

ChronoCarpe Total Warranty Contract

The following has been agreed between ChronoLoisirs, hereinafter referred to as "the seller", and the customer, hereinafter referred to as "the buyer":

The seller is Chrono Loisirs, S.A.S.U. with registered office at 1 chemin de la coume 09300 LAVELANET in FRANCE, SIREN no. 481703049. The associated products and services are distributed through the websites www.chronocarpe.com, mobile applications available for download from the Apple App Store under the name "Chrono-carpe" and on Google Play under the name "ChronoCarpe Tout pour la carpe", both published by "CHRONO LOISIRS".

Purpose of the contract:

1. The purpose of this contract is to provide additional warranties for products purchased with the Total Warranty on the Chronocarpe website.

1.1 A 2-year guarantee from the date of purchase in the event of accidental breakage of the product purchased with the **Chronocarpe Total Warranty**.

1.2 A guarantee on receipt of your order in the event of a problem on opening the parcel (breakage or defect) on the product purchased with the **Chronocarpe Total Warranty**.

1.3 Replacement of the product purchased with the **Chronocarpe Total Warranty** in the event of breakdown or defect for 1 month from the date of purchase (subject to availability and after return of the complete product in its original packaging).

1.4 Free returns* in the event of after-sales problems for 1 month from the date of purchase of the item purchased with the **Chronocarpe Total Warranty**. **(metropolitan France only)*

1.5 A warranty extension of one year from the end date of the legal warranty under the same conditions as the legal warranty that applies to the product purchased with the **Chronocarpe Total Warranty**.

2. Price: The price of the Chronocarpe Total Warranty is indicated on the Chronocarpe website at the time of purchase.

3. Conditions:

- Accidental breakage: The **Chronocarpe Total Warranty** covers the repair and/or replacement of the guaranteed equipment up to the purchase value (including VAT) of the product in the event of total or partial deterioration that impairs its proper operation and is the result of an accidental, unforeseeable event not caused by the customer. The guarantee is valid for two years from the date of purchase of the product concerned and can only be used once on the same item. In order to accept a claim, the customer must present the facts and provide photos and/or videos of the product. Once the request has been accepted, Chronocarpe will take care of returning the product to its premises.
- Warranty on delivery: The **Chronocarpe Total Warranty** covers the replacement of the product in the event of a defect or breakage, provided that the customer has received the product, made clear reservations on the delivery note in the presence of the delivery person and reported any damage caused by the delivery to Chronocarpe after-sales service within 7 days from the date of receipt. Once the request has been accepted, Chronocarpe will arrange for the product to be returned to its premises.

- Free return* and replacement: The **Chronocarpe Total Warranty** covers the return and exchange of the product for a new one in the event of a breakdown or defect for 1 month from the date of purchase (subject to availability) provided that the product is returned with its packaging and that the customer has followed the complaints procedure below. This guarantee can only be used once on the same item.

**(metropolitan France only)*

In the event that it is impossible to exchange the item due to stock shortage or end of series, the customer will receive compensation in the form of a credit note on the Chronocarpe site for the amount of the purchase price including VAT.

- Extension +1: The extended warranty covers manufacturing defects and breakdowns that may occur during the additional one-year period of the legal warranty.

4. Warranty exclusions:

The **Chronocarpe Total Warranty** does not cover :

- chips, scratches and scuffs ;
- damage caused during delivery in the absence of reservations made on the delivery note as indicated in article 12-c of the General Terms and Conditions of Sale of the Chronocarpe site ;
- damage caused by non-observance of basic use and maintenance of the product, inappropriate use, mishandling and unauthorised modification or repair of the product ;
- damage occurring in the course of professional use of the equipment ;
- damage caused by the intentional or wilful misconduct of the customer.

5. Claims procedure:

The customer must contact the after-sales service from their customer area on the Chronocarpe website as soon as possible to report the problem, explaining the facts and providing photos and/or videos. Failing this, the customer must send a registered letter accompanied by a valid proof of purchase to benefit from the extended warranty as well as a statement presenting the facts.

Before any product is returned, a request for handling must be made to the After-Sales Service, which will issue a returns number.

6. Applicable law:

This contract is governed by French law and any dispute relating to the interpretation or performance of this contract shall be submitted to the exclusive jurisdiction of the French courts.

By validating and confirming his/her order, the customer acknowledges having read and accepted the terms and conditions of the above contract, which are complementary to the General Terms and Conditions of Sale of the Chronocarpe website.