

# Terms and Conditions of Sale



## Contract

By using the Website and/or placing an order with ROSAND Technologies you are fully accepting the terms and conditions contained in this notice. If you disagree with any part of these terms and conditions, please do not use our website.

The content of the pages of this website is subject to change without notice.

## Article 1: Sale to professionals and non-professionals

Professionals and individuals can order directly via our online store.

If professionals living in the EU desire a price excluding taxes, please email us at [sales@rosand-tech.com](mailto:sales@rosand-tech.com).

Orders to be sent outside the European Union are charged without taxes.

## Article 2: Price

The prices shown on this website include VAT.

The amount you pay will be the price indicated plus any delivery charges.

Note that customers will be responsible for paying any applicable import duties and taxes if any.

## Article 3: Order

### a) Process

ROSAND Technologies responsibility is only engaged after the validation of the payment and the acceptance of the order by our company. We will dispatch the order at which point the purchase contract will be made.

An order is only possible while stock last.

However, if a product is unavailable after the

order validation, ROSAND Technologies will inform the client via e-mail.

### b) Invoicing

An invoice will join every order. The date of invoice is also the reference date for the warranty.

### c) Order cancellation

Your rights to return goods are protected under the EU Distance Selling Directive.

Customers have 7 days starting from the reception date to cancel the order, without giving any reason and without penalty, except the cost of returning the goods.

You can cancel by sending:

- **an e-mail at:** [sales@rosand-tech.com](mailto:sales@rosand-tech.com)

- **a letter to the following address:**

ROSAND Technologies  
4 avenue de la Croix Blanche  
78340 Les Clayes sous Bois  
France

### d) Payback

Refund will take up to 30 days starting from the day of cancellation. The refund will be made on the card and/or bank account used for the purchase.

## Article 4: Mode of payment

We accept the following method of payment:

- **by PayPal:** credit card orders are processed securely via PayPal.



Note that you do not need to sign in to use Paypal.

- **By bank transfer:** please use the following bank details

ROSAND Technologies SAS  
Bank: BNP Paribas  
Domiciliation : CLAYES SOUS BOIS (00012)  
RIB : 30004 00012 00010057637 74  
IBAN : FR76 3000 4000 1200 0100 5763 774  
SWIFT CODE/BIC : BNPAFRPPSQY

In case of **delay and/or default of payment**, ROSAND Technologies has given itself the right to cancel the order and get the product back without legal action.

## Article 5: Shipping

### a) Destination

#### National delivery:

France Métropolitaine

#### International delivery:

Germany, Belgium, Luxembourg and the Netherlands (via online store)

Other countries please [contact us](#)

### b) Shipping Cost

Shipping cost depend on the country of destination and the weight of the package.

### c) Shipping time

Delivery takes 2-3 working days for France and 4-8 for others destinations.

A tracking number will be given for every order. In case of non receipt of a package within the time specified, a litigation file is to declare to the carrier.

### d) Risks

The transporter is responsible during the shipment of the products.

If any problems, damages occurred during the shipment, we invite you to refuse the delivery or give a reclamation against the transporter.

If those conditions are not respected, ROSAND Technologies will not take responsibility for any damages that may occur during the transit.

### e) Receipt of the package

On receipt of the package, the customer must submit in writing within 7 days future claims regarding defects or non-compliance of the product delivered, the ordered product or the packing slip. The customer must provide any justification regarding the reality of the defects.

## Article 6: Warranty

ROSAND Technologies products have a 12-month warranty, starting from the invoice date. The warranty ROSAND Technologies is without prejudice to your other legal rights and regulations as a consumer. This warranty covers only defects in components and manufacturing of the product.

The warranty does not cover:

- shipping costs and risks associated with shipment and deposit product receipt by the end customer;
- products damages or default due to:
  - . improper use or/and installation of the product
  - . bad manipulation, bad treatment, falls, shocks,etc..
  - . use with an inappropriate equipment, in inappropriate environment
  - . product modification
  - . sinister like fire, flooding, lightning,etc.