

BIC.COM

General Terms of Sale and of Use of the Website

Any use of the site bic.com (hereinafter the « Site ») implies your unreserved acceptance of these general conditions of sale and use of the Site. These general conditions of sale apply to all orders placed on the Site and aim to define the rights and obligations of the site publisher, namely Société BIC, (hereinafter "BIC") and of the Customer (hereinafter "you"). These general conditions of sale are permanently accessible in a computer format to facilitate their printing and / or downloading, so that you can reproduce and save them. We recommend that you download or print the general conditions of sale applicable to your order. BIC reserves the right to adapt or modify these general conditions of sale at any time and without notice, it being understood that such modifications will be inapplicable to orders previously accepted and confirmed.

Version updated on June 8, 2021

Your undertakings

You declare, of course, that you are a natural person, major, and fully capable of contracting, whether or not you are a hairy person. The rights which are given to you are personal and non-transferable. The products offered for sale on the Site are reserved for strictly personal use, not for commercial purposes. You cannot therefore subscribe to or purchase our products in order to resell them. You undertake, and we thank you in advance for this, to give us accurate, complete and up-to-date information in order to enable us to fulfil your orders correctly, and you are liable for the consequences arising from false or inaccurate information, or information which it is illegal to reproduce.

Your orders

For any order with bic.com you must follow the following steps.

- 1/ Add items to your basket. Please note that there is a minimum purchase requirement of £29 to place an order.
- 2/ Create your account
- 3/ Confirm delivery address and shipping preferences
- 4/ Confirm payment details

An order will be considered valid when these steps have been carried out properly.

The full payment will be requested when ordering.

We advise you to verify your personal information and in particular your delivery address during the order summary. In case of error on the shipping address, the shipping costs for a new shipment will be your responsibility. BIC cannot be held responsible for the consequences of possible data entry errors.

We reserve the right to cancel or refuse your order for legitimate reasons, in particular in the event of an anomaly on the order form, abnormal behavior and / or dishonesty, refusal of payment, late payment for previous orders, fraudulent use of the promotional offers system.

Availability

The offers and products presented on the Site are offered within the limits of available stocks. Products that are no longer available are in principle no longer offered for sale. If certain products become unavailable after the conclusion of a sale, we will notify you by email as soon as possible. You will have the choice in this case either to wait for the product to get back in stock or to cancel the order and get a refund. BIC cannot be held liable for any damages as a result.

The Site is in principle accessible 24 hours a day, 7 days a week, and throughout the year, except in the event of interruption, voluntary or involuntary whatever the cause or for possible maintenance. BIC cannot also be held responsible for any damage, whatever its nature, resulting from the unavailability of the Site.

Payment

You must pay by bank card (Visa or Mastercard) or by Paypal. All orders are payable in GBP. You agree to pay all costs relating to orders placed. Payment is due in full from the time of the order. The money collected cannot be considered as a deposit. An invoice will be made available in your account. You can download it in a few clicks. You guarantee to be fully authorised to use the payment card used and to have sufficient money for the payment of your order (s). BIC cannot be held responsible for any fraudulent use of the means of payment used. Payment is made on a secure server. We certify that the credit card details are encrypted using the SSL (Secure Socket Layer) protocol and never pass unencrypted over the network. Payment is made directly to an intermediary responsible for banking transactions. BIC reserves the right to suspend or cancel any order and / or delivery in the event of non-payment of any amount due or in the event of a payment incident.

Prices

The prices displayed on the Site are indicated in GBP, all UK taxes included. All incidental costs will be indicated in the basket before validation of the order. BIC reserves the right to modify the prices displayed at any time without impacting the pricing of your previously accepted and confirmed orders. BIC will not be required to reimburse you the difference in the event of a reduction in the price of the products or in the event of a promotion.

Delivery

Orders will be shipped within one (1) to two (2) working days and delivered by Hermes within four (4) to six (6) working days (maximum time), unless otherwise specified when ordering. The delivery time is the average time which corresponds to the time taken to process, prepare and dispatch the order (ex warehouse). To this deadline, we must add the delivery time of the carrier.

Delivery is free for any order of a minimum amount of twenty-nine GBP (£29), for lower amounts, it's not possible to place an order. It is specified that the amount of the order is understood as the amount of the basket after deduction of any possible discount applicable to this basket.

In the event of a delay in delivery of between seven (7) and thirty (30) days from the scheduled date of shipment indicated in your account, we invite you to contact our customer service for the possible organisation of a new shipment. Beyond thirty (30) days following your order, any claim for products not received may not give rise to a new shipment.

Delivery is limited to the UK. For logistical reasons, we are unable to offer delivery in the overseas territories. Delivery cannot be made to hotels.

The products are delivered to the delivery address that you indicated during the ordering process.

Compliance of the Products

At the time of delivery, you must check the conformity of the products delivered (damage or partial loss) and report any damage which may be due to transport to BIC within 3 days of receipt of your order. To do this, you must contact Customer Service at the address indicated in these general conditions of sale. We recommend that you keep the original products and packaging until we have validated the conditions of your return.

In accordance with the law, you have a guarantee against hidden defects to be implemented within two years from the discovery of the defect and you also have a 2 year conformity guarantee from the delivery of the product. In the event of a defect, you must contact Customer Service at the address indicated in these general conditions of sale and can choose between reimbursement or exchange of your order.

Right of withdrawal

In accordance with the law, you have a period of 14 (fourteen) days from the date of receipt of your order to exercise your legal right of withdrawal, return any product to us not suitable and request reimbursement without penalty, except for return costs. To exercise your right of withdrawal, simply log into your account, click on the order concerned, click on the link "Return items", download, print and complete the dedicated form or in the link "My returns" located at the bottom of the page. You can also use the withdrawal form below on plain paper and send it to the address indicated below.

(Please complete this online form only if you wish to cancel your order and return your products)

Order Number :

Ordered on (*) / received on (*) :

Name of Client (s) :

Address of Client(s) :

Email of Client (s) :

Title, reference and quantity of products returned :

Signature of Client (s) (only if this form is notified on paper):

Please Note! Products must be returned in their original packaging, in perfect condition, to the address specified below

ARCANIA

Bic.com Returns

350 avenue des entreprises

Parc d'activités La Galance

62221 Noyelles sous Lens FRANCE

In accordance with the law, the right of withdrawal does not apply to products which have been unsealed by the consumer after delivery and which cannot be returned for reasons of hygiene or health protection.

Return postage costs are your responsibility. The return of the Products will give rise to a refund equal to the totality of the sums paid for the order after deduction of the shipping costs concerned within a period of 7 working days from receipt of the return.

Responsability

BIC cannot be held liable for unforeseeable damage or for a total or partial breach of its obligations if this breach results from a case of unforeseeable circumstances or from a third party. BIC cannot be held liable for any inconvenience or damage inherent in the use of the Internet, bugs, errors, computer viruses or any other element that hinders access to the Site. All users agree that access to and use of the Site is at their own risk and that BIC may suspend or terminate the operation of the Site at any time in its sole discretion. Failure to comply with these general conditions, and in particular, any payment incident during the order, actions contrary to the interests of BIC, the delivery of false information, may result in the termination of the customer account.

Customer Service and mediation service

For all specific questions, and to reassure you if necessary, customer service may be contacted by email at the following address: customerservice@bic.com from Monday to Friday from 9 AM to 6 PM. You should note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform (<https://webgate.ec.europa.eu/odr>).

Continuity and transfer of the contract's rights and obligations

You cannot assign or transfer your rights or obligations obtained by these General Conditions of Sale. BIC reserves the right to assign or transfer all or part of its rights or obligations at any time without your prior consent.

Intellectual property – Third party sites

All content (images and text) of the Site is protected by copyright and may not be distributed, downloaded, modified, edited, reused, republished, reproduced, transmitted, executed, displayed or otherwise used by mechanical or electronic means without the express written permission of BIC. All trademarks and logos, concepts and product names, whether or not appear in large print or whether or not followed by trademark symbols, are trademarks of BIC, its companies affiliates, its subsidiaries and related companies or its licensors or joint venture partners. The distribution, downloading, editing, modification, reuse, reproduction, republication, transmission, exploitation, presentation or other use of these trademarks or any other material, except that is hereby authorised, is expressly prohibited, and may violate copyright, trademark, defamation, privacy, and privacy laws and regulations. BIC actively and fully exercises its intellectual property rights to the fullest extent permitted by law.

BIC does not validate the content or use of any third party website that is linked to the BIC website and accepts no responsibility. We have no control over the privacy practices of websites that link to our Site. It is recommended that you consult BIC's privacy policy as well as the privacy policy of any website linked to the Site. It is up to each user to take the necessary measures to ensure that their use of the Internet is free from offensive material.

Protection of personal data

BIC ensures the protection of your personal data within the framework defined by the personal data protection policy which you can consult [here](#)

General Provisions

If one or more stipulations of these general conditions of sale are held to be invalid or declared as such in application of a law, a regulation or following a final decision of a competent court, the other stipulations will keep all their strength and reach.

Law

Publisher

Société BIC is a public limited company with a capital of €175,675,638.34 registered under number 552 008 443 at the RCS of Nanterre, whose registered office is located at 14 rue Jeanne d'Asnières 92110 Clichy - FRANCE.

The intra-community VAT number is UK 280 6493 85

Customer service may be reached by postal letter to the address given above, or by email at the following address: customerservice@bic.com from Monday to Friday from 9 AM to 6 PM.

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