

Terms and Conditions of Sale – Neofrost

1. Purpose

These Terms and Conditions of Sale (T&Cs) govern sales made by **[Your Business Name]**, seller of artisanal ice cream, registered under number [SIRET/Business ID], with its registered office at [full address].

2. Products

- Our products include artisanal ice creams, sorbets, and related food items.
- Ingredients and allergens are communicated to the customer before purchase.
- Any photos or descriptions of products are provided for illustrative purposes only.

3. Prices

- Prices are displayed in euros, inclusive of all taxes (TTC), and are clearly indicated at the point of sale.
- The seller reserves the right to modify prices at any time, while guaranteeing the customer the rate displayed at the time of purchase.

4. Orders

- All orders are final and binding once accepted and paid for.
- As the products are perishable food items, they cannot be returned or exchanged (except in the case of proven non-compliance).

5. Payment

- Payment must be made in full at the time of purchase, by cash, credit card, or any other payment method accepted by the seller.
- In the event of payment refusal, the sale will be automatically cancelled.

6. Delivery / Collection

- Sales are primarily made at the seller's point of sale or market stand.
- In the event that delivery is offered, the terms (area, timeframes, fees) will be communicated to the customer when placing the order.

7. Liability

- Customers are responsible for ensuring they do not have any contraindications (allergies, intolerances).
- The seller declines any liability for improper storage of the product after purchase.

8. Personal Data

If personal data is collected (loyalty program, online orders), it will only be used for the purposes of the commercial relationship and will never be shared with third parties without consent.

In accordance with GDPR, customers may request access to, correction of, or deletion of their data by contacting the seller.

9. Governing Law and Disputes

These T&Cs are governed by French law.

In case of a dispute, the customer is invited to seek an amicable solution with the seller. If no agreement is reached, the competent courts will be those of the seller's registered office jurisdiction