

## How to Order

Once you have found a product you would like to buy, you simply press the *Add to cart* button. Up until that point in the right hand area of the screen you should see the words '*0 products in shopping cart*'. As soon as you add a product to your basket this text changes to '*Go to shopping cart >*' and this becomes a link which will allow you to view your basket at any time. From the *Shopping cart view* screen you can adjust the quantity of any product in the basket or delete products. After adjusting either the quantity or deleting an item, please press the *Edit shopping cart* button to see the results of the change you have made. At any point during your visit, you may select the *Checkout* button to complete your purchase.

Choose the methods for delivery and payment and select the *Continue* button. **Please note that perishable products (refrigerated or frozen) or alcohol are not sent outside France and the minimum age for buying alcohol is 18.**

Fill in your personal details including delivery address and desired delivery date and select the *Continue* button.

A summary of your order, address information, payment and delivery methods is displayed. **The total price does not yet include the delivery cost at this point.** You can return to correct any detail by selecting *Edit* or continue shopping by selecting *Go back to shopping cart*.

Read the Terms of Service and click on the check box marked "**I have read Terms of Service**" if you accept them.

When all information on summary is correct, press the *Purchase* button to place your order.

## How the Contract is formed

After placing an order, you will receive an e-mail from us confirming that your order is sent and the processing begins. We will double check availability and suitability for the chosen delivery method and determine the fee for delivery. If an item is temporarily unavailable or we cannot fulfil your order for other reason, we will let you know as soon as possible to suggest suitable alternatives. When sending you an e-mail with the final invoice where the cost for delivery is included the contract is formed. **After receipt of a proof of payment the preparation of your delivery begins. All orders must be paid for in full prior to delivery.**

## Methods of Delivery

You can choose between the following delivery methods, possible fee will be added to the total amount due on the final invoice. The weight of each product is the weight of the contents, it does not include the package. Product packed in a glass jar, for example marinated herring weighs nearly the double compared to the nominal. The weight to be shipped includes also the weight of packaging material.

- 1) **Postal delivery by Mondial Relay**, delivery within about 5 days of dispatch, in France to a pick up point, in neighbouring EU countries delivered at home

This delivery method can be chosen for orders outside France.

This delivery method can be chosen for orders without perishable products in France.

- 2) **Postal delivery service by UPS or La Poste**, delivery to your home within about 1 day of dispatch in France and within about 2 days of dispatch in neighbouring EU countries.

This delivery method can be chosen for orders outside France.

This delivery method can be chosen for orders without perishable products in France.

- 3) **Postal delivery service by Chronopost Food** to your desired address. In this delivery method Chronopost insures that the goods are delivered in the required temperature, either fresh in 0-4 degrees C or frozen less than -18 degrees C. This method **MUST BE CHOSEN FOR POSTAL DELIVERY OF REFRIGERATED OR FROZEN PRODUCTS** within France. This delivery method is not available for orders outside France.

Your parcel will be delivered the day after dispatch latest at 13h. Make sure to give us an exact address where you are present at this time. Delivery is insured against loss and damage and online tracking is possible.

**Price examples** for different delivery methods all insured against loss and damage and online tracking is possible. If you spend 250 € or more at our on-line store and we offer free delivery!

Weight/method	Mondial Relay (France)	UPS/La Poste (France)	Chronopost Food (France)	Mondial Relay (neighbouring EU countries)	UPS /La Poste (neighbouring EU countries)
up to 2 kg	6,-	10,-	20,-	10,-	14,-
2-5 kg	6,-	10,-	20,-	10,-	22,-
5-10 kg	10,-	12,-	25,-	15,-	22,-

- 4) **Pick up from boutique**, 25 Rue Vauban, 06600 Antibes during the opening hours

- 5) **Courier delivery to desired address, applicable only on C<sup>^</sup>te d'Azur, France**

A courier delivery to anywhere along the coast from Frejus to Menton and inland to Grasse and Vence including the surrounding areas.

Spend 250 € or more at our on-line store and we offer free delivery. If the order value is less the fee is determined by the distance from the boutique and the value of the order being at maximum 40 €.

Distance/value	50-99 EUR	100-149 EUR	150-199 EUR	200-250 EUR	over 250 EUR
up to 10 km	10,-	7,50	5,-	2,50	0,-
11-20 km	20,-	15,-	10,-	5,-	0,-
21-40 km	30,-	22,50	15,-	7,50	0,-
41-60 km	40,-	30,-	20,-	10,-	0,-

It is the responsibility of the customer to ensure that the delivery address and contact details are correct. Failure to do so may result in the order being returned to the Company and an additional delivery charge will be incurred.

We aim to dispatch your order within 2 working days (weekends and public holidays are not classed as working days) after receipt of proof of payment if nothing else is mutually agreed. Because we use a third-party delivery service, the times of delivery are estimates and not guarantees. However, please let us know if you do not receive your order in good time and we will look into the matter.

Unfortunately, we can not deliver any fresh, frozen or other perishable products and alcohol outside France. We reserve the right to refuse to send any item we feel unfit or illegal to post. Orders for delivery outside France may be subject to customs brokerage fees, import duties, and taxes after the shipment reaches the destination country. Additional charges are the responsibility of the recipient because we have no control over these government-imposed charges and cannot determine what they may be. Customs policies vary greatly among countries. Please contact your local customs office for information.

## Methods of Payment

You can choose between the following payment methods, possible fee will be added to the total amount due on the final invoice.

- 1) Credit card via Pay Pal (fee 2,50 €)
  - Credit card payment through Pay Pal is both secure and fast. We will receive a notification of the income payments within one hour. You do not have to have nor create a Pay Pal account to use this method
- 2) Advance payment by bank transfer (fee 5 €)
- 3) In boutique (cash, debit- or credit card)
- 4) Cash on home delivery (cheques are not accepted)