

# NEDA TAHNIAT

## TERMS & CONDITIONS OF SALE

---

### 1. GENERAL

These Terms and Conditions of Sale (“Conditions”) govern all purchases of products made by NEDA TAHNIAT (“we,” “us,” or “our”) via the NEDA TAHNIAT website (the “Website”). By placing an order through the Website, you (“Customer” or “you”) agree to these Conditions in full. If you do not accept these Conditions, please do not place an order. We reserve the right to update these Conditions at any time. The Conditions applicable to your purchase are those in effect at the time you place your order.

---

### 2. ELIGIBILITY

Orders may only be placed by individuals who are at least 18 years old and legally capable of contracting, with a valid shipping address. Orders placed by minors or unauthorized persons will be null and void.

---

### 3. PRODUCT QUALITY & AVAILABILITY

We offer a curated selection of luxury jewelry, including pieces crafted in 18kt gold. Product images and descriptions are provided for guidance only; slight variations may occur due to the handcrafted nature of our products, lighting, and display settings. Such variations do not constitute defects. All orders are subject to availability and acceptance by us. We reserve the right to limit quantities and change product assortments at any time.

---

### 4. MADE-TO-ORDER PRODUCTION & DELIVERY TIMES

All 18kt gold jewelry items sold on the Website are made-to-order. This means that production of your piece only begins once your order has been confirmed and payment authorized. Due to the meticulous craftsmanship required, delivery times for all 18kt gold products are estimated at 6 to 8 weeks from the order confirmation date. By placing your order, you expressly acknowledge and accept this estimated delivery timeline and agree to these terms. You will receive shipment confirmation once your order is dispatched. Please note that delivery times are estimates and may be affected by external factors beyond our control.

---

### 5. ACCOUNT REGISTRATION & PERSONAL INFORMATION

To place an order, you may be required to create an account or use guest checkout. You agree to provide accurate, current, and complete information and to update it as necessary. You are responsible for maintaining the confidentiality of your account credentials. We are not liable for any unauthorized

access resulting from your failure to protect your login details. Should any of the information you provide on the Website change, please log in to your account and update such information directly on the Website and notify us as set out in our Privacy Policy. Moreover, if we reasonably suspect that a third party has breached a Customer's registration, password, and/or account login, we shall immediately cancel and terminate such account and notify you by e-mail or telephone. Your personal data is processed in accordance with our Privacy Policy, which complies with the EU General Data Protection Regulation (GDPR).

---

## **6. ORDER PROCESS & CONFIRMATION**

After selecting products and proceeding to checkout, you submit an offer to purchase. When ordering on the Website, you will be required to provide personal information such as shipping address, billing address, and payment details. You warrant that all personal information given to us is true and correct. We reserve the right to accept or refuse any order at our discretion, including in cases of suspected fraud or dispute. Upon acceptance, you will receive an order confirmation email containing your order details and reference number. This confirmation constitutes a binding contract between you and NEDA TAHNIAT.

---

## **7. PRICES, TAXES & PAYMENT**

Prices shown include French VAT where applicable but exclude shipping costs, customs duties, and other taxes. Shipping costs, if any, are described in the shipping policy set forth below. Please note that VAT will vary based on the location to which products are shipped. For deliveries within the European Union, VAT is charged according to the applicable local rate in compliance with EU VAT regulations. For all countries outside the European Union, delivery is made on a DDU basis (delivery duty unpaid), meaning the Customer is responsible for any local sales taxes or import duties that may be charged on the purchase. Payment is accepted via credit/debit card, bank transfer (for personalized orders), or PayPal, as indicated at checkout. Payment must be received in full before production or dispatch. Bank wire transfers must include the order reference number; failure to pay within seven working days may result in order cancellation.

---

## **8. SECURITY & ANTI-FRAUD MEASURES**

We employ industry-standard security measures, including SSL encryption, to protect your payment and personal information. However, we cannot guarantee absolute security and disclaim liability for data breaches beyond our control. By placing your order, you authorize us to perform anti-fraud and identity verification checks.

---

## **9. NO CANCELLATION, REFUND OR EXCHANGE FOR MADE-TO-ORDER AND PERSONALIZED PRODUCTS**

Because all 18kt gold jewelry pieces sold are made-to-order and/or personalized specifically for you, they are non-cancellable, non-refundable, and non-exchangeable, in accordance with Article L221-28 of the French Consumer Code and applicable EU laws. By placing an order for these products, you expressly acknowledge and accept this policy.

---

## **10. SHIPPING & DELIVERY**

We offer worldwide shipping. Delivery costs and estimated delivery times are displayed during checkout or confirmed via email. When estimating package delivery time, please allow time for credit approval, address verification, and order processing, as well as payment receipt in the case of bank wire transfers. Once the order is processed and ready for shipment, we will send you the shipment confirmation by e-mail. Delivery requires an adult signature, at which point risk and ownership transfer to you. Any customs duties, taxes, or import fees applicable in your country are your responsibility.

---

## **11. RIGHT OF WITHDRAWAL**

For Customers within the European Union and European Economic Area, you may have a legal right to withdraw from contracts for products that are **not** 18kt gold, made-to-order, or personalized within 14 days of receipt. This right of withdrawal does not apply to any 18kt gold jewelry that is made-to-order or personalized, in accordance with French and EU law.

---

## **12. RETURNS & EXCHANGES FOR NON-MADE-TO-ORDER PRODUCTS**

If you purchase standard (non-made-to-order, non-18kt gold, or non-personalized) products via the Website, returns and exchanges must be made within 14 days following notification of withdrawal, with products unused and in their original packaging with tags intact. You must keep proof of return shipment; we accept no liability if such proof cannot be produced. Only merchandise received by our e-boutique will be eligible for refund or exchange, as applicable. You bear return shipping costs. Returned products are subject to quality control. Refunds or exchanges will be processed after successful inspection, within 14 days of receipt of the returned product. You may exchange a product purchased on the Website for another product if the product to be exchanged complies with these Conditions of Sale. Should a product be returned for exchange, you will be entitled to receive a refund of the price difference if the returned product is more expensive than the desired product. Conversely, if the returned product is less expensive, you will be charged the price difference. In both cases, we will send an email specifying the value of the returned product, the price of the exchanged item, and any amount to be paid by you or refunded to you. 18kt gold, personalized, and made-to-order products cannot be returned or exchanged.

---

## **13. REPAIR SERVICES**

For repair inquiries, please contact our customer service team using the contact information provided on the Website. Repairs are subject to assessment and may incur charges.

---

## **14. ACCURACY OF INFORMATION**

While we strive for accuracy, product descriptions, images, and pricing are for reference only and subject to change. Prices are only confirmed upon order confirmation email. We reserve the right to correct errors or update information without liability.

---

## **15. CUSTOMER RESPONSIBILITY**

You are responsible for providing accurate shipping and payment information. We disclaim liability for delays or non-delivery caused by incorrect information or issues caused by third-party carriers.

---

## **16. ONLINE DISPUTE RESOLUTION**

Consumers in the EU have the right to submit disputes to Alternative Dispute Resolution (ADR) entities. Details can be found on the European Commission's Online Dispute Resolution platform at <http://ec.europa.eu/consumers/odr/>.

---

## **17. ENTIRE AGREEMENT & SEVERABILITY**

These Conditions, together with our Privacy Policy and other referenced policies, constitute the entire agreement between you and NEDA TAHNIAT. If any provision is deemed invalid or unenforceable, the remainder shall remain in effect.

---

## **18. GOVERNING LAW & JURISDICTION**

These Conditions are governed by French law, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG). Disputes shall be brought before the courts of France or the courts of your place of residence if you are a consumer residing in the European Union. Both parties agree to attempt amicable resolution before litigation.