

## 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 frozen products 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 automated e-mail from us confirming that your order is sent and the processing begins. This e-mail only repeats the products and terms you have chosen. 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, the 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 3-5 days of dispatch, in France to a pick-up point, in other countries within 3-7 days either to pick up point or delivered at home depending on country of destination
- 2) **Postal delivery service by UPS or La Poste**, delivery to your home within about 2 day of dispatch in France and within about 3-4 days of dispatch in neighbouring EU countries
- 3) **Postal delivery service by DHL Express** to your desired address within about 1 day from dispatch in France, about 2 days in central Europe and approximately 4-5 days rest of the world. **This delivery method must be chosen for postal delivery of refrigerated products.** The refrigerated products are packed with gel filled cooling bags and isolation material to guarantee the cold chain during the transit. Parcels containing refrigerated products are dispatched only until Wednesday each week to make sure they arrive at destination before weekend.

The majority of frozen products can be shipped within France by Chronofresh but this is to be agreed of separately for each delivery.

#### **THIS TABLE INDICATES DELIVERY OPTIONS AND COSTS FOR DIFFERENT DESTINATIONS**

All shipments are insured against loss and damage and online tracking is possible.

| Destination, cost for parcels up to 15 kg  | Mondial Relay to pick-up point | Mondial Relay delivery at home | UPS / La Poste delivery at home | DHL Express | DHL Express refrigerated                  |
|--|--------------------------------|--------------------------------|---------------------------------|-------------|---|
| <b>France</b>  | 6 – 16 e                       | -                              | 10 – 19 e                       | 13 – 23 e   | 18 – 30 e                                 |
| <b>Monaco</b>  | -                              | -                              | 10 – 19 e                       | 13 – 23 e   | 18 – 30 e                                 |
| <b>Belgium, Luxembourg</b>   | 6 – 16 e                       | 10 – 18 e                      | 12 – 20 e                       | 15 – 40 e   | 20 – 45 e                                 |
| <b>Italy, Austria, Spain, Germany, Portugal</b>                                  | -                              | 10 – 22 e                      | 13 – 22 e                       | 15 – 40 e   | 20 – 45 e                                 |
| <b>Other EU countries (excl BG, CY, FI, HR, GR, IS, MT, RO)</b>                  | -                              | -                              | 15 – 35 e                       | 15 – 40 e   | 20 – 45 e (only during winter and spring) |
| <b>Europe outside EU, USA &amp; Canada (incl BG, CY, FI, HR, GR, IS, MT, RO)</b> | -                              | -                              | 19 - 59 e                       | 21 - 69 e   | 26 - 78 e (only during winter and spring) |
| <b>Other destinations</b>  | -                              | -                              | -                               | 22 – 125 e  | -   |

**Perishable products are not sent outside France during the warmest months of the year! They are sent outside France at your own risk as we can not guarantee the freshness for more than 48 hours. No frozen products or alcohol are sent outside France.**

- 4) **Pick up from boutique**, 25 Rue Vauban, 06600 Antibes during the opening hours
  - pick up earliest two working days after order, 50 % of the order value must be paid in advance
- 5) **Courier delivery to desired address, applicable only on Côte d’Azur, France**  
A courier delivery to within 30 km range from Antibes. Further destinations including Monaco are agreed case by case.

| 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,-          |
| 21-30 km       | 30,-      | 22,50       | 15,-        | 7,50        | 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 frozen products and alcohol outside France. Perishable, refrigerated products are sent outside France at your own risk as we can not guarantee the freshness for more than 48 hours. 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 iZettle (fee 2,00 €)
  - Credit card payment through iZettle 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) 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
- 3) Credit card by phone via Pay Pal (fee 3,00 €)
- 4) Advance payment by bank transfer (fee 5 €)
- 5) In boutique (cash, debit- or credit card)
- 6) Cash on home delivery (cheques are not accepted)