. However, we ask you to explicitly confirm that you have read and accepted the general terms & conditions when placing an order.

5. If, in addition to these general terms and conditions, special additional terms and conditions apply, the above shall also apply to the special terms and conditions. If our general terms and conditions should conflict with those special terms and conditions, you as a consumer can always invoke the text that is most favorable to you.

OUR OFFER & YOUR ORDER

1. If an offer has a limited validity period or is subject to certain conditions, we will state this explicitly in the offer.

2. We always describe as completely and accurately as possible what we are selling you and how the ordering process will work. The description is in any case sufficiently

detailed for you to make a proper assessment. If we use pictures, they are a true representation of the goods offered.

However, to err is human. Therefore, if we are obviously mistaken, we are not obliged to deliver.

3. To purchase a product, add the product to your shopping basket. Then fill in your contact details, delivery details and billing details. The method of delivery will always be a delivery to a specific address. In the last step, you will get an overview of your order, you accept our general terms and conditions and confirm your payment by pressing the order button with the caption 'Place Order'. Once you have completed these steps, your order is final.

4. Your order is complete and the agreement between us is finalized once we confirm your order by email and once we have received the approval of the payment transaction by the card issuer. If your card issuer refuses to agree to your payment to us, we cannot be held responsible for delays in delivery and/or non-delivery of your order. Orders without valid payment in the name of the registered cardholder will not be accepted or processed.

RIGHT OF WITHDRAWAL

1. If you buy goods from us as a consumer, you have 14 days to return them. This 14-day period commences upon delivery. You can return your order without having to pay compensation and without having to give a reason for doing so (you will have to pay the shipping costs of the return yourself).

2. You must return the goods to us within 14 days. You must pay the cost of returning the goods. We will indicate the cost of this (or provide an estimate if this cannot be reasonably calculated in advance).

3. You can return the goods by post or by courier.

4. If the returned items meet the predetermined conditions (see our [Shipping & Return Policy](#)), we will refund you the full purchase price within 14 days of receipt of your return. The refund shall be made by the same means of payment as the one used to make the payment.

5. After delivery, we expect you to handle the order and its packaging with care. If you wish to return the goods, you may only use the goods to the extent necessary to judge whether you wish to keep them (as you would in a shop). For example, returned goods may be fitted, but not used. If you are returning the goods, we kindly ask you to put all delivered accessories, in the original condition, together with the original packaging, and taking our instructions into account.

6. If you damage the packaging or goods, we invoke the right to apply a reduction in

value that is in line with the damage caused.

7. To exercise your right of withdrawal quickly and correctly, please always send us the following information to info@leduci.com. We will send you an acknowledgement of receipt of your retour by e-mail:

RETOUR INFORMATION:

Please complete this form only if you wish to return your item(s). Send it to info@leduci.com.

Retour address: Leduci, Gentstraat 26/3, 9800 Deinze, Belgium:

- Ordered on/Received on
- Order number
- Name customer
- Address customer
- Specific item(s) from the order that you want to return
- Date
- Signature (only in case this form is filled in on paper)

PRICE

1. During the period mentioned in our offer, our prices do not change, except for price changes due to changes in VAT rates.
2. Our prices include all taxes, VAT, duties and services. So you will never be faced with any surprises.
3. About shipping costs on top of the purchase price, we will always inform you before you place your order.

PAYMENT

1. We can only accept payment via the payment modules on our website.
2. We accept: Bancontact, Mastercard, Visa, Paypal.
3. To ensure safe online payment and the security of your personal data, we use SSL technology. SSL ensures that your transaction data is encrypted and made unreadable when sent over the internet. No special software is needed to pay with SSL. You can recognize a secure SSL connection by the "lock" in the lower status bar of your browser.

CONFIRMITY & WARRANTY

1. We guarantee that our goods are in conformity with your order and meet the normal expectations you may have, taking into account the specifications of the product.

2. If the delivered goods do not comply with your order or they are damaged, please contact us within 3 days upon receipt and we will look for a solution.

3. If the delivered goods do not comply with your order, as a consumer you are entitled to the legal guarantee. This means that if you discover a hidden defect or fault, you can have them repaired or replaced free of charge.

As far as possible and reasonable, you have the choice between repair or replacement. Only if the repair or replacement is excessive or impossible, or cannot be carried out within a reasonable period of time, do you have the right to demand a price reduction or rescission of the contract of sale.

In case the defect or fault occurs within the warranty period, it is assumed to have been existing before the delivery, unless we can prove otherwise.

4. The legal guarantee is never valid for defects caused by accidents, negligence, falling, abnormal or incorrect use, use of the item for other purposes for which it is intended, changes or modifications to the item, heavy-handed use, bad maintenance. It also does not apply to shorter-life items. The warranty is not transferable.

DELIVERY & EXECUTION

1. All goods and services will be delivered to the address you have specified in your order.

2. If the articles are in stock, the delivery time is in principle 2 to 3 working days for Belgium and The Netherlands. For Germany, Spain and Italy this will be between 4 to 5 working days. For other locations, please first contact us at info@leduci.com. We will also inform you of the delivery time in the order confirmation.

3. The delivery process will be with the courier UPS.

4. If we are unable to deliver on time, we will always inform you before the expiry of the delivery period. We will then agree a new delivery date with you. If we also fail to meet this second deadline, then you, as a customer, have the right to dissolve the purchase free of charge. We will then refund you within 30 days of the dissolution. If we do not notify you before the expiry of the initial delivery date, you may cancel the contract immediately and without charge as a customer. We will then refund you within 30 days of the dissolution.

5. Our shipments are always at our risk. So you don't have to worry about goods getting lost or damaged in the post. However, if you return goods to us within 14 days of purchase because you prefer not to keep them (see Right of Withdrawal), you are responsible for their transport.

6. Visible defects must be reported as soon as possible, and in any case within 48

hours upon receipt of the articles, with photos of the packaging and damaged or non-compliant goods attached. Visible defects include, for example, goods that have been damaged during transport, do not correspond to the items specified on the delivery note or do not correspond to the items that you ordered (visible defects).

7. We are not responsible for any consequential loss due to late delivery or non-delivery by our carrier. In any case, our liability is limited to the value of the items you prove you have not received.

FORCE MAJEURE

1. In the event of force majeure, we are not obliged to fulfil our contractual obligations. In this case, we may either suspend our obligations for the duration of the force majeure situation or definitively dissolve the contract. In the event of force majeure, we shall not be liable to pay any compensation to you.

2. Force majeure is any circumstance beyond our control and will, which prevents the fulfilment of our obligations in whole or in part. We understand these circumstances to include strikes, fire, business interruptions, energy disruptions, disruptions in a (telecommunications) network or connection or used communication systems and/or the unavailability of our website at any time, non-delivery or late delivery by suppliers or other third parties, ...

INTELLECTUAL PROPERTY

1. Our website, logos, texts, pictures, names and all our communications in general are protected by intellectual property rights, which either belong to us or to our suppliers or other entitled parties.

2. It is prohibited to use and/or modify the intellectual property rights as described in this article. For example, you may not copy or reproduce drawings, photos, names, texts, logos, color combinations, etc. without our prior and express written consent.

COMPLAINTS & DISPUTES

1. We naturally hope that all our customers are 100% satisfied. However, if you have any complaints about our services, you can contact us at info@leduci.com. We will do everything we can to deal with your complaint within 2 days.

2. All agreements that we conclude with our customers, irrespective of their place of residence, are governed exclusively by Belgian law. If, for reasons of international law, another law should nevertheless apply, the interpretation of these general terms and conditions shall be based, in the first instance, on the Belgian Law on Market Practices

and Consumer Protection as included in the Code of Economic Law. In the event of a dispute, only the Belgian courts shall be competent.

3. As a consumer, you also have the option of resolving the dispute out of court. You can contact the Consumers' Mediation Service of the Federal Government for this purpose. It is authorized to receive any request for out-of-court settlement of consumer disputes. It will, in turn, either deal with the application itself or forward it to a qualified entity. The Consumer Mediation Service can be reached via this link:
<https://consumerombudsman.be/en>.

4. In the event of cross-border disputes, you can also use the Online Dispute Resolution platform of the European Union at this link:
<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>.

5. If we can't work it out together through our personal complaint service, you can contact SafeShops. If your complaint is accepted by SafeShops they will mediate in a neutral way between us and you as a customer. Please note that only complaints submitted through the complaint form on <https://www.safeshops.be/nl/consumers-complaints/> will be handled. This way Safeshops has all the right information to further process your complaint.