

ARTICLE 1 - SCOPE

These Terms and Conditions of Sale (TCS) apply to all sales of products by Chronopassion, whether in-store or remotely (by phone, email, or any other communication channel). Any order implies full and unconditional acceptance of these TCS by the customer. Chronopassion does not operate an e-commerce site but offers remote sales through personalized communication. These TCS define the terms of ordering, payment, delivery, return, and the respective rights and obligations of each party. The applicable TCS are those in force at the time of the order. They may be updated at any time and apply only to future transactions.

ARTICLE 2 - PRODUCTS - INFORMATION AND AVAILABILITY

Chronopassion exclusively sells new products and is an official and authorized retailer of the brands it represents. Each product is described with the utmost care. However, slight variations may occur, especially for artisanal, unique, or limited-edition pieces. Visuals, descriptions, and product information are non-contractual. Product availability is subject to stock. Chronopassion reserves the right to cancel or refuse an order in case of unavailability or a clear error in the product listing.

ARTICLE 3 - ORDERS AND ACCEPTANCE

An order is only considered final once confirmed in writing by Chronopassion. We reserve the right to refuse any order for legitimate reasons (such as previous payment issues, suspected fraud, or abnormal requests). For international sales, the customer is solely responsible for complying with the legislation of the destination country (importation, customs, taxes, authorizations, etc.). Chronopassion cannot be held liable for any import restrictions, prohibitions, or specific administrative procedures in the destination country.

ARTICLE 4 - PRICES AND PAYMENT TERMS

Prices are expressed in euros (€) including all taxes (VAT), excluding delivery or customs fees. Chronopassion reserves the right to modify its prices at any time without notice. Products are billed at the rate in effect at the time of order confirmation. Full payment is required at the time of order. No product will be shipped without prior receipt of payment. Accepted payment methods include: Credit card (Visa, Mastercard, etc.), Bank transfer. Payment must be made by the individual or legal entity named on the invoice. Payments from unidentified third parties will not be accepted.

ARTICLE 5 - DELIVERY

Products are delivered to the address specified by the customer when placing the order. Delivery times are indicative and may vary depending on product availability and destination. Chronopassion is not liable for delays caused by carriers or exceptional circumstances. Risk of loss or damage is transferred to the customer upon receipt of the package.

ARTICLE 6 - RIGHT OF WITHDRAWAL

In accordance with applicable legislation, for remote sales, customers have 14 days from receipt of the product to exercise their right of withdrawal without needing to justify the decision or incur penalties. This right does not apply to personalized products or special orders. Returned products must be in original condition, complete (box, accessories, certificates), and returned at the customer's expense. For returns from outside the European Union, the customer must use a freight forwarder to ensure proper re-importation. The declared value must match the original invoice amount. Failure to follow these instructions may result in VAT and customs fees charged to the customer.

ARTICLE 7 - WARRANTY AND AFTER-SALES SERVICE

All products sold by Chronopassion are covered by the legal warranty of conformity (articles L.217-4 to L.217-14 of the French Consumer Code) and the warranty against hidden defects (articles 1641 to 1649 of the French Civil Code). Any after-sales service request must include proof of purchase and, if applicable, the warranty card provided by the brand.

ARTICLE 8 - LIMITATION OF LIABILITY

Chronopassion shall not be held liable for indirect damages resulting from the purchase of a product. Chronopassion's liability is strictly limited to the amount of the order.

ARTICLE 9 - PERSONAL DATA

Personal data collected is processed in accordance with applicable legislation, including Regulation (EU) 2016/679 (GDPR). Data is used solely for order management, customer relations, and legal obligations. Chronopassion does not share personal data with unauthorized third parties. Customers may access, modify, or delete their data at any time by contacting us.

ARTICLE 10 - MEDIATION AND DISPUTE RESOLUTION

In the event of a dispute, every effort will be made to find an amicable solution. Failing that, the courts of Paris will have exclusive jurisdiction. In accordance with Article L.612-1 of the French Consumer Code, the customer may contact the following mediator free of charge:

CM2C - Consumer Mediation Center of Justice Conciliators

Address: 49 rue de Ponthieu, 75008 Paris, France

Email: cm2c@cm2c.net | Phone: +33 1 89 47 00 14

Hours: Open Monday to Friday, from 9:00 a.m. to 12:00 p.m. and from 2:00 p.m. to 5:00 p.m.

ARTICLE 11 - FINANCIAL COMPLIANCE

Payment must be made exclusively by the person or entity named on the invoice. No payment will be accepted from third parties. This rule ensures compliance with financial and banking regulations.

ARTICLE 12 - INTELLECTUAL PROPERTY

All content provided on our media (texts, images, photographs, logos, etc.) is protected by intellectual property rights. Any total or partial reproduction without prior written consent is strictly prohibited.

ARTICLE 13 - GOVERNING LAW AND LANGUAGE

These Terms and Conditions and resulting sales transactions are governed by French law. The French version is legally binding in the event of a dispute, even if translated into other languages.

ARTICLE 14 - CONTACT

For any questions, information requests, or complaints, please reach out via the following contact channels:

Email: chronopassion@me.com

Phone: +33 1 42 60 50 72

Address: 271 Rue Saint-Honoré, 75001 Paris, France

Last updated: March 21, 2025