

Terms and Conditions of Sale

The present Terms and Conditions of Sale govern the contractual relationship between Retour aux Sources and any individual or legal entity wishing to make a purchase on the online store. These TCS are accessible at any time on the website.

1. Purpose

These TCS aim to define the conditions under which the Seller offers for sale natural medicinal plants and related products, as well as the terms of order, payment, delivery, and withdrawal.

2. Products

The products offered for sale are medicinal plants and other items related to health and well-being, available on the website. Product descriptions are as accurate as possible; however, the Seller reserves the right to modify product characteristics at any time.

3. Orders

Any order placed on the website implies full acceptance of these TCS. The customer agrees to provide accurate information when placing the order (delivery address, payment method, etc.). Once the order is validated by the customer, the Seller confirms it by sending a confirmation email.

4. Prices

Product prices are indicated in euros, including all taxes (TTC). The Seller reserves the right to modify its prices at any time, but products will be invoiced at the rate in effect at the time of the order.

5. Payment

Payments are made online via the following methods: credit card, PayPal. The Seller guarantees the security of online transactions.

6. Delivery

Products are delivered to the address provided by the customer during the order. Delivery fees are calculated based on weight, volume, and destination. Delivery times are indicative; the Seller cannot be held responsible for delays caused by the carrier.

7. Return and Exchange Policy

For hygiene and safety reasons, and in accordance with applicable laws, we inform our customers that opened or damaged products are neither returned nor exchanged. This policy applies to all products we sell, including plants and natural remedies.

However, if you received a damaged item or an error in your order, please contact us within 7 days of receiving your package. We will handle the issue promptly, either by replacement or refund.

For any return or exchange inquiries, contact our customer service at info@retour-aux-sources.store or via WhatsApp.

8. Warranties

The medicinal plants and associated products comply with current regulations regarding quality and safety. In the case of defective or non-compliant products, the customer may return them under the conditions defined in Article 7. Legal warranties of conformity and hidden defects apply.

9. Liability

The Seller shall not be held liable for direct or indirect damages caused by the use of the products sold, particularly if the customer has not followed the usage precautions. Information on the website does not replace medical advice. It is recommended to consult a healthcare professional before using medicinal plants, especially if under medical treatment.

10. Intellectual Property

All content on the website, including images, text, logos, and trademarks, is protected by intellectual property rights and remains the exclusive property of the Seller.

11. Personal Data

Personal information collected during orders is necessary for commercial relationship management and is processed in accordance with applicable data protection laws. The customer may exercise their rights of access, rectification, or deletion of their data by contacting the Seller at info@retour-aux-sources.store.

12. Applicable Law and Dispute Resolution

These TCS are governed by French law. In the event of a dispute, the customer may contact the Seller to seek an amicable solution. Failing that, the competent court will be that of the Seller's registered office location.