



The online store energemoui.com accessible through the URL [http / /www.energemoui.com](http://www.energemoui.com) was set up by the company Les Bonheurs de Sophie in its trade name "a serenity Nature", which is the operator of this site. Any order under a product appearing in the online store's website www.energemoui.com requires consultation and prior agreement of these terms. Consequently, the consumer is fully informed of the fact that its agreement on the content of these conditions does not require the signature of this document, in so far as the customer wishes to order online the products presented in the framework of the shop the website.

The consumer has the ability to edit and / or save these terms and conditions of sale. Note that the backup and / or editing of this document are his sole responsibility. The consumer, prior to his order, said that the acquisition of these products is not directly related to his professional activity, their acquisition is reserved for personal use on his part.

As a consumer, the customer has specific rights, which would be jeopardized in the event that the goods or services purchased through the website would actually related to his professional activity. The online store www.energemoui.com implemented by the company Les Bonheurs de Sophie in the website lists the following information:- Precise identification of the company Les Bonheurs de Sophie- The essential features of the products offered.- Indication of prices in Euros products and delivery charges.- The conditions of payment, delivery and implementation as appropriate. Modality on the right of withdrawal. This information is presented in English. The consumer states have full legal capacity to enter under these conditions.

Article 1 : Entirety

These terms represent all obligations of the parties. In this sense, the consumer is deemed to accept without reservation all the provisions of these terms and conditions. No general or specific in documents sent or given by the consumer may be incorporated herein, since these documents are inconsistent with these terms.

Article 2 : Object

These general conditions are intended to define the rights and obligations of the parties as part of the online sale of goods and services offered by the company Les Bonheurs de Sophie to the consumer.

Article 3 : Contractual documents

This contract consists of the following contractual documents, presented in descending order: these terms, the order form. In case of conflict between the provisions contained in the documents of different ranks, the provisions of the document of higher row will prevail.

Article 4 : Entry into force – length

These conditions come into force on the date of signing the order form paper or the date of placing the order on the website www.energemoui.com. These general conditions are concluded for the time necessary for the provision of goods and services purchased, until the expiry of the guarantees

provided by the company Les Bonheurs de Sophie.

Article 5 : Electronic signature

Ticking the box "I accept the Terms of Sale" located before the confirmation of payment, and therefore of the order constitutes an electronic signature which has, between the parties, the same value as a handwritten signature. The check box "I accept the Terms of Sale" is mandatory to validate the order.

Article 6 : Confirmation of order

The contractual information will be confirmed via e-mail no later than the time of delivery or failing that, to the address specified by the consumer in the purchase order.

Article 7 : Proof of the transaction

The records stored in the computer systems of the company Les Bonheurs de Sophie in conditions of reasonable safety, will be considered proof of communications, orders and payments between the parties. The filing of purchase orders and invoices is made on a reliable and durable can be produced as evidence.

Article 8 : Informations on the products

8-a: Les Bonheurs de Sophie company has on its website, www.energemoi.com, to sell products with the features necessary to allow compliance with Article L 111-1 of the Consumer Code, which provides the possibility for the potential consumer to know the characteristics of the products they wish to buy and that before taking definitive command

8-b: the offers presented by the company Les Bonheurs de Sophie are on website are www.energemoi.com valid only while stocks available.

8-c: the product photos shown on the site and www.energemoi.com are not contractual.

Article 9 : Price

Prices are quoted in euros and are valid as of the date of mailing of the order by the consumer. They do not include delivery charges, charged extra, and indicated before the validation of the order. The prices include the VAT at the date of the order and any change in the VAT rate will be reflected in the prices of www.aserenitynature.com website. Payment of the full price must be made when ordering. At no time, the payments can not be considered as a deposit or installments.

Article 10 : Mean of payment

To set the order, the consumer has, at its option, of all the payment methods available on the choice of payment method www.energemoi.com site. The consumer provides the company Les Bonheurs de Sophie that he has the required permission to use the method of payment chosen by him, during the validation of the company order. La Les Bonheurs de Sophie reserves the right to suspend any control and the delivery in case of refusal to authorize payment by credit card, check or by transfer from certified financial institution. The Joys of society Sophie specifically reserves the right to refuse delivery or to deliver an order from a consumer who has not fully paid or a previous order or with whom a payment dispute in administration courses.

Article 11 : Availability of products

The command will be executed in a period of between 1 and 20 working days from the day following that on which the payment was accepted by our bank and this whatever the method of payment. In case of unavailability of one or more products ordered, mainly because of a shortage of stock from our suppliers, the consumer will be informed immediately and given the choice between: - Put back order, the time the Joys of society Sophie receives the missing products and ships all products.

- Ask the exchange of the product by missing a product of equivalent price.

- apply for reimbursement of sums paid within 30 days or less before their payment.

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Article 12 : Modality of delivery

The products are delivered to the address specified by the customer on the order form and only in Europe. The consumer is required to check the status of the packaging of the goods upon delivery and report any damage to the carrier on the delivery order, and the company Les Bonheurs de Sophie, within 5 days working. The consumer may, upon request, obtain sending an invoice to the billing address and not the delivery address provided by validating the option when ordering. Regarding the shipping, the company Les Bonheurs de Sophie works mainly Colissimo or Taxipost, service offered by La Poste. When we do a mailing, you immediately receive an email informing you.

In case of absence from you the day of delivery, your postman will leave a calling card in your mailbox, allowing you to collect your parcel at your post office during business hours, within 15 days. Colissimo Taxipost and services are reliable. However, it may, as in any expedition, there may be a delay in delivery or that the product gets lost. In case of late delivery from the date that we indicated to you in the mail from, we ask you to report the delay in calling us by phone or by sending us an email. If theft, damage, loss of your package or disputes on delivery, please see the section on delivery and prices to know the steps to follow are relative to the delivery method chosen during the order. We are not responsible for the longer delivery times due to the carrier, including any loss of goods or strike.

Article 13 : Delivery problems due to carrier

Any anomaly concerning the delivery (damage, missing product compared to slip, damaged package, broken products) will always be indicated on the delivery form by handwritten reserves, accompanied by the signature of the customer. The customer must file a claim parallel to the post office nearest to his home to confirm this problem and will send us a copy of the complaint by mail to the address below:

les bonheurs de sophie
Route de l'Etat 11
B-1380 Lasne
Belgique

Article 14 : Errors of delivery

14-a: The consumer must make to society Les Bonheurs de Sophie on the day of delivery or later than the first business day after delivery, any claim of error of delivery and / or non-conformity of goods in kind or in quality compared with the data on the order form. Any claim made after this time will be rejected.

14-b: The formulation of this claim with Les Bonheurs de Sophie The company can be made:- By phone Monday to Friday from 9:00 a.m. to 7:00 p.m.- For email, and tell us the nature of your request, your client code (Login) and your order number.

14-c: Any claim not made in the rules defined above and within the time limits could not be taken into account and release the company from Sophie The Joys of all responsibilities to the consumer

.14-d: Upon receipt of the complaint, the company Les Bonheurs de Sophie assign a number of exchange of the product (s) (s) concerned and communicate by email, fax or telephone to consumers. The exchange of a product can take place only after the allocation to the consumer of a number of exchange that the approach outlined above.

14-e: In case of wrong delivery or exchange any product for exchange or refund will be returned to society Les Bonheurs de Sophie as a whole and in its original packaging, by international registered mail, to following address at your expense

A Serenity Nature
les bonheurs de sophie
Route de l'Etat 11
B-1380 Lasne
Belgique

To be accepted, any return will be reported prior to the Customer service of the company Les Bonheurs de Sophie. In case of exchange, the shipping of the new product are the responsibility of the company Les Bonheurs de Sophie, except where it would prove that the product does not match the

original declaration made by the consumer in the right of return.

Article 15 : Product warranties

In accordance with Article 4 of Decree No. 78-464 of 24 March 1978, the provisions here of may not deprive consumers of the legal guarantee which obliges the seller to guarantee against all consequences of defects of the thing sold . The consumer is expressly informed that the company Les Bonheurs de Sophie is not the producer of the products featured in the website www.aserenitynature.com within the meaning of Law No. 98-389 of 19 May 1998 and on liability for defective products. Accordingly, in case of damage to a person or property by a defective product, only the liability of the producer of the latter may be sought by the consumer, on the basis of the information on the packaging of the product. The conditions and duration of warranty of the producer are shown on the relevant products.

The return of a product under warranty for repair or exchange will be charged to the client without financial part.

Article 16 : Force majeure

Neither party has breached its contractual obligations, insofar as their execution is delayed, hindered or prevented by a fortuitous event or force majeure. Will be considered fortuitous event or force majeure any facts or circumstances irresistible, external parties, unpredictable, unavoidable, independent of the will of the parties and which can not be prevented by them, despite all efforts reasonably possible. The party affected by such circumstances shall notify the other within ten working days after the date on which it becomes aware. Both parties will then, within a month, except impossibility due to force majeure, to examine the impact of the event and agree the conditions under which the contract will be continued.

If the case of force majeure lasts longer than three months, these terms may be terminated by the injured party. Explicitly, are considered as force majeure or unforeseeable circumstances beyond those usually retained by the jurisprudence of French courts and tribunals:- Blocking of transportation or supplies, earthquakes, fires, storms, floods, lightning.- The judgment of telecommunications networks or difficulties specific to telecommunication networks to external customers

.Article 17 : Right of withdrawal

The consumer has a period of 7 calendar days to return, at its expense, unused product and original packaging does not suit him. This period starts from the date of delivery of the order of the consumer. All returns must be reported prior to the Customer Service Company Les Bonheurs de Sophie by email or via our contact form. The product must be returned in packs Recommended for:

A Serenity Nature
les bonheurs de sophie
Route de l'Etat 11
B-1380 Lasne
Belgique

Will only products returned in their entirety, in their original packaging complete and intact and in perfect condition for resale and not consumed. Any product that has been damaged or whose original packaging has been damaged or partially eaten, will not be refunded or exchanged.

This right of withdrawal is without penalty, except for return shipping costs. Assuming the right of withdrawal, the consumer has the option of requesting either a refund of amounts paid, or exchange the product. In the case of an exchange, the re-shipment will be the consumer's expense.

Upon exercise of the right of withdrawal, the consumer has the choice between:

-Assigning a gift from the refund amount, to be used on the site www.aserenitynature.com.

OR

Reimbursement by re-crediting his bank account (secure transaction) if paid by credit card.

Article 18 : Partial non validation

If one or more provisions of these terms are held to be invalid or declared as such under any law, regulation or after a final decision of a competent jurisdiction, the remaining provisions will remain in full force and scope.

Article 19 : Non renunciation

The failure of either party not to claim a breach by the other party to any of the obligations under these Terms shall be construed in the future as a waiver of the requirement involved.

Article 20 : Title

In case of difficulty in interpreting any of the titles at the head of clauses, and any of the clauses, the titles will be declared non-existent.

Article 21 : Governing law

These general conditions are subject to Belgian law. This is for the fundamental rules as to the rules of form. In case of dispute or complaint, the consumer should first contact the company Les Bonheurs de Sophie to find an amicable solution.

Article 22 : Computer and freedom

The information requested from the consumer are required to process the order and will be provided to contractors of the company Les Bonheurs de Sophie involved in the execution of this command. Consumers can write to the company The Joys of Sophie, whose coordinates are within the terms and conditions contained within the website, to oppose such disclosure or to exercise their rights of access, rectification with respect to information concerning and contained in the files of the company Les Bonheurs de Sophie, as provided by law of January 6, 1978.

Article 23 : Legal informations

A Serenity Nature
les bonheurs de sophie sprl
Route de l'Etat 11
B-1380 Lasne
Belgique

Share Capital : 19.800 €
RC Nivelles
VAT BE0478.109.931
Tel : +32 476 248 226
skype a serenity nature
Mail : contact@aserenitynature.com