



Mondial Relay terms and conditions in Danish (Translated by google translate - not binding)

Salgsbetingelser Sidst opdateret 17/11/2023.

MONDIAL RELAY er en transportmæglervirksomhed, der er specialiseret i transport og levering af pakker til enkeltpersoner i sit netværk af Points Relais® og Lockers-butikker (automatiske pakkeafleverings- eller tilbagetrækningskabe), herefter samlet "Point Relais®" i Frankrig og Europa. Disse betingelser definerer de principper, på grundlag af hvilke MONDIAL RELAY vil levere de transportydelser, som kunden har bestilt. Ved at bruge MONDIAL RELAYs tjenester accepterer kunden uden forbehold bestemmelserne i disse generelle betingelser, som han formodes at være blevet bekendt med senest på tidspunktet for indlevering af pakken på et relæpunkt. Disse betingelser gælder uanset eventuelle modstridende bestemmelser i Kundens dokumenter. Det kan kun fraviges ved en særlig skriftlig aftale underskrevet mellem Kunden og MONDIAL RELAY. Disse betingelser har forrang for alle tidligere generelle betingelser for MONDIAL RELAY for de tjenester, de gælder for.

1. ANVENDELSESOMRÅDE

Disse generelle betingelser definerer rettighederne og forpligtelserne for MONDIAL RELAY og kunden (i det følgende i fællesskab benævnt "parterne") i forbindelse med de transportydelser, der bestilles via webstedet www.mondialrelay.fr.

Den "individuelle klient" er fuldstændig ikke-kommerciel fysisk person, der bestiller en pakke-transportydelse ("Tjenesten"), som erklærer at være mindst 16 år gammel og have kapacitet til at indgå en kontrakt. Den "professionelle kunde" er enhver juridisk enhed, virksomhed eller individuel iværksætter, der handler inden for rammerne af sin kommercielle, industrielle, håndværksmæssige eller liberale aktivitet, som bestiller en pakke-transport. Disse generelle salgsbetingelser har forrang for alle købsbetingelser for en professionel kunde. For alle bestemmelser i disse betingelser, der gælder for både den individuelle kunde og den professionelle kunde, vil disse blive omtalt som "kunden".

2. FORMÅLET MED DE GENERELLE SALGSBETINGELSER

Som transportagent forpligter MONDIAL RELAY sig til at transportere pakkerne, så snart de er afhentet til den aftalte destination i henhold til ruten, proceduren og de transportører kunden vælger. Kunden kan

gemme og/eller udskrive disse generelle salgsbetingelser. Mondial Relay forbeholder sig retten til at ændre disse generelle salgsbetingelser til enhver tid. I tilfælde af ændringer vil de almindelige salgsbetingelser, der er gældende på dagen for kundens ordre, blive anvendt.

3. BETINGELSER FOR OPTAGELSE AF PAKKEN

Kunden vil give alle oplysninger, der er nyttige for korrekt levering af pakken, på hjemmesiden www.mondialrelay.fr eller enhver anden grænseflade forbundet med MONDIAL RELAY. Kunden vil have sporingsoplysninger på internettet fra afhentning til levering.

Kunden forpligter sig til at overholde følgende adgangsbestemmelser:

- Vægt (inklusive emballage og indhold): Pakker leveret må ikke overstige 30 kg i Point Relais®-butikker og 25 kg i Locker.
- Maksimale dimensioner: i Point Relais® opbevarer den udvidede (højde + længde + bredde) af pakken ikke overstige 150 cm og den længste længde må ikke overstige 120 cm, og i Locker er de maksimale mål D 64cm x L 38cm x H 39 cm.
- Minimumsmål: 15 cm * 10 cm * 1 cm
- Kunden vil pakke, udskrive den transportabel, der er modtaget via e-mail, og klæbe den fladt på den største side af pakken på en synlig, læselig og modstandsdygtig måde for passage gennem automatiske sorterere og automatiske omladninger.
- Pakken afleveres på et af Points Relais® i Frankrig. Kunden har en måned efter betalingsdatoen til at aflevere sin pakke på et Point Relais®. Kunden vil have pakkesporingsinformation på internettet fra det øjeblik, pakken afhentes, til den er leveret.

Vægtene angivet af kunden vil blive kontrolleret ved modtagelse af pakkerne i MONDIAL RELAY-bureauerne. MONDIAL RELAY forbeholder sig retten til at rette enhver vægtfejl baseret på indikationerne fra regelmæssigt kontrolleret vejudstyr. I tilfælde af en forskel, vil forskellen i prisen blive krævet hos Kunden, samt en administrativ behandlingsomkostning på 15 € inklusive moms. Kunden vil blive faktureret månedligt og skal betale de skyldige beløb inden for 30 dage fra fakturadatoen. Ved manglende betaling vil beløbene blive modregnet i saldoen på Kundens Forudbetalte Konto Ved manglende overholdelse af pakken leveret af Kunden (ikke-overensstemmende dimensioner og/eller emballage og/eller vægt mv.), ingen tilbagebetaling af det betalte beløb. af kunden kan ikke betjenes af MONDIAL RELAY, afhentningstjenesterne på Relais® Points og transport til et MONDIAL RELAY-bureau er blevet udført. Enhver pakke, der ikke kan transporteres til dens endelige destination vil blive stillet til rådighed for kunden i MONDIAL RELAY regionale agentur. Vores leveringstilbud omfatter ikke øer og enklaver.

4. BETALING af ydelsen

Priserne for transporter bestilt af Kunden er tilgængelige på hjemmesiden. De er angivet i euro og inkluderer alle afgifter, der er gældende på ordredagen. Prisen er garanteret med forbehold for åbenlyse tryk- eller trykfejl.

Kunden kan eventuelt drage fordel af enkeltstående kampagne- og/eller markedsføringstilbud, afhængigt af betingelserne i tilbuddene. Ethvert bidrag, som måtte være blevet ydet af MONDIAL RELAY i forbindelse med salgsfremmende eller marketingsoperationer, kan ikke refunderes.

MONDIAL RELAY forbeholder sig retten til at ændre prisen på de tilbudte transportoperationer til enhver tid uden forudgående information fra kunden, men forpligter sig til at anvende den pris, der er gældende på tidspunktet for validering af ordren af kunden.

Uanset hvilken betalingsmetode der er valgt blandt de accepterede på hjemmesiden, vil ordrer kun blive anset for at være registreret efter validering eller modtagelse af betaling. Den endelige validering af ordren vil udgøre bevis for hele ordren og for skyldige beløb i forbindelse med udførelse af ordren.

4.1 Forudbetalt konto:

Kunden kan vælge at finansiere sin MONDIAL RELAY-konto for at få en forudbetaling afhængigt af de operationer, han planlægger at udføre. Kunden vælger det beløb, han ønsker at allokere til finansieringen af sin forudbetalte konto. Forsyning foretages med kreditkort eller via PayPal®; kontosaldoen kan til enhver tid konsulteres fra sin kundekonto kan Kunden til enhver tid og gratis anmode om tilbagebetaling af saldoen på sin Forudbetalte Konto, forudsat at han har betalt alle forfaldne fakturaer, og især dem, der vedrører den overskydende vægt af de afsendte pakker (artikel 3) Tilbagebetaling sker uden forsinkelse af MONDIAL RELAY på kundens bankkort, eller via PayPal®, afhængigt af den tilbagebetalingsmetode, som kunden har valgt.

4.2 Betaling med kreditkort

Betaling for transportoperationer sker online med kreditkort; listen over accepterede bankkort, der vises på webstedet. MONDIAL RELAY anvender en udbyder af sikre internetbetalingsløsninger til at administrere betalinger på siden. Visse sikkerhedsanordninger kan implementeres til at sikre betalingen af en ordre, såsom for eksempel den såkaldte "" 3D Secure". Denne sikre betalingsproces vil blive implementeret i visse tilfælde, især afhængigt af betalingens størrelse.

4.3 Betaling med PayPal®

Når kunden validerer sin ordre, indtaster kunden med en PayPal®-konto sin e-mailadresse knyttet til sin PayPal®-konto og sin adgangskode. For mere information om PayPal® inviterer vi dig til at gå direkte til deres hjemmeside. Ethvert bidrag, der måtte være givet af MONDIAL RELAY i forbindelse med kampagne- eller marketingoperationer kan ikke refunderes.

5. BEGRÆNSNINGER PÅ DÆKNING

Kunden forpligter sig til ikke at overlade MONDIAL RELAY til at organisere transporten af ulovlige eller forbudte varer.

Alt gods, der er omfattet af nationale, europæiske og internationale regler om farlige produkter (farlige materialer klassificeret af ADR - Accord for Dangerous Goods by Road -, klasse 1 til 9) er forbudt at blive sendt, såsom, men ikke begrænset til: eksplosivstoffer, ammunition, gasser, brandfarlige, radioaktive, giftige eller ætsende materialer samt alle genstande, der i kraft af deres natur eller deres emballage kan udgøre en fare for det menneskelige miljø, sikkerheden for transportkøretøjer, miljø, køretøjer eller beskadige andre emballager. transporteres.

Alle snavsede varer, genstande, der er i strid med arbejdslovgivningen, og/eller sandsynligvis af deres natur eller emballage vil skade MONDIAL RELAY-medarbejdere eller beskadige MONDIAL RELAY-udstyr, er forbudt at blive sendt.

Internationalt kan følgende ikke håndteres, ud over varer, der falder ind under ovenstående restriktioner:

- forsendelser, der kræver MONDIAL RELAY for at opnå en særlig transport-, import- eller eksportlicens eller autorisation;
- forsendelser, hvis transport, import eller eksport er forbudt i henhold til nogen lov eller regulering i bestemmelseslandet, især og uden begrænsning pelse, planter og letfordærlige fødevarer, psykotrope stoffer, omsættelige værdipapirer i aktie-børs;
- forsendelser med en deklareret toldværdi højere end den godkendte værdi.

Derudover forpligter kunden sig til ikke at betro MONDIAL RELAY med pakker, hvis emballage indeholder fornærmelser, trusler eller udtalelser, der strider mod den offentlige orden eller god moral eller skader billedet af MONDIAL RELAY.

Udelukket, uden at denne liste er udtømmende, er også smykker, ædelstene, ædle metaller, værdier, mønter, valutaer, pengesedler, betalingsdokumenter (kreditkort, checks, ihændehaverværdipapirer osv.),

købskuponer, varer, der rejser under en ATA Carnet inklusive udstillingsvarer, forsendelser indeholdende menneskelig aske eller begravelsesrelikvier, levende eller døde dyr, kategori A-B-C-D våben uanset det gældende administrative regime, narkotika, kunstværker, forfalskede produkter, publikationer eller audiovisuelle medier forbudt ved lov, fødevarer, der kræver transport under kontrolleret temperatur, samt svarfiler på udbud, prækvalifikationsfiler, kopiundersøgelse.

MONDIAL RELAY accepterer ikke leverancer på skibe, på messer, udstillinger, hoteller, campingpladser, postkasser og speditører eller på byggepladser eller mobile pladser. MONDIAL RELAY kan dog beslutte at acceptere, efter en gennemførlighedsundersøgelse og/eller et tilbud, sådanne leverancer underlagt specifik prisfastsættelse.

Kunden forpligter sig til at informere MONDIAL RELAY om ikke-åbenbare særlige forhold ved varerne, når de kan forventes at få konsekvenser for transportens fremskridt. I tilfælde af, at kunden overlader genstande eller dokumenter til MONDIAL RELAY, der er underlagt ovennævnte begrænsninger, vil de rejse på egen risiko og uden noget ansvar fra MONDIAL RELAYs side. I tilfælde af overtrædelse af ovenstående bestemmelser giver kunden MONDIAL RELAY tilladelse til at bortskaffe pakkerne på den måde, den finder passende, herunder at opgive deres levering og vil kompensere MONDIAL RELAY for alle omkostninger og konsekvenser deraf. uanset natur.

I tilfælde af, at Kunden overdrager varer til MONDIAL RELAY med afgiftspligtige punktafgifter, med forbehold af ovennævnte begrænsninger, forpligter han sig endvidere til at respektere de gældende lovgivningsmæssige begrænsninger, især med hensyn til sporbarhed, for at gøre det muligt at bekræfte, om nødvendigt, at den administrerer disse rettigheder korrekt, MONDIAL RELAY kan under ingen omstændigheder hverken bekymre sig eller undersøges om dette emne.

Hverken MONDIAL RELAY eller dets underleverandører er forpligtet til at kontrollere, om en pakke er underlagt en forsendelsesudelukkelse som nævnt ovenfor. De forbeholder sig dog retten til at åbne og inspicere eller røntgenscane enhver forsendelse, hvis transport er betroet dem. Hvis der er rimelige formodninger om, at det er en pakke, der er underlagt en udelukkelse, forbeholder MONDIAL RELAY eller dets underleverandører sig retten til at nægte forsendelse.

Endelig, i den sammenhæng, hvor leveringen af varerne kræver lufttransport og i overensstemmelse med reglerne vedrørende lufttransportsikkerhed, forpligter afsenderen sig til at implementere og respektere de gældende nationale instruktioner. Endvidere informeres Kunden om, at alle pakker, der er lastet på fly, sandsynligvis vil gennemgå sikkerhedsinspektioner, som kan omfatte brug af røntgenstråler.

6. KUNDENS FORPLIGTELSE

Kunden er ansvarlig for enhver skade, der kan påføres tredjemand og/eller Mondial Relay ved forsendelse af en pakke, der falder inden for ovennævnte begrænsninger.

Kunden er ansvarlig for de oplysninger, der er nødvendige for distributionen af pakken, især de nøjagtige kontaktoplysninger på modtageren/afsenderen, pakkens vægt, Point Relais ® ankomst , pakkens størrelse.

Kunden skal anvende lukket, tilstrækkelig og modstandsdygtig emballage, der er i stand til at beskytte pakkens indhold. Emballagen og emballeringen af pakken skal overholde transportkrav og industriel forarbejdning og opfylde den gode emballagepraksis, der er tilgængelig

nedenunder: <https://www.mondialrelay.fr/media/96860/mondial-relay-specifications-homologation-packages.pdf> .

I modsat fald frigøres MONDIAL RELAY fra ethvert ansvar, idet kunden udelukkende påtager sig pakkens risici og farer.

Mondial Relay forbeholder sig retten til at suspendere behandlingen af en pakke, at afvise eller returnere til Kunden forsendelser, der ikke overholder ovennævnte bestemmelser, uden at sidstnævnte kan kræve nogen form for refusion. Det faktum, at der ikke blev foretaget nogen reservation af MONDIAL RELAY ved overtagelsen af pakken, fratager ikke MONDIAL RELAY retten til efterfølgende at påberåbe sig manglende overholdelse af ovenstående bestemmelser.

Endvidere forbeholder MONDIAL RELAY sig retten til midlertidigt eller permanent at suspendere enhver kundes konto, især i tilfælde af unormal brug, overtrædelser af disse generelle salgsbetingelser eller af sikkerhedsmæssige årsager. MONDIAL RELAY vil underrette kunden på enhver måde efter eget valg og vil om nødvendigt tilbagebetale saldoen på kundens forudbetalte konto i overensstemmelse med artikel 4.

7. ANNULERING

Så længe kunden ikke har afleveret sin pakke på et Point Relais®, og inden for en maksimal periode på 30 dage fra datoen for sin ordre, kan han anmode om annullering af forsendelsen af sin pakke fra sin kundekonto. Kunden vil herefter automatisk blive refunderet.

8. TILBAGETRÆKNING

Fortrydelsesretten, der gælder for kontrakter, der indgås fjernt, gælder ikke for levering af godstransporttydelser (art. VI.53, 12° i Code of Economic Law).

9. FORSENDELSESTIDER

MONDIAL RELAY vil gøre sit bedste inden for rammerne af en forpligtelse til at levere pakker inden for en gennemsnitlig tid på 3 arbejdsdage fra afhentning til levering til et Point Relais® i Frankrig. Ligeledes vil MONDIAL RELAY ved internationale leveringer til Point Relais® eller til dit hjem (første præsentation af pakken) gøre alt for at levere pakkerne inden for en gennemsnitlig tid på 3 til 6 arbejdsdage afhængigt af destinationerne. For flere detaljer om forsendelsestider efter destination, klik på

<https://www.mondialrelay.fr/entreprises-de-colis/tarifs-expeditions/>.

10. LEVERINGSBETINGELSER

Når pakken afleveres på det Point Relais®, som kunden har valgt, tager MONDIAL RELAY ansvaret for pakken ved at læse stregkoden, der står på etiketten, som kunden har udskrevet. En nummereret kvittering vil blive givet til kunden som bevis på depositum. Dette bevis skal opbevares af kunden indtil levering af pakken.

Pakken sendes til leveringsstedet Relais® eller til den adresse, som kunden har angivet ved registrering af sin ordre på internettet og i henhold til de tilgængelige muligheder efter destinationsland.

Afhængigt af de oplysninger, som kunden har registreret, vil modtageren af pakken blive underrettet om ankomsten af deres pakke via e-mail og/eller SMS. Hvis det er umuligt at levere pakken til destinationen Point Relais®, kan MONDIAL RELAY levere den til Point Relais® tættest på den påtænkte destination og vil underrette modtageren. Ingen refusion af ydelsen, ingen kompensation vil være mulig som følge heraf.

Kunden vil på den ene side blive underrettet via e-mail om tilgængeligheden af pakken i Point Relais®-butikken eller det på forhånd valgte skab, og på den anden side om modtagerens afhentning af pakken.

Afhængig af de oplysninger, som kunden har registreret, vil modtageren af pakken få besked via e-mail og/eller SMS, når pakken er tilgængelig til afhentning.

Kunden informeres og accepterer, at modtagerens e-mailadresse og/eller telefonnummer nødvendigvis vil blive meddelt til MONDIAL RELAY for korrekt udførelse af transportoperationer.

10.1 Levering til Point Relais®

1. Levering til Point Relais® butik

Pakken kan leveres til modtageren og/eller dennes agent efter flere muligheder:

- Underskrift: mod fremvisning af modtagerens identitetsdokument (og agentens, hvis relevant), og kontrastegnatur scannet på leveringsscannings- og sporingværktøjet ("Personal Digital Assistant" eller "PDA") på Point Relais®. Signaturen på PDA'en såvel som dens reproduktion beviser levering af pakken til modtageren. Parterne anerkender, at denne underskrift har samme juridiske værdi som en håndskrevet underskrift.
- Udbetalingskode: ved at kommunikere den digitale kode kaldet "Udtrækningskode" sendt af MONDIAL RELAY i leveringsbekræftelsen via e-mail og/eller SMS. Denne mulighed fritager modtageren og/eller dennes repræsentant fra at skulle fremvise deres identitetsdokument. Kunden anerkender, at den nøjagtige sammensætning af "Tilbagebetalingskoden" af Point Relais® på PDA'en udgør en anerkendelse af modtagerens identitet og beviser levering af pakken.
- QR-kode: ved fremvisning af QR-koden, der er tilgængelig via applikationen. Denne mulighed fritager modtageren og/eller dennes repræsentant fra at skulle fremvise deres identitetsdokument. Kunden anerkender, at scanning af QR-koden af Point Relais® via PDA'en tjener som anerkendelse af modtagerens identitet og giver bevis for levering af pakken.

2. Levering til Locker

MONDIAL RELAY sender via e-mail og/eller SMS til modtageren af pakken en digital kode kaldet en "Udtrækningskode" og/eller en "QR-kode", som modtageren skal indtaste eller scanne på Locker-terminalen.

Denne mulighed fritager modtageren fra at fremvise deres identitetsdokument. Kunden anerkender, at sammensætningen af "Udtrækningskoden" eller scanningen af "QR-koden" tjener som anerkendelse af modtagerens identitet og giver bevis for levering af pakken.

Omvendt, hvis modtageren ikke er i stand til at taste den nøjagtige "Indsamlingskode" eller scanne "QR-koden", vil skabet ikke være i stand til at levere pakken.

I tilfælde af en tvist fra kundens side, vil beviserne og elementerne fra Mondial Relays centraliserede computersystem have forrang.

3. Bevaringsperiode/tilvejebringelse

Pakker er tilgængelige på Point Relais® eller Lockers i 8 kalenderdage.

4. Uafhentede pakker/afvist af modtager

Pakker, der ikke er afhentet, eller som er blevet afvist af modtageren ved udløbet af tilgængelighedsperioden, vil blive returneret til Kunden via Relais® afleveringsstedet. I dette tilfælde informeres Kunden via e-mail om tilgængeligheden af hans pakke på Relais® afleveringsstedet, og pakken vil forblive til hans rådighed i 8 kalenderdage. Ved udgangen af 8-dages perioden vil pakken blive sendt af Point Relais® afleveringsstedet til Mondial Relay ekspertafdelingen, 27 Rue Pierre Jacquart, 62440 Harnes. Pakken vil forblive tilgængelig for kunden på denne adresse i 14 dage. Gendannelse af pakken er Kundens ansvar og regning. Efter denne periode på 14 dage vil MONDIAL RELAY frit kunne bortskaffe pakken.

5. Pakke med ikke-overensstemmende dimensioner og/eller vægt og/eller emballage

Enhver pakke, der ikke kan transporteres til sin endelige destination på grund af manglende overensstemmende dimensioner og/eller ikke-overensstemmende emballage og/eller vægt, vil blive stillet til rådighed for kunden på Relais® afleveringsstedet. Kunden vil blive informeret via e-mail. Pakken vil forblive tilgængelig for kunden i 8 kalenderdage. Ved udgangen af 8-dages perioden vil pakken blive sendt af Point Relais® til levering til Mondial Relay ekspertafdelingen, 27 Rue Pierre Jacquart, 62440 Harnes. Pakken vil forblive tilgængelig for kunden på denne adresse i 14 dage. Gendannelse af pakken er Kundens ansvar og regning. Efter denne periode på 14 dage vil MONDIAL RELAY frit kunne bortskaffe pakken.

10.2 Hjemmelevering (internationalt)

Som en del af den internationale levering af pakker kan Kunden vælge hjemlevering. Destinationszoner og forsendelsespriser er tilgængelige på hjemmesiden www.mondialrelay.fr. Afhængig af de oplysninger, som Kunden registrerer, vil modtageren af pakken blive informeret om leveringen af sin pakke via e-mail og/eller SMS. Leveringen af pakken sker på den adresse, som Kunden har angivet. MONDIAL RELAY kan ikke sikre levering af pakker, hvor leveringsadressen ikke er nøjagtig, og/eller pakker, som modtageren nægter at tage imod. I dette tilfælde returneres pakken til afsenderen via afleveringspunktet Relais®.

11. PAKKESPORING – KLAGER

Kunden vil give modtageren pakkens sporingsnummer.

For at lette behandlingen af klager vedrørende levering af pakken, stilles en kontaktformular til rådighed for Kunden fra pakkesporings siden. Kunden rådes til at rapportere inden for 15 kalenderdage efter, at MONDIAL RELAY har overtaget pakken.

Leveringshændelser håndteres af MONDIAL RELAY-tjenester inden for en maksimal periode på 15 kalenderdage efter modtagelsen af reklamationen. Desuden kan Mondial Relay i tilfælde af en tabt pakke bede kunden om at specificere indholdet af deres pakke for at lette research, kunden kan nægte at svare, hvis de ønsker det.

Klagen skal sendes til kundeservice med angivelse af pakkenummer:

- Kontaktformularen, der stilles til rådighed for kunden fra sektionen "Kontakt os":
- For individuelle kunder: <https://www.mondialrelay.fr/contact-clients-particuliers/>
- For professionelle kunder: <https://www.mondialrelay.fr/solutionspro/contact/>
- Sende et brev til følgende adresse:

MONDIAL RELAY

Afdeling for kunderelationer

1 avenue de l'Horizon

59650 Villeneuve d'Ascq

12. Ansvar for Mondial RELAY / kompensation

MONDIAL RELAY er ikke ansvarlig for indirekte eller immaterielle skader såsom tab af mulighed, fortjeneste mv. som følge af tab, beskadigelse eller forsinkelse i leveringen af pakken.

12.1 Tab af pakke eller noteret skade

MONDIAL RELAY er ansvarlig i tilfælde af tab af pakken eller konstateret skade. Dets ansvar er fritaget i følgende ikke-begrænsende tilfælde:

- fejl eller fejl hos kunden og/eller modtageren (forkert identifikation af afsender eller modtager, falske erklæringer osv.)
- tilfælde af force majeure (uforudsigelig, uimodståelig og ekstern begivenhed),
- omstændigheder uden for MONDIAL RELAYs kontrol,
- iboende defekt ved objektet,
- manglende overholdelse af kundens forpligtelser vedrørende restriktioner for håndtering af pakken, adgangsbetingelser for pakken,
- manglende overholdelse af god emballagepraksis (<https://www.mondialrelay.fr/media/124249/particulier-offre-start-cahier-des-charges-emploi-fr-m%C3%A0j-25102023.pdf>), især vedrørende genstande, der anses for skrøbelige (fade, porcelæn, flasker, glasvarer osv.)

Pakken vil af MONDIAL RELAY blive erklæret beskadiget eller bortkommet inden for 21 kalenderdage efter modtagelsen af reklamationen fra kunden.

Uden at det berører anvendelsen af bestemmelserne i artikel 14, i tilfælde af tab af pakken eller konstateret skade, betaler MONDIAL RELAY kunden en fast kompensation på €25 inklusive skat pr. pakke (inklusive

forsendelsesomkostninger). Denne kompensation opnås under forudsætning af overholdelse af betingelserne for adgang til pakken, håndteringsrestriktioner og overholdelse af god emballagepraksis.

Ingen reklamation vedrørende skade eller levering kan tages i betragtning efter en periode på 3 dage efter leveringsmeddelelsen nævnt af MONDIAL RELAY centraliserede computersystem.

12.2 Muligheder for engangskompensation

MONDIAL RELAY tilbyder kunden, som en option, 5 forsikringsniveauer (N1 til N5), hvilket tillader en fast kompensation på op til €500 (se på siden).

Afhængigt af pakkens værdi, vælger Kunden, om han vil forsikre sin pakke eller ej, for højere kompensation, ved at tilføje det ønskede kompensationsniveau.

Denne ekstra forsikring garanterer tab af pakken under leveringen eller skaden, der konstateres, når pakken leveres til modtageren op til det valgte kompensationsniveau (inklusive forsendelsesomkostninger).

Kompensation opnås under forudsætning af overholdelse af betingelserne for adgang til pakken, håndteringsrestriktioner og overholdelse af god emballagepraksis.

13. INTELLEKTUEL EJENDOM

Brugen af denne online frankeringswebservice er forbeholdt udelukkende personlig brug.

Alt indhold (tekster, kommentarer, billeder, lyde, fotografier, data, tegninger, animerede sekvenser med eller uden lyd, videoer, illustrationer, grafik, brands, logoer, audiovisuelle medier osv.) gengivet på MONDIAL RELAY hjemmesiden, samt design, form, databaser og software, der bruges på dette websted, er MONDIAL RELAY eller dets partners eksklusive ejendom og/eller bruges under licens af tredjeparter. Dette indhold er beskyttet af de gældende standarder vedrørende beskyttelse af ophavsret og især Code of Economic Law.

Reproduktion, offentlig kommunikation, tilgængeliggørelse for offentligheden, udlejning og udlån, offentlig fremførelse, selv delvist, samt spredning af ethvert element, der er et resultat af indholdet af MONDIAL RELAY-webstedet, er forbudt uden dets tilladelse eller, hvor det er relevant, ejeren af de intellektuelle ejendomsrettigheder. Enhver overtrædelse resulterer i de sanktioner, der er fastsat i loven

om intellektuel ejendomsret eller, hvor det er relevant, enhver anden gældende bestemmelse, især under fransk lov.

Det er strengt forbudt at anbringe et hypertextlink til webstedet www.mondialrelay.fr ved at bruge teknikken kendt som framing eller deep linking.

14. GÆLDENDE LOV – TILDELING AF JURISDIKTION

I tilfælde af en tvist vil der blive søgt en mindelig løsning før enhver retssag, som vil blive behandlet af de franske domstole og underlagt fransk lov.

I overensstemmelse med bestemmelserne i forbrugerkodeksen vedrørende mindelig bilæggelse af tvister, overholder MONDIAL RELAY E-commerce Mediator Service fra FEVAD (Federation of e-commerce and distance sales), hvis kontaktoplysninger er som følger: 60 Rue La Boétie – 75008 Paris
– <http://www.mediateurfevad.fr>.

Efter forudgående skriftlig handling fra den Individuelle Kunde over for MONDIAL RELAY, kan Mediator's Service kontaktes for enhver forbrugertvist, hvor forliget ikke er lykkedes.

For mere information kan du også besøge <http://ec.europa.eu/consumers/odr/>.

15. DIVERSE BESTEMMELSER

I tilfælde af at en eller flere bestemmelser i disse generelle betingelser anses for at være ugyldige eller ulovlige, vil de blive anset for at være uskrevne, men de øvrige bestemmelser vil ikke desto mindre forblive gældende.



Mondial Relay terms and conditions in English (Translated by google translate - not binding)

Terms of Sales **Last updated 17/11/2023.**

MONDIAL RELAY is a transport brokerage company specializing in the transport and delivery of parcels to individuals in its network of Points Relais® and Lockers stores (automatic parcel drop-off or withdrawal lockers), hereinafter collectively "Point Relais®" in France and Europe.

These conditions define the principles on the basis of which MONDIAL RELAY will provide the transport services ordered by the Customer. By using the services of MONDIAL RELAY, the Customer accepts without reservation the provisions of these general conditions, of which he is presumed to have become aware at the latest at the time of depositing the package at a Relay point. These conditions apply notwithstanding any contrary stipulations in the Customer's documents. This can only be waived by special agreement written and signed between the Client and MONDIAL RELAY.

These Conditions prevail over all previous general conditions of MONDIAL RELAY for the services to which they apply.

1. Scope

These general conditions define the rights and obligations of MONDIAL RELAY and the Customer (hereinafter jointly referred to as the "Parties") in the context of transport services ordered via the site www.mondialrelay.fr.

The "Individual Customer" is any non-commercial natural person who orders a parcel transport service (the "Service"), who declares to be at least 16 years old and to have the capacity to enter into a contract. The "Professional Customer" is any legal entity, company or individual entrepreneur acting within the framework of its commercial, industrial, artisanal or liberal activity who orders a parcel transport service. These General Conditions of Sale prevail over all purchasing conditions of a Professional Customer.

For all the provisions of these conditions which apply to both the Individual Client and the Professional Client, these will be referred to as the "Client".

2. PURPOSE OF THE GENERAL CONDITIONS OF SALE

As a transport agent, MONDIAL RELAY undertakes to transport the packages as soon as they are picked up to the agreed destination according to the route, the procedure and the carriers it chooses.

The Customer can save and/or print these general conditions of sale. Mondial Relay reserves the right to modify these General Conditions of Sale at any time. In the event of modifications, the General Conditions of Sale in force on the day of the Customer's order will be applied.

3. PACKAGE ADMISSION CONDITIONS

The Customer will provide all information useful for the proper delivery of the package on the website www.mondialrelay.fr, or any other interface linked to MONDIAL RELAY. The Customer will have tracking information on the internet from pick-up until delivery.

The Client undertakes to respect the following admission conditions:

- Weight (including packaging and contents): Packages delivered will not exceed 30 kg in Point Relais® stores and 25 kg in Locker.
- Maximum dimensions: in Point Relais® stores the expanded (height + length + width) of the package must not exceed 150 cm and the longest length must not exceed 120 cm, and in Locker the maximum dimensions are D 64cm x L 38cm x H 39cm.
- Minimum dimensions: 15 cm * 10 cm * 1cm
- The Customer will package, print the transport label received by email and affix it flat on the largest side of the package in a visible, legible and resistant manner to passage through automatic sorters and automatic transshipments.
- The parcel is dropped off at one of the Points Relais® in France. The Customer has one month after the payment date to drop off their package at a Point Relais®. The Customer will have parcel tracking information on the internet from the moment the parcel is picked up until it is delivered.

The weights declared by the Customer will be checked upon receipt of the packages in the MONDIAL RELAY agencies. MONDIAL RELAY reserves the right to rectify any weight error based on the indications of regularly checked weighing equipment. In the event of a difference, the difference in price will be claimed from the Customer, as well as an administrative processing cost of €15 including tax. The Customer will be invoiced monthly and must pay the amounts due within 30 days from the invoice date. In the absence of payment, the amounts will be offset against the balance of the Customer's Prepaid Account.

In the event of non-compliance of the package delivered by the Customer (non-compliant dimensions and/or packaging and/or weight, etc.), no reimbursement of the amount paid by the Customer may be made by MONDIAL RELAY, the support services in Relais® points and transport to a MONDIAL RELAY agency having been carried out.

Any package that cannot be transported to its final destination will be made available to the Customer at a MONDIAL RELAY regional agency. Our delivery offer excludes islands and enclaves.

4. PAYMENT of the service

The prices for transport operations ordered by the Customer are available on the website. They are indicated in euros and include all taxes in force on the day of the order. The price is guaranteed subject to obvious typographical or printing errors.

The Customer may possibly benefit from one-off promotional and/or marketing offers, depending on the conditions provided for in the offers. Any contribution which may have been made by MONDIAL RELAY in application of promotional or marketing operations cannot be reimbursed.

MONDIAL RELAY reserves the right to modify the price of the transport operations offered at any time, without prior information from the Customer, but undertakes to apply the price in force at the time of validation of the order by the Customer.

Regardless of the payment method chosen among those accepted on the website, orders will only be deemed recorded after validation or receipt of payment. The final validation of the order will constitute proof of the entirety of the order and the payability of the sums due in execution of said order.

4.1 Prepaid Account

The Customer can choose to fund his MONDIAL RELAY account in order to have a prepayment based on the operations he plans to carry out. The Customer chooses the amount he wishes to allocate to the funding of his Prepaid Account. Provisioning is made by credit card or via PayPal®; the account balance can be viewed at any time.

From their customer account, the Customer can request reimbursement of the balance of their Prepaid Account at any time and free of charge, subject to having paid all invoices due, and in particular those related to the overweight of the packages shipped (article 3).

Reimbursement is made without delay by MONDIAL RELAY to the Customer's bank card, or via PayPal®, depending on the reimbursement method chosen by the Customer.

4.2 Payment by credit card

Payment for transport operations is made online by credit card; the list of accepted bank cards appearing on the Site. MONDIAL RELAY uses a provider of secure Internet payment solutions to manage payments on the Site.

Certain security measures can be implemented to secure the payment of an order, such as, for example, "3DSecure" technology. This secure payment process will be implemented in certain cases, depending in particular on the amount of the payment.

4.3 Payment by PayPal®

When validating their order, the Customer with a PayPal® account enters their email address linked to their PayPal® account and their password.

For more information on PayPal®, we invite you to go directly to their website.

Any contribution which may have been made by MONDIAL RELAY in application of promotional or marketing operations cannot be reimbursed.

5. RESTRICTIONS ON COVERAGE

The Customer undertakes not to entrust MONDIAL RELAY with the organization of the transport of illicit or prohibited goods.

All goods covered by national, European and international regulations on dangerous products (dangerous materials classified by the ADR - Accord for Dangerous goods by Road -, classes 1 to 9) are prohibited from being sent, such as, but not limited to: explosives, munitions, gases, flammable, radioactive, toxic or corrosive materials as well as all objects which, by their nature or their packaging, may present a danger to the human environment, the safety of transport vehicles, environment, vehicles, or damage other packages being transported.

All dirty goods, items contrary to labor law, and/or likely by their nature or packaging to injure MONDIAL RELAY employees or damage MONDIAL RELAY equipment are prohibited from being sent.

Internationally, in addition to items falling under the above restrictions, the following cannot be handled:

- shipments requiring MONDIAL RELAY to obtain a special transport, import or export license or authorization;
- shipments whose transport, import or export is prohibited by any law or regulation in the country of destination, in particular and without limitation furs, plants and perishable foodstuffs, psychotropic drugs, negotiable securities in stock exchange;
- shipments with a declared customs value higher than the authorized value.

In addition, the Customer undertakes not to entrust MONDIAL RELAY with packages whose packaging contains insults, threats or statements contrary to public order or good morals or damaging to the image of MONDIAL RELAY.

Also excluded, without this list being exhaustive, are jewelry, precious stones, precious metals, values, coins, currencies, bank notes, payment documents (credit cards, checks, bearer securities, etc.), purchase vouchers, goods traveling under an ATA Carnet including exhibition goods, shipments containing human ashes or funerary relics, live or dead animals, category A-B-C-D weapons regardless of the applicable administrative regime, narcotics, works of art, counterfeit products, publications or audiovisual media prohibited by law, foodstuffs requiring transport under controlled temperature, as well as response files to calls for tender, prequalification files, copies examination.

MONDIAL RELAY does not accept deliveries on ships, to fairs, exhibitions, hotels, campsites, post office boxes and freight forwarders or to construction sites or mobile sites. However, MONDIAL RELAY may decide to accept, after a feasibility study and/or quote, such deliveries subject to specific pricing.

The Customer undertakes to inform MONDIAL RELAY of non-apparent particularities of the goods when they are likely to have repercussions on the progress of transport. In the event that the Customer entrusts MONDIAL RELAY with objects or documents subject to the above restrictions, they will travel at their sole risk and without any liability on the part of MONDIAL RELAY. In the event of a breach of the above provisions, the Customer authorizes MONDIAL RELAY to dispose of the packages in the manner it deems appropriate, including abandoning their delivery and will compensate MONDIAL RELAY for all costs and consequences resulting therefrom. for the latter, of whatever nature.

Furthermore, in the event that the Customer entrusts MONDIAL RELAY with goods subject to duty-paid excise duties, without prejudice to the above restrictions, he undertakes to respect the regulatory constraints in force, in particular with regard to traceability, to make it possible to certify, if necessary, that it correctly manages these rights, MONDIAL RELAY cannot under any circumstances be either worried or investigated on this subject.

Neither MONDIAL RELAY nor its subcontractors are required to check whether a package is subject to a shipping exclusion as mentioned above. However, they reserve the right to open and inspect or X-ray scan any shipment whose transport is entrusted to them. If there are reasonable presumptions that it is a package subject to an exclusion, MONDIAL RELAY or its subcontractors reserve the right to refuse shipment.

Finally, in the context where the delivery of the goods requires air transport and in accordance with the regulations relating to air transport security, the sender undertakes to implement and respect the national instructions in force. Furthermore, the Customer is informed that all packages loaded on planes are likely to undergo security inspections which may include the use of X-rays.

6. CUSTOMER OBLIGATIONS

The Customer is responsible for any damage that could be caused to third parties and/or to MONDIAL RELAY by the shipment of a package falling within the restrictions mentioned above.

The Customer is responsible for the information necessary for the distribution of the package, in particular the exact contact details of the recipient/sender, the weight of the package, the Point Relais® of arrival, the dimensions of the package.

The Customer must use packaging that is (1) closed so that it is impossible to access the contents of the package without leaving a trace, (2) resistant and capable of protecting the contents and (3) respecting transport requirements. and its industrial treatment and meeting good packaging practices available below: <https://www.mondialrelay.fr/media/124249/particulier-offre-start-cahier-des-charges-emploi-fr-m%C3%A0j-25102023.pdf>. Failing this, MONDIAL RELAY is released from all liability, the Customer solely assuming the risks and perils of the package.

MONDIAL RELAY reserves the right to suspend the processing of a package, to refuse or return to the Customer any package that does not comply with the provisions mentioned above, without the latter being able to claim a refund or a compensation. The fact that no reservation was made by MONDIAL RELAY when taking charge of the package does not deprive MONDIAL RELAY of the right to subsequently invoke non-compliance with the above provisions.

Furthermore, MONDIAL RELAY reserves the right to temporarily or permanently suspend the account of any Customer, particularly in the event of inappropriate use of the account, violations of these General Conditions of Sale or for security reasons. MONDIAL RELAY will notify the Customer by any means of its

choice, and will, if necessary, reimburse the balance of the Customer's Prepaid Account, in accordance with article 4.

7. CANCELLATION

As long as the Customer has not dropped off his package at a Point Relais®, and within a maximum period of 30 days from the date of his order, he can request the cancellation of the shipment of his package from his Customer account . The Customer will then be reimbursed automatically.

8. WITHDRAWAL

The right of withdrawal applicable to contracts concluded remotely is not applicable to the provision of goods transport services (art. VI.53, 12° of the Code of Economic Law).

9. SHIPPING TIMES

MONDIAL RELAY will make its best efforts within the framework of an obligation of means to deliver packages within an average time of 3 working days from collection for delivery to a Point Relais® in France. Likewise, for international deliveries to Point Relais® or to your home (first presentation of the package), MONDIAL RELAY will make every effort to deliver the packages within an average time of 3 to 6 working days depending on the destinations. For more details on shipping times by destination, click on <https://www.mondialrelay.fr/entreprises-de-colis/tarifs-expeditions/>.

10. DELIVERY TERMS

When dropping off the package at the Point Relais® chosen by the Customer, MONDIAL RELAY takes charge of the package by reading the bar code appearing on the label printed by the Customer. A numbered receipt will be given to the Customer as proof of deposit. This proof must be kept by the Customer until delivery of the package.

The package is sent to the delivery Point Relais® or to the address indicated by the Customer when registering their order on the internet and according to the options available by country of destination.

Depending on the information recorded by the Customer, the recipient of the package will be notified of the arrival of their package by email and/or SMS. If it is impossible to deliver the package to the destination

Point Relais®, MONDIAL RELAY may deliver it to the Point Relais® closest to the intended destination and will notify the recipient. No reimbursement of the service, no compensation will be possible as a result.

The Customer will be notified by email, on the one hand, of the availability of the package in the Point Relais® store or the Locker chosen in advance, and on the other hand, of the collection of the package by the recipient.

Depending on the information recorded by the Customer, the recipient of the package will be notified by email and/or SMS when the package is available for collection.

The Customer is informed and accepts that the email address and/or telephone number of the recipient will necessarily be communicated to MONDIAL RELAY for the proper execution of transport operations.

10.1 Delivery to Point Relais®

1. Delivery to Point Relais® store

The package can be delivered to the recipient and/or his agent according to several options:

- Signature: upon presentation of the recipient's identity document (and that of the agent, if applicable), and countersignature scanned on the delivery scanning and tracking tool ("Personal Digital Assistant" or "PDA") of the Point Relais®. The signature on the PDA as well as its reproduction prove delivery of the package to the recipient. The parties recognize this signature as having legal value identical to that of a handwritten signature.
- Withdrawal code: by communicating the digital code called "Withdrawal Code" sent by MONDIAL RELAY in the delivery confirmation email and/or SMS. This option exempts the recipient and/or their representative from having to present their identity document. The Customer acknowledges that the exact composition of the "Withdrawal Code" by the Point Relais® on the PDA constitutes recognition of the identity of the recipient and proves delivery of the package.
- QR code: upon presentation of the QR code accessible via the Application. This option exempts the recipient and/or their representative from having to present their identity document. The Customer acknowledges that scanning the QR code by the Point Relais® via the PDA serves as recognition of the identity of the recipient and provides proof of delivery of the package.

In the event of a dispute by the Customer, the evidence and elements provided by Mondial Relay's centralized computer system will prevail.

2. Delivery to Locker

MONDIAL RELAY sends by email and/or SMS to the recipient of the package a digital code called a "Withdrawal code" and/or a "QR code", which the recipient must enter or scan on the Locker terminal.

This option exempts the recipient from presenting their identity document. The Customer acknowledges that the composition of the "Withdrawal code" or the scanning of the "QR code" serves as recognition of the identity of the recipient and proves delivery of the package.

Conversely, if the recipient is not able to dial the exact "Collection Code" or scan the "QR Code", the Locker will not be able to deliver the package.

In the event of a dispute by the Customer, the evidence and elements provided by Mondial Relay's centralized computer system will prevail.

3. Conservation/provision period

Packages are available at Point Relais® or Lockers for 8 calendar days.

4. Unclaimed packages/refused by recipient

Packages which have not been collected or which have been refused by the recipient at the end of the availability period will be returned to the Customer via the Relais® drop-off point. In this case, the Customer is informed by e-mail notification of the availability of his package at the Relais® drop-off point and the package will remain at his disposal for 8 calendar days. At the end of the 8-day period, the package will be sent by the Point Relais® drop-off point to the Mondial Relay expertise department, 27 Rue Pierre Jacquart, 62440 Harnes. The package will remain available to the Customer at this address for 14 days. Recovery of the package is the responsibility and expense of the Customer. After this period of 14 days, MONDIAL RELAY will be able to freely dispose of the package.

5. Parcel of non-compliant dimensions and/or weight and/or packaging

Any package that cannot be transported to its final destination due to non-compliant dimensions and/or non-compliant packaging and/or weight will be made available to the Customer at the Relais® drop-off point. The Customer will be informed by e-mail notification. The package will remain available to the Customer for 8 calendar days.

At the end of the 8-day period, the package will be sent by the Point Relais® drop-off point to the Mondial Relay expertise department, 27 Rue Pierre Jacquart, 62440 Harnes. The package will remain available to the Customer at this address for 14 days. Recovery of the package is the responsibility and expense of the Customer. After this period of 14 days, MONDIAL RELAY will be able to freely dispose of the package.

10.2 Home delivery (international)

As part of the international delivery of packages, the Customer can opt for home delivery. Destination zones and shipping rates are available on the website www.mondialrelay.fr. Depending on the information

recorded by the Customer, the recipient of the package will be informed of the delivery of their package by email and/or SMS.

The parcel is distributed to the address indicated by the Customer. MONDIAL RELAY cannot ensure delivery of packages for which the delivery address is not accurate and/or packages for which the recipient refuses to take delivery. In this case, the package is returned to the sender, via the drop-off Point Relais®.

11. PACKAGE TRACKING – COMPLAINTS

The Customer will provide the recipient with the tracking number of the package.

To facilitate the processing of complaints regarding the delivery of the package, a contact form is made available to the Customer from the package tracking page. The Customer is advised to report within 15 calendar days of MONDIAL RELAY taking charge of the package.

Delivery incidents are handled by MONDIAL RELAY services within a maximum period of 15 calendar days upon receipt of the complaint. Furthermore, in the event of a lost package, Mondial Relay may ask the customer to specify the contents of their package in order to facilitate research, the customer may refuse to respond if they wish.

The complaint must be sent to customer service, specifying the package number:

- The contact form made available to the Customer from the “Contact us” section:
- For Individual Customers: <https://www.mondialrelay.fr/contact-clients-particuliers/>
- For Professional Customers: <https://www.mondialrelay.fr/solutionspro/contact/>
- Sending a letter to the following address:

MONDIAL RELAY

Customer Relations Department

1 Avenue de l'Horizon

59650 Villeneuve d'Ascq

- For Professional Customers, via the Connect interface.

12. Responsibility of Mondial Relay / Compensation

MONDIAL RELAY is not responsible for indirect or immaterial damage such as loss of opportunity, profit, etc. arising from loss, damage or delay in delivery of the package.

12.1 Tab af pakke eller noteret skade

MONDIAL RELAY is liable in the event of loss of the package or damage noted. Its liability is exonerated in the following non-limitative cases:

- fault or error of the Customer and/or recipient (incorrect identification of the sender or recipient, false declarations, etc.)
- case of force majeure (unforeseeable, irresistible and external event),
- circumstances beyond the control of MONDIAL RELAY,
- inherent defect of the object,
- non-compliance with the Customer's obligations regarding restrictions on handling the package, conditions of admission of the package,
- non-compliance with good packaging practices (<https://www.mondialrelay.fr/media/124249/particulier-offre-start-cahier-des-charges-emploi-fr-m%C3%A0j-25102023.pdf>), particularly concerning objects deemed fragile (dishes, porcelain, bottles, glassware, etc.)

The package will be declared, by MONDIAL RELAY, damaged or lost within 21 calendar days of receipt of the complaint made by the Customer.

Without prejudice to the application of the provisions of article 14, in the event of loss of the package or damage noted, MONDIAL RELAY pays the Customer fixed compensation of €25 including tax per package (including shipping costs). This compensation is acquired subject to compliance with the conditions of admission of the package, handling restrictions and compliance with good packaging practices.

No complaint concerning damage or delivery can be taken into account after a period of 3 days following the delivery notice mentioned by the MONDIAL RELAY centralized computer system.

12.2 Lump sum compensation options

MONDIAL RELAY offers the Customer, as an option, 5 levels of insurance (N1 to N5) allowing fixed compensation of up to €500 (see on the site).

Depending on the value of the package, the Customer chooses whether or not to insure their package, for higher compensation, by adding the desired level of compensation.

This additional insurance guarantees the loss of the package during its delivery, or the damage noted when the package is delivered to the recipient up to the level of compensation chosen (including shipping costs).

Compensation is acquired subject to compliance with the conditions of admission of the package, handling restrictions and compliance with good packaging practices.

13. INTELLECTUAL PROPERTY

The use of this online franking web service is reserved for strictly personal use.

All content (texts, comments, images, sounds, photographs, data, drawings, animated sequences with or without sound, videos, illustrations, graphics, brands, logos, audiovisual media, etc.) reproduced on the MONDIAL RELAY website, as well as the design, form, databases and software used on this site are the exclusive property of MONDIAL RELAY or its partners, and/or are used under license by third parties. This content is protected by the standards in force regarding the protection of copyright and in particular the Code of Economic Law.

The reproduction, public communication, making available to the public, rental and loan, public performance, even in part, as well as the dissemination of any element resulting from the content of the MONDIAL RELAY website is prohibited without its authorization or, where applicable, the owner of the intellectual property rights. Any violation results in the sanctions provided for by the Intellectual Property Code or, where applicable, any other applicable provision, particularly under French law.

Affixing a hypertext link to the site www.mondialrelay.fr, using the technique known as framing or deep linking, is strictly prohibited.

14. APPLICABLE LAW – ATTRIBUTION OF JURISDICTION

In the event of a dispute (delay in delivery, damage, loss, estimate of damage greater than the amount of compensation proposed, etc.), an amicable solution will be sought by the parties.

If the Customer is not satisfied with the result or the treatment of his complaint by MONDIAL RELAY, he can then contact the E-commerce Mediator Service of FEVAD (Federation of e-commerce and sales) free of charge. remotely) whose contact details are as follows: 60 Rue La Boétie – 75008 Paris – <http://www.mediateurfevad.fr>.

For more information you can also visit <http://ec.europa.eu/consumers/odr/>.

If a disagreement persists, the dispute may be brought exclusively before the French courts, which will apply French law.

MONDIAL RELAY, however, reserves the right to bring an action against the customer before the competent court according to the rules of common law regarding territorial jurisdiction.

15. MISCELLANEOUS

In the event that one or more provisions of these general conditions are considered void or illegal, they will be deemed unwritten but the other provisions will nevertheless remain applicable.