



GENERAL TERMS OF SALE

PRODUCT-PRICING

1-Products

Customers are informed whether or not the products that they wish to purchase are available when they place an order.

For questions related to the unavailability of a product, consumers may contact our Customer Service by clicking on "contact."

2-Pricing

Prices are indicated in Euros (€), taxes included.

In France, Value Added Tax (VAT) is applicable.

The prices charged will be those listed on the site when the order is placed.

Prices do not include the flat-rate shipping fee, which will be charged to the customer.

PAYMENT

The following types of credit/debit cards are accepted: VISA, EUROCARD, MASTERCARD, AMERICAN EXPRESS.

Other methods of payment such as bank transfer or cash-on-delivery are not accepted.

The total amount billed for the purchase will be charged to the account on the date that the products are shipped. For partial shipments, only the amount corresponding to the products being shipped will be charged.

A minimum per order of 10 Euros applies to all purchases.

By placing an order, the customer enters into a contract and firmly accepts the pricing and description of the products available for sale as well as all general terms of sale.

SHIPPING

TWINS FOR PEACE ships anywhere in the world.

TWINS FOR PEACE commits to ship the order, together with its corresponding receipt, within an average of six (6) to eight (8) days and by no more than thirty (30) business days from the day after payment of the order.

Orders placed on the www.twinsforpeace.com website on Fridays after 12:00 pm CET will be processed the following Monday.

Orders placed on a holiday will also be processed the following business day.

The items ordered by the client will be shipped to the address provided by the customer. Customer may have products shipped to an address other than their own.

Delivery is not guaranteed in the event of force majeure: transport and/or postal strike.

Products shipped to France, Monaco, the European Community, and the rest of the world will be sent as standard shipments.



CANCELLATIONS, EXCHANGES, AND REFUNDS

Customers have seven (7) business days from the date on which they received a product to return or exchange this product, at their own expense, if they are not satisfied with the item.

Returned products not in their original condition or packaging, namely products that are incomplete, damaged, worn, or dirtied by the customer, will not be accepted.

Products must be returned in their original condition and packaging to the following address: TWINS FOR PEACE - 55 rue de Varenne - 75007 Paris - France.

If the conditions above are fulfilled, TWINS FOR PEACE will refund the total amount charged for the order, with the exception of the cost to return the products, which is borne by the buyer, within fifteen (15) days from the date on which the products are received by TWINS FOR PEACE.

SETTLEMENT OF CLAIMS

The present terms of sale are subject to French law. In the event of a claim, an amicable solution will be sought before any legal action is initiated.

CONFIDENTIALITY

Any personal information handled by TWINS FOR PEACE is for the purpose of customer relations management.

In accordance with the French Data Protection Act N° 78-17 of January 6, 1978, as revised by the Act dated August 6, 2004, customers have the right to access, correct, and eliminate data regarding themselves.

To exercise this right, the client must send a letter to the following address:

TWINS FOR PEACE - 55 rue de Varenne -75007 Paris - France.

SHIPPING CHARGES

Orders outside the European Community and Monaco will be billed excluding taxes (VAT 19.60%). These orders will be taxed upon arrival according to the local taxes in effect, with the exception of Switzerland and Norway.

For further details, please contact the customs authorities of your country.

STANDARD SHIPPING

- France = 5 Euros

- Rest of the world = 21 Euros