

General Terms and Conditions (GTC)

General information

The online store: www.ormendes.ch/en/shop

Location: Jouxkens-Mézery, Switzerland.

Purpose

All orders placed on the online store www.ormendes.ch/en/shop are governed exclusively by the General Terms and Conditions of Sale (GTC) below.

These general conditions are valid for any order made from Switzerland or Europe on the online store Ormendes, Switzerland, through the email address: shop@ormendes.ch, of Ormendes S.A

These general conditions regulate the contractual relationship between the natural or legal individual who orders products in his own name or on behalf of third parties, both for professional and private purposes, and Ormendes S.A.

These Terms and Conditions and the data protection statement can be accessed, printed or [downloaded in PDF format](#) via the website.

Offer and Legal Information

The presentation of products on the online store www.ormendes.ch/en/shop does not constitute a binding offer but an invitation to order.

The products are sold and delivered as indicated, however, Ormendes S.A. reserves all rights to bring minor modifications, technical improvements or changes to the packaging.

The purchase contract becomes effective at the time of payment by credit card.

Any request for clarification can be sent using the contact form available on the website, by e-mail info@ormendes.ch or by post to:

Ormendes S.A
24 Chemin des Vignettes
1008 Jouxkens Mézery
Switzerland

- Swiss commerce and companies register
- Share capital: CHF 100.000
- National VAT number: CHE-216.592.607
- Phone number: +41 79 640 75 20 / + 33 7 69 72 95 42
- ormendes.ch/en/shop

Orders

The order must be placed on the online store: www.ormendes.ch/en/shop

By clicking on the "Order" button, the customer agrees to buy the products contained in his basket and accepts these GTC.

The information declared by the customer during purchase procedures are made under his own responsibility: in case of mistake in the address details of the recipient, the seller cannot be held responsible for the inability to deliver the product.

The order confirmation is published on the website. The customer also receives a confirmation that the order has been duly received by email at the indicated email address.

The order confirmation is not saved for the customer, therefore it can no longer be reopened later. If the customer wants to consult these documents, he must save them himself.

Invoicing

Shipping and packaging costs will be added to the total amount of your order, except for current promotional offers.

The promotional offers are valid while stocks last or for a limited period of time.

Product prices are indicated in Euro, including VAT.

Prices shown are subject to change. When an order is placed, the price that applies to the agreed services is the one that was applicable at the time of the order.

Payments are made only by credit card.

The amount to be paid is due immediately, the amount to be paid is charged at the time of the order.

The ordered products are sent only after confirmation of payment.

DATA PROTECTION

Our online store is reliable and Ormendes provides a secure payment system that complies with the "Verified by Visa" and "MasterCard SecureCode" standards. Only VisaCard and Mastercard are accepted. The transfer of data from your card is done through a secure and encrypted connection. Only non-sensitive data, such as the validity of the card and the name of the cardholder, remain in our database. Bank data will be not communicated to third parties under any circumstances.

Ormendes S.A reserves the right to update the available payment methods.

Cancellations and order changes

The customer cannot edit or delete the order after it has been already confirmed in his account. In case of change, immediately contact the customer service via email at:

shop@ormendes.ch. This can entail additional costs for the customer and there is no guarantee about the possibility of canceling the order if the order has already been processed.

Customer account

Customers and companies can register on the website by creating a customer account. Customer and order data are saved only for the order purposes by Ormendes SA. The customer will be required to provide his personal data (name, surname, address) and tax code accurately. Companies are required to provide their data, legal head office and VAT number.

When the buyer connects, the recorded data is proposed for subsequent orders. The customer can confirm or modify them.

Any customer who does not wish to create a customer account can continue the ordering process without registration and place an order as a guest.

The customer is required to keep his password confidential from third parties and to modify it as soon as he suspects that a third party may have accessed his password. The customer guarantees that the data provided is complete and truthful.

After entering the password, the customer can view the data saved on his account. If necessary, you can send a request to close an account by email info@ormendes.ch

Shipping terms and Delivery

Delivery is available in the countries listed on the website.

For orders to countries not listed on our site, send an email to shop@ormendes.ch.

The shipping time may vary depending on the destination country.

Deliveries are generally made within 24/72 hours from the day of collection by DHL** courier on Mondays and Tuesdays.

Orders received after 1.00pm on Tuesday will be shipped the following Monday.

**DHL undertakes to do everything possible to ensure that timely deliveries, but does not provide any guarantee in this regard, such delivery times are to be considered as indicative, are not binding and do not constitute a contractual obligation. DHL is not liable for any damage or loss caused by delay.

Delivery times are from 9.00 am to 6.00 pm. It is not possible to indicate a preferred delivery time. If your presence is not guaranteed constantly, please indicate an alternative delivery address in the special section. Important Information :

- Shipments cannot be delivered to PO boxes or postal codes. Parcel is delivered at street level
- Shipping and delivery costs are calculated and shown separately.

- When the order is shipped, an email will be sent with the tracking number to trace the shipment on the dhl.it website.
- Returns are not accepted

Ormendes SA declines any responsibility in case of delayed delivery because of force majeure situations, including strikes or events beyond its control or if the delivery is made impossible due to such circumstances. Delayed delivery time can in no way give the buyer the right to claim for damages.

Ormendes SA declines any responsibility in case of damaged or incomplete or missing products or packages during delivery and transport.

In case of failed delivery not attributable to Ormendes SA, the latter reserves the right to charge a fee to the customer for the return of the parcel after contact with customer service.

To avoid thermal shock, our package includes a gel pack.

Regulation

The products sold by Ormendes S.A are food supplements regulated by the European Directive 202/46/EC concerning the production and trade of food supplements containing substances other than nutrients and plants or herbal preparations.

They can be sold freely in Europe as food supplements.

A declaration was made to the DGCCRF, the French authority for the marketing of food supplements in France, in accordance with the articles 15 and 16 of decree n. 2006/352. Therefore, they respect the decree n. 2006/352 of March 20, 2006.

They comply with all European and international standard and regulations.

The photos and illustrations of the products published on the website are presented for information purposes only, they are not shown on a full-scale and are not contractual.

Property

The online store www.ormendes.ch/en/shop remains the owner of the goods until full payment.

No processing or modification of the products is authorized. The manufacturer's instructions must be followed and the instructions on the packaging must be taken into consideration when handling the purchased products.

Protection of personal data

The online store www.ormendes.ch/en/shop undertakes to treat and use the customer's personal data in accordance with the laws in force, no personal identifiable information for direct marketing or any follow-up will be linked to your order.

You have the right to access, modify, amend and delete your personal data at any time.

More information by clicking on the link [Privacy Policy](#).

Final provisions

If a legal clause of these general conditions of sale happens to be in contradiction with the laws in force, the validity of the contract and the other provisions will not be affected in any way. In lieu of the contradicting provision, the legal provisions in force will apply.

Ormendes SA reserves the right to modify the general conditions of sale at any time, the new general terms and conditions are applicable to any offer or order made after the entry into force of such modification. Orders placed before this date are not affected.

If you have any questions regarding the General Terms and Conditions of sale (GTC), send an email to contact@ormendes.ch.

Applicable law/competent court

The applicable law is Swiss law. The competent court is Lausanne.

The current General Terms and Conditions of sale can be accessed at any time on the website: [Download the General Terms and Conditions \(PDF\)](#)

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