

The Chocolate Sculpture

A N A T R A T Z A B I ©



Shipping & Returns

The products are delivered to the address that you indicate when you place your order. The customer is responsible for the indications given when the order is placed (full address, storey, door code, telephone, etc.). The chocolate sculpture may not be held responsible for an undelivered package owing to incorrect indications. If the package is returned to us because of this type of problem, the re-delivery will be invoiced in full to the customer.

ATTENTION: orders indicating a P.O. box address will not be handled.

You will receive an email informing you that your order has been dispatched.

Lead times and delivery methods

The items are packed by The Chocolate Sculpture in a closed package resistant to shocks during transport.

After payment is accepted, The Chocolate Sculpture undertakes to process and send the order to the destination indicated in accordance with the procedure and means of transport we have determined.

Single orders received via the website are prepared and dispatched within 48 hours. However, for orders of a greater amount and in peak periods, Delivery will be upon agreement.

Damaged products on delivery

Under no circumstances may we be held responsible for any damage that may have been caused to the products if the package has been opened during transport, or if the recipient is absent when the package is delivered.

In the event of a problem on delivery, you must notify this problem to the postal service by registered letter with acknowledgement of receipt within forty-eight (48) hours following delivery of the package.

This claim must include the reason and a description of the condition of the product and its packaging on delivery. Where possible, it is recommended to examine the package in the presence of the deliveryman and to note any reservations on the delivery note, a copy of which you must keep.

Conditions of Use

Application and opposability of the general terms and conditions of sale

1 – The present general terms and conditions of sale are brought to the attention of each customer to allow them to place an order.

2 – Therefore, this implies full, unreserved acceptance by the customer of these general terms and conditions of sale.

3 – No special condition originating from the customer may prevail over the present terms and conditions.

Orders and confirmation

1 – The customer undertakes to make out the order form accurately. In the event of a mistake in the wording of the recipient's address details, The Chocolate Sculpture cannot be held responsible if it is impossible to deliver to the recipient or if the goods need to be returned to The Chocolate Sculpture. If the customer wishes to have the package re-routed to another address, the customer must pay the extra charges.

2 – Each order is subject to acceptance by us. The items presented on our website may under no circumstances be subject to requests to modify their composition or their presentation. For orders of high amounts we ask you to contact us in order to follow a procedure that is more appropriate

to the volume requested. The same goes for requests relating to commercial relations with professionals or shops.

3 – As of acceptance of payment of our partner bank, the order is considered as irrevocable and may not be challenged.

The order is only definitively accepted after confirmation of payment of the amount corresponding to the order. Therefore, the order will only be handled after effective receipt of payment to The Chocolate Sculpture.

The seven-day cooling-off period does not apply to contracts for the supply of perishable foodstuffs such as chocolates.

Prices and delivery charges

1 – The prices indicated on the order form are in Euros, VAT inclusive,

2 – The delivery costs are payable on top of the sale price.

3 – Import duties: there are no import duties within the European Union. For all other countries, any taxes or customs duties are to be borne by the recipient and must be paid on delivery.

4 – The customer is responsible for the indications given when the order is placed (full address, storey, door code, telephone, etc.). The Chocolate Sculpture may not be held responsible for an undelivered package owing to incorrect indications. If the package is returned to us because of this type of problem, the re-delivery will be invoiced in full to the customer.

Replacements and refunds

1 – No returns, refunds or replacements will be granted.

2 – No claim may be made by the customer concerning the taste, freshness or appearance of the products.

Obligation of the customer

1 – All orders must be destined for personal use.

Resale and use or transformation of our products for any commercial purpose is strictly prohibited without our authorization.

Confidentiality of data

1 – With the purpose of protecting your privacy, The Chocolate Sculpture keeps all data concerning you strictly confidential. When you purchase, we only ask you for the information that is indispensable for your order (surname, forename, full address, e-mail). This data entered online is saved to a secure server and is immediately encrypted.

Independence of clauses - Force majeure – Applicable law

1. If one of the present general terms and conditions should be declared inapplicable or invalid for any reason, this invalidity or inapplicability will not affect the application or validity of the other provisions in these general terms and conditions, and the clause that is invalid or deemed inapplicable will be replaced by the closest possible provision.

2. Neither The Chocolate Sculpture nor the customer may be held responsible for any non-fulfilment or delay in fulfilment of one of its obligations described in the present general terms and conditions of sale if such non-fulfilment or delay is due to a case of force majeure.

3 - Force majeure means any external, unforeseeable and uncontrollable event. including, without being limited to: total or partial lock-outs or strikes, war, weather conditions, epidemic, blockage of transport or supply means for any reason whatsoever, earthquake, fire, storms, flooding, etc.