

# Terms And Conditions

The customer can save and print these terms and conditions. Kleor can modify them at any time. In this case, the applicable terms and conditions are those in effect at the date of order by the customer.

## 1. Subject

These terms and conditions are intended to define the rights and obligations of the customer and Kleor.

## 2. Contract Documents

The contract documents are:

- these terms and conditions
- the order page

In case of conflict between the provisions contained in contract documents, the provisions of the order page will prevail.

## 3. Time

These terms and conditions are effective upon the order by the customer. They are valid for the duration necessary for the provision of goods and services purchased, until the expiry of the guarantees owed by Kleor.

## 4. Informations About Products

Kleor presents on its website the products with the features necessary to comply with Article L. 111-1 of the Consumer Code, which provides the

possibility for the potential customer to know before ordering the essential characteristics of the products.

## **5. Price**

Prices are quoted in USD and are valid until the date of the order by the customer. When VAT is applicable, the prices include the VAT rate applicable on the date of the order.

## **6. Payment Methods**

The customer pays through [PayPal](#), by credit card or PayPal account. The customer provides Kleor that he has the required permission to use the method of payment chosen by him during the order validation. Kleor reserves the right to suspend delivery in case of refusal to authorize payment by credit card from certified financial institution or in case of non-payment.

## **7. Order And Delivery Terms**

Immediately after the order and within a maximum of 15 minutes, the customer will receive a confirmation email containing a link allowing him to download the product he ordered. This product will be a PDF or ZIP file.

## **8. Evidence Of Transaction**

Records stored in computer systems of Kleor under reasonable conditions of safety, will be considered proof of communications, orders and payments between the parties.

## **9. Money Back Guarantee/Cooling-Off Period**

All products of Kleor, with the exception of maintenance services, are

delivered with a money back guarantee of 30 days, unless the customer has benefited from a free trial period of 30 days or more for the product he ordered. If the customer is not satisfied with a product he ordered, he has 30 days after the order of this product to get a refund. He shall only remove the product from his website and request a refund. Kleor will refund him no later than within 30 days.

## **10. Data Protection**

The informations requested to the customer are required to process the order. They will never be disclosed, sold or leased to a third party.

## **11. Partial Validation**

If one or more provisions of these terms and conditions are held to be invalid or declared as such under any law, regulation or after a final decision of a competent jurisdiction, the other provisions remain full force and effect.

## **12. Applicable Law**

These terms and conditions are subject to French law. In case of complaint, the customer will apply primarily to Kleor to find an amicable solution.