

## **Policies regarding the webshop at Natura4Ever**

www.natura4ever.com is managed and owned by Natura4Ever, SA 35, rue JF Kennedy L-7327 Steinsel, Luxembourg with RCS B182625 and VAT number LU28368138, (Hereinafter referred to as 'the webshop')

The following terms and conditions apply to all purchases made from the webshop.

The webshop is available for all Natura4Ever's customers.

Any questions regarding this shop should be sent to [info@natura4ever.com](mailto:info@natura4ever.com).

### **Payment:**

We accept payment with credit cards as VISA.

The payment will be debited from your account then it is shipped.

All amounts are in euro incl. the VAT and duties from the specific country.

The webshop uses an approved payment server, which encrypts all information with SSL (Secure Socket Layer) protocol. This means that you can not read the buyer's personal information.

### **Recurring orders:**

It is possible for each client to choose recurring orders.

These recurring orders will automatically be resent to the client approved in connection with the acquisition.

In connection with the creation of a recurring order you have given your consent and authorization to automatically be charged the current amount on your credit card.

### **Delivery:**

Packages will be prepared within 1-2 business days and delivered within 2-6 business days.

Delivery time is provided by our best estimate in accordance with the conditions.

### **Warranty:**

Our warranty applies to defects with the products. The claim does not apply to defects or damage committed by misuse of the product. For complaints please send a message to our support team through your back-office by clicking "Contact Support".

### **Right of revocation:**

You are entitled to revoke this purchase without giving reasons within a period of fourteen (14) days.

The period of revocation shall be fourteen days and begins on the day the goods are delivered to you or a third party designated by you other than the carrier.

### **Consequences of the Revocation:**

If you revoke this purchase, any amounts paid by you to us, including shipping costs (except for extra costs incurred due to your choosing a shipping method other than the most favorable standard shipping method offered by us) will be promptly paid back to you no later than within a period of fourteen days from the date we receive your notice of revocation of the contract.

Unless expressly otherwise agreed upon with you, we will use for such repayment the same method of payment that was used by you in the original transaction; we will not charge you any fees for such repayment.

We may decline the repayment until we have received the return shipment of the goods or you have furnished us proof of the return shipment of the goods, whichever occurs earlier. After receipt of your notice of revocation of this purchase, the goods must promptly be returned or delivered to us no later than within a period of 14 days. You will only be liable for a possible loss in value of the goods if such loss in value is due to your improper handling of the goods in a way not necessary for inspecting the quality, properties or functioning of the goods.

If you wish to revoke the purchase, please make a request to our support team through your back-office by clicking "Contact Support" with the following information:

- Order number
- Order date

**Privacy:**

The webshop collects your personal data in order to enter into a transaction with us. Collection of your personal data happens when you accept your purchase.

We collect the following information:

Name,  
Address,  
Email,  
Information about your purchase.

The webshop registers your personal information for the purpose of delivering the products you have ordered.