

General Terms and Conditions of Sale (CGV)

hilltopchartreuse.com

These General Terms and Conditions of Sale (hereinafter the "CGV") define the legal framework governing the sale of merchandise and products on the e-commerce website **hilltopchartreuse.com**.

Article 1: Purpose and Scope

The purpose of these CGV is to establish the terms and conditions under which Hilltop ("the Seller") provides its products to consumers and non-professional buyers ("the Customer") via the WooCommerce platform located at *hilltopchartreuse.com*. By placing an order, the Customer unconditionally accepts these terms.

Article 2: Identity of the Seller

The Hilltop Project

Registered Address: Saint-Julien-de-Ratz, 38134 La Sure en Chartreuse, France.

Email: contact@hilltopchartreuse.com

Website: hilltopchartreuse.com

Article 3: Products and Specifications

The products offered for sale are those displayed on the website on the day of the Customer's visit. Our merchandise, including apparel and accessories, is primarily printed on demand via our fulfillment partner (Printful).

- **Measurements:** All product dimensions, such as print sizes (e.g., standard 8 centimetre left-chest logos) and apparel sizing charts, are provided in **centimetres (cm)**.
- **Weights:** Item weights for shipping calculations are expressed in **grams (g)** or **kilograms (kg)**.
- **Visual Accuracy:** While we strive to ensure that product images accurately reflect the physical item, slight variations in color—particularly relating to our brand palette of Deep Forest Green (#1E392A) and Terracotta (#CD5C5C)—may occur due to screen rendering and the physical print process.

Article 4: Prices

All prices listed on the website are strictly expressed in **Euros (€)** and include all applicable taxes (TTC) based on French law. Prices do not include delivery and shipping costs, which are calculated dynamically at checkout based on the final destination and the total weight (in grams) of the order.

Article 5: Ordering Process

Orders are placed entirely online via our integrated WooCommerce store. The ordering process consists of the following steps:

1. Selection of items and addition to the shopping cart.
2. Validation of the shopping cart contents.
3. Input of identification and delivery details.
4. Selection of the preferred payment method and acceptance of these CGV.
5. Final validation of payment.

Once payment is confirmed, the Customer will receive an automated order confirmation via email. The contract of sale is firmly established upon receipt of this email.

Article 6: Payment Methods

We provide a secure checkout process utilizing globally recognized payment gateways. All transactions are fully encrypted.

- **Stripe / Woo Payments:** We accept major credit and debit cards directly on the website without redirection. Mobile express options such as Apple Pay and Google Pay are also supported for seamless checkout.
- **PayPal:** Customers may choose to complete their transaction via their secure PayPal account.

Article 7: Delivery and Fulfillment

Because our merchandise is printed on demand, fulfillment involves a production period followed by standard transit times. The delivery distance—measured in kilometres from our closest partner fulfillment center to the Customer's address—will influence the final transit time.

If a package is returned to the fulfillment facility due to an incorrect address provided by the Customer, the Customer will be responsible for the reshipment costs.

Article 8: Right of Withdrawal (Cooling-Off Period)

In accordance with the French Consumer Code (Code de la Consommation), consumers residing in the European Union have a period of **fourteen (14) days** from the receipt of their goods to exercise their right of withdrawal without having to justify reasons or pay penalties, with the exception of return shipping costs.

Exception for Customized Goods: Please note that products highly customized or personalized specifically for the Customer fall outside this right of withdrawal. However, standard Hilltop apparel printed on demand is eligible for return, provided it is unworn, unwashed, and in its original condition.

Article 9: Legal Warranties

All products supplied by the Seller benefit from the legal guarantee of conformity (Articles L. 217-4 and following of the Consumer Code) and the legal guarantee against hidden defects (Articles 1641 and following of the Civil Code). In the event of non-conformity of a sold product, it may be returned to the Seller, who will exchange or refund it.

Article 10: Intellectual Property

All elements of the *hilltopchartreuse.com* website, including but not limited to videos, typography (Cormorant Garamond, Nunito), color layouts, merchandise designs, and characters such as "Pierre & Gaston" or "Roger the Tourist," are the exclusive intellectual property of the Hilltop Project. Any reproduction, exploitation, or use of these elements, whether in whole or in part, without explicit prior written consent is strictly prohibited.

Article 11: Applicable Law and Jurisdiction

These General Terms and Conditions of Sale are governed by and subject to **French law**. In the event of a dispute or claim, the Customer should first contact the Seller to seek an amicable resolution. Failing an amicable agreement, any dispute relating to the interpretation, execution, or breach of the contract will be submitted to the competent courts within the jurisdiction of the Isère department.